

# Capacity Statement

## ACTED Jordan



### INTRODUCTION TO ACTED & BACKGROUND

Founded in 1993, ACTED is an international non-governmental organisation with headquarters in Paris. Active in 35 countries, with more than **450 projects running each year targeting 11 million beneficiaries**, ACTED's mission is to save lives and support people in meeting their needs in hard to reach areas. ACTED develops and implements programmes targeting the most vulnerable men, women, boys and girls who have suffered from conflict, natural disaster, or socio-economic hardship. ACTED's approach also looks beyond the immediate emergency and towards opportunities for longer term livelihoods reconstruction and sustainable development.

ACTED has been operating in the MENA (Middle East and North Africa) region and Jordan since 2003, responding to all major emergencies as well as supporting the stabilisation and development needs in most of these countries.

### OPERATIONAL AND TECHNICAL CAPACITY

**Total ACTED Staff:** 365

**National Staff:** 320 national | **International Staff:** 45

**Areas:** Amman, Northern governorates (Balqa, Irbid, Mafraq, Zarqa); Za'atari Refugee Camp, Azraq Refugee Camp, King Abdullah Park Refugee Camp

**Budget:** \$21M

**Beneficiaries:** 400,000

**Sectors of intervention:** Livelihoods, Water Hygiene Sanitation (WASH), Governance & Civil Society, Food Security and Agriculture, Protection, Education, Infrastructure, Basic Needs



Under its global strategy 2017-2019, ACTED works in three key areas of intervention:

**(1) Responding to emergencies and building resilience** by ensuring the provision of basic services, such as WASH, food assistance, protection and education, to population of concerns while building capacities; **(2) Co-constructing effective governance** through supporting local development planning with municipalities, strengthening and empowering the civil society and **(3) Promoting inclusive and sustainable growth** by supporting climate-smart agriculture initiatives and the development of sustainable livelihood opportunities.

In Jordan since 2012, ACTED's focus has been on responding to the Syrian crisis and the influx of refugees entering the country. As one of the largest humanitarian actors, ACTED plays an integral role in ensuring the provision of basic services to refugees and vulnerable Jordanians in the areas of food, shelter, protection, education, water, hygiene and sanitation (WASH). To mitigate the increased pressure on Jordanian public institutions, particularly education and water and sanitation systems, ACTED also works to rehabilitate infrastructure, provide social support and engage with civil society and government actors. Since 2015, ACTED has engaged in livelihood programming targeting Syrians and vulnerable Jordanians in order to improve their self-reliance.

In Zaatari and King Abdullah Park (KAP) refugee camp, ACTED provides essential WASH services such as water distribution, hygiene promotion, community mobilisation, and solid waste management through Cash for Work (CfW), benefitting 80,000 individuals. In Azraq refugee camp, ACTED also provides income generating opportunities to refugees to support its current programmes in WASH and Food Security through Incentive Based Volunteering (IBV), and distribute bread and supply clean drinking water to the entire camp population on a daily basis. In host communities, ACTED supports the basic needs of vulnerable households during the winter season, and provide WASH services to extremely vulnerable population living in Informal Tented Settlements (ITS). In addition, ACTED closely works with a range of local CBOs to build their capacity using the Grassroots Organisation Capacity Assessment (GOCA), an assessment tool designed and used by ACTED to measure the current capacity of its partner CBOs. ACTED has worked in partnership with UN Women, focusing on rural women in Mafraq and Irbid governorates to increase women's participation and leadership in the agricultural sector, and continues to improve agricultural livelihood opportunities for both Syrian and Jordanian with BPRM support. Committed to improving municipal service provision, developing a business friendly environment and enhancing cohesion between Syrians and Jordanians in host communities, ACTED has engaged in local governance programming as part of the LEADERS consortium, facilitating dialogue among key stakeholders and strengthening community planning in two municipalities.

## APPROACH TO SUSTAINABLE LIVELIHOOD

Opportunities for longer-term livelihoods reconstruction and sustainable development are an integral part of ACTED global strategy. It is also embedded in ACTED's MENA strategy which focus is to re-build livelihoods and employment opportunities so that affected populations can have a sustainable future and support themselves. Resilience is paramount to achieving sustainable livelihoods and economic empowerment. ACTED defines it as *"the capacity of men, women, youth and children, including vulnerable individuals, to fulfil their rights and improve their social and economic conditions despite crises and stresses"*.

The term "sustainable livelihood" refers to an income-generating activity that results in a positive return on investments sufficient to provide an income and fund the further investments necessary to continue that activity.

Traditional approaches to improving livelihoods for refugee populations usually focus on strengthening the supply side of the labour market. Those approaches hinges upon the assumption that business training such as entrepreneurship training, financial education and vocational training will enable refugees to start micro-enterprises or small income-generating activities that will provide a means of livelihood and lead to self-reliance. While these approaches can provide short-term income earning opportunities, they often run into major problems in the long term, particularly when implemented on a large scale. Therefore, to achieve economic inclusion a sustainable way, interventions should be based on a thorough analysis of the existing demand for labour, products and services, and of market systems in which refugees, as well as host communities, could make a living (Market-Based Livelihood Interventions For Refugees, UNHCR, 2017). In this framework, ACTED's approach and programming in Jordan focuses on:

(i) The provision and improvement of short term income-generating opportunities facilitating the provision of basic services:

In Azraq, Zaatari and KAP, ACTED provides income-generating opportunities to Syrian men and women through CfW and IBV, contributing to sustainable waste management. To ensure sustainability, ACTED has been training Syrian men and women in plumbing, equipping them with the necessary skills to undertake Repair & Maintenance (R&M) work. In Azraq Camp, ACTED is also establishing a bread waste storage and operations facility in which refugees will be responsible for dry-bread storage and packaging to be sold to external buyers. ACTED continues to emphasize the importance of employing skilled Syrian workers, as opposed to hiring a contracting agency, and has demonstrated the success of this approach through its water supply network and wastewater networks in Zaatari Camp.

(ii) The promotion and increase of women and youth economic empowerment, employment and access to labour market through vocational training, jobs matching, jobs creation, and life skills training, meeting protection standards:

In partnership with Princess Basma Youth Resource Centre (PBYRC) and the Arab Women Organisation (AWO), ACTED has been funded by EuropeAid to support vulnerable women, students, youth job seekers, and survivors of Gender-Based Violence (GBV) in Jordan through the provision of trainings, the establishment of women's centres, and the carrying-out of job fairs. ACTED and its local partners have already managed to place more than 800+ Jordanian youth into jobs and developed an advocacy strategy to promote vocational training for youth. More than 10 job fairs have already been organised.

(iii) The integration and participation of Syrian refugees and vulnerable Jordanians in agricultural livelihoods opportunities through value chain analysis and business growth support

In early 2017, ACTED finished implementing a project funded by UN Women that increased 257 rural women's participation and leadership in the agricultural sector in Mafraq and Irbid governorates. In the fall 2017, ACTED has started implementing a BPRM-funded livelihoods project which aims to strengthen the capacity of local agricultural cooperatives to enhance local value chains, while at the same time equipping vulnerable Syrians and Jordanians with the skills to enter the agricultural sector through microbusinesses, in turn enhancing income-generation. ACTED is also partnering with WFP on a pilot project in Azraq town which aims to strengthen the



A Jordanian woman taking care of her hydroponic system in 2015 @ACTED

livelihoods of Jordanian vulnerable households through the provision of business trainings, trainings in the use of hydroponics systems, hydroponic infrastructure and agricultural inputs, and market connections with farms.

(iv) The improvement of municipal service provision, enhancement of the business environment and promotion of inclusive local economic development, with a focus on social cohesion;

ACTED is a partner of the LEADERS Consortium, funded by EU MADAD, in which our organization engage with municipalities to improve service provision, enhance the business environment and increase social cohesion. ACTED facilitated dialogue with key stakeholders in the municipality and initiated Public and Private Partnerships (PPP).