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Resilience for Syrian refugees, IDPs and host communities in response to the Syrian and Iraqi crises

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QUDRAMATTERS

SPECIAL FOCUS JORDAN



Implemented by



FOREWORD

*"In the street today, my voice and yours can be heard, from all around the globe...
 Time breathes freedom with us...
 And the world remains what it is,
 but we're the ones who can change."*

This is an excerpt from the lyrics of the song Belsharea of the Syrian (refugee) rock group Khebez Dawle. The lyrics remind us of the basic understanding of humanity, unity, solidarity and freedom, including the freedom of speech (in the streets). In the spirit of this song, with our work in the Qudra Programme we would like to contribute to improve the lives of Syrian refugees, IDPs and host communities in the neighbouring countries of Syria.

We hope that our work matters in strengthening resilience of refugees and IDPs as well as host communities, hence the title of our magazine. It aims at giving a voice to the Qudra Programme's stakeholders, beneficiaries, representatives of commissioning agencies and partner governments, the staff of the programme, and others.



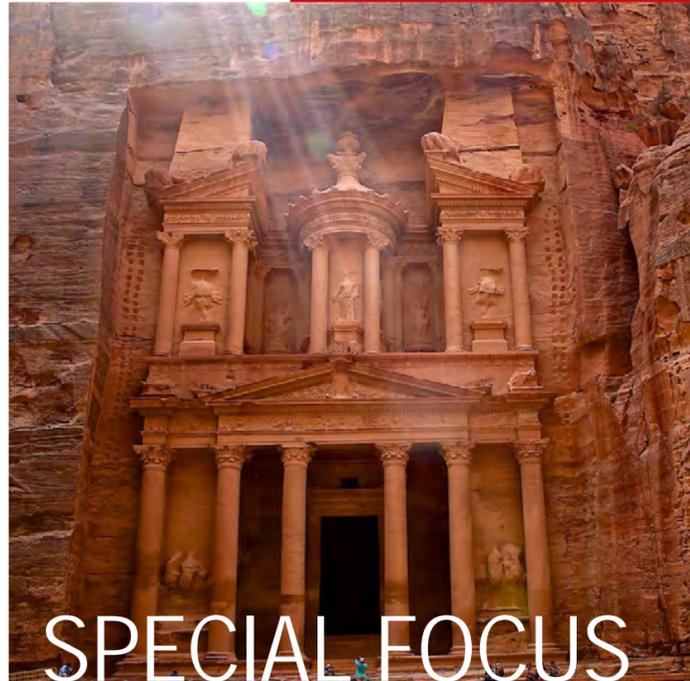
This 2nd edition of "Qudra Matters" prominently features our work and achievements in Jordan, one of our partner countries. The articles on Jordan focus, for example, on good governance practices and issues related to public financial management and energy efficiency at local government level. In a special interview with our colleague Louis Meunier from Canal France International (CFI), we explore the link between digitalisation and social development. In addition, we present recent news on programme activities and visits from all our partner countries and the region, and we showcase "Voices from Qudra" – a compilation of beneficiaries, participants and interviewees.

I hope you enjoy reading this issue, and we welcome any feedback you may have for us!

Dr. Günther Taube
 Programme Director
 Qudra Programme

RESILIENCE FOR SYRIAN REFUGEES,
 IDPS AND HOST COMMUNITIES
 IN RESPONSE TO THE SYRIAN AND
 IRAQI CRISES

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SPECIAL FOCUS JORDAN

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Welcome to Kilis!

Providing space for fostering social cohesion

By Samira Lindner

BMZ and EU inaugurate two community centres for Syrians and the Turkish host community of Kilis, supported by the Qudra Regional Programme.

On 07 June 2018, two new community centres were inaugurated in the Turkish city of Kilis – just five km from the Syrian border. The buildings were comprehensively rehabilitated and furnished by GIZ and can now be used as common places for learning and interaction between Syrian and Turkish women and youth.

Among the participants of the inauguration ceremony were EU Ambassador Christian Berger, the Head of Development Cooperation of the German Embassy Dr. Manuel Paulus; Qudra Programme Director Dr. Günther Taube; the Mayor of Kilis, Hasan Kara; two Members of the Parliament from Ankara Mustafa Hilmi Dülger and Reşit Polat; two representatives of the Turkish Presidential Office Akın Ak and Erhan Sirt. The guests were welcomed by the residents of Kilis. The personnel of the community centres themselves took an active role during the day and many media representatives were present.

Ambassador Berger in his address to the community emphasized, that “this is a great example of how joint efforts of the EU and its Member States together with Turkish central and local institutions deliver quality services and contribute to social cohesion in towns affected by a massive influx of refugees, such as Kilis.”



The population of the Turkish border city Kilis has nearly doubled since the beginning of the civil war in Kilis; by now there are twice as many Syrians in the city as the Turkish host community. This causes additional pressure on the public infrastructure and services and leads to drastic changes in the adaptability between the two communities. To counteract negative dynamics, the municipality of Kilis provides training, counselling and support services for Syrians and disadvantaged groups of the Turkish population in its municipal community centres and is supported by the Qudra Programme's Module 3 – “Social Cohesion”, implemented by GIZ.

The historical buildings rehabilitated by Qudra offer skills development trainings, such as Turkish language courses, handicrafts courses, IT-trainings, or cooking classes. In addition, the Qudra Programme supports peacebuilding and intercultural activities, to strengthen social cohesion between refugees and host communities. This includes, for example, sport, art, dance or discussion events. Youth are also supported in taking an active role in the community and to become socially engaged both within and outside the community centres.

A particular focus of the development cooperation in Turkey is to foster social cohesion between the refugees and local population in the host communities. With more than 3.5 million refugees, Turkey is the country with the highest number of refugees in the world. Accordingly, Module 3 – “Social Cohesion” of the Qudra Programme aims to respond to this situation through activities focused on improving and extending social services in Turkey.



With efforts of Expertise France, a “Child Caravan” in Istanbul, Turkey is designed to provide Syrian children and their Turkish peers in remote areas, game-based language learning through special games and knowledge on cultural environment through cartoons and child documentaries. They will also be given basic curriculum courses that can be considered as an initial step to adopt the official education system.



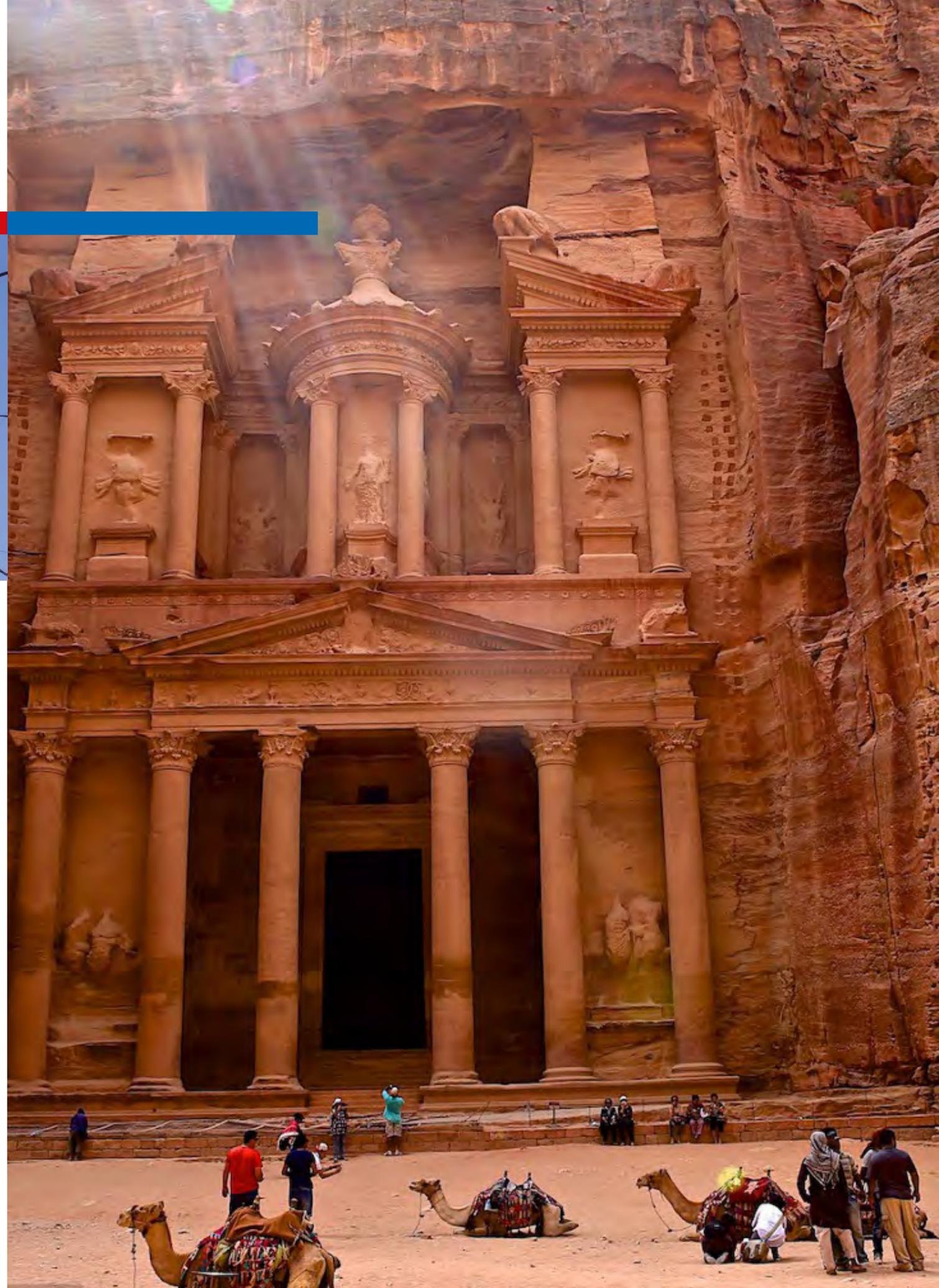
A total number of

974

beneficiaries (621 Syrians, 586 females) have been reached by the Module 3 in Turkey, through various sessions from Turkish language to youth leadership training in İstanbul Youth Development Centre and Kilis Women Enrichment Centre.



QUDRAMATTERS



Shaping a more sustainable Jordan for tomorrow



The migration flow and its impact began to associate different types of concerns for refugees, IDPs and the host communities. Providing basic services for habitants becomes a challenge for local governments with each passing day. One of these challenges is: energy!

Nowadays, it's getting more and more clear that energy efficiency improvements are more cost effective than building and operating power plants. These improvements have not only environmental impacts but also economic benefits such as large cost savings, job creation and market development. As stated in the 2030 Agenda for Sustainable Development, there is still a huge need for public and private investments in energy to transform the world's energy systems, especially when it comes to the countries most affected from the refugee crisis.

Municipalities in the north of Jordan are hosting large numbers of Syrian refugees, outnumbering even in certain areas the host population, despite the limited financial capacities of the local authorities. Providing for their needs is heavily affecting local finances and government expenditures for public services.

The Jordan Response Plan (JRP) is outlining the investments and funding needed over the next three-years' timeframe. Three energy-sector specific objectives – offsetting incremental energy demand, promoting energy efficiency and renewable energy technologies and providing safe sustainable energy for refugees and Jordanians – are listed in the current JRP. The estimated costs for achieving these outcomes are totalling up to a need of around USD 300 million between 2016 and 2018¹.



¹Refugees and Energy Resilience in Jordan. Research paper by Glada Lahn, Owen Grafham and Adel Elsayed Sparr in Moving Energy Initiative, Amman. 19–20 April 2016.

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New methodologies may take a turn in Jordan

Jordan is considered an "insecure country", as it is importing 96% of its energy requirements. The country therefore plans to adopt new methodological strategic measurements to provide safe, clean and affordable energy sources for both, Syrian refugees and Jordanian communities through interventions within refugee camps and host communities alike.

To address this issue, the Qudra Programme is supporting Jordanian municipalities of Sarhan, Mafrq and Ramtha on their path towards sustainable development. Qudra focuses on replacing current street lighting system, which count for nearly 80% of the energy costs of the municipalities and instead use more efficient technologies. Module 4 of the Qudra Programme – Supporting Local Administrations - is likewise developing the capabilities of the municipal staff for the design and implementation of an effective methodology to implement energy efficiency measures.

Implemented by Spanish Agency for International Development Cooperation (AECID) in cooperation with FIIAPP in Jordan, the overall goal of the Module 4 is to support municipalities to efficiently manage their budgets, excel in operational management, and to put in place participatory decision-making features involving both, local authorities and local populations.



The Fundación Internacional y para Iberoamérica de Administración y Políticas Públicas (FIIAPP) is a public operator, part of the Spanish international cooperation system. It works at the service of public administrations, managing the participation of their different bodies in international technical cooperation projects and programmes. FIIAPP aims at improving the institutional framework and functioning of public systems of the countries where it works, through projects that promote the exchange of experiences between administrations. It supports the design, implementation, monitoring and evaluation of public policies, as well as the administrative organization and development of legislation.



From diagnosis to capacity development

A team of Spanish experts of Cartif Foundation have been providing technical assistance to the municipalities through the performance of an energy efficiency diagnosis, the provision of guidance and training to municipal staff. This support will be permanent until the end of the Qudra Programme to ensure effectiveness and capacity development.

The expected result is rousing. The targeted municipalities are subjected to save up to 25% in energy expenditures as a result of the Programme. As a snowball effect, this expected result will not only contribute to boost the financial capacities of the local institutions, but also allow new resources to emerge for addressing other unattended socioeconomic needs among the citizens of Jordania.



03

RESILIENCE FOR SYRIAN REFUGEES, IDPS AND HOST COMMUNITIES IN RESPONSE TO THE SYRIAN AND IRAQI CRISES

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QUDRAMATTERS

Decentralisation: Because everyone is a partner in development



11 SUSTAINABLE CITIES AND COMMUNITIES

UN Sustainable Development Goals contributed by this activity

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

UN Sustainable Development Goals contributed by this activity

Striving for transparency and accountable government officials and institutions, this slogan “everyone is a partner in development” was adopted by many citizens in Jordan during the first local elections in 2017. “Decentralisation is a multidimensional process, which defines the distribution of power and resources between state and society, the executive and other branches of the government, at the micro level between central and local governments, central government and their field administrations, between central/local governments and non-governmental entities as well as at higher levels between governmental units within a federal or international system.”²

In a nutshell: It is a matter of the transfer of power, a two-way participation and mutual dialogue and agreement.

Decentralisation often requires the strengthening of policies, regulations and legislations, institutional development, capacity building for operating systems and procedures, as well as smoothly operating monitoring, evaluation and communication systems. But this is not enough. The two-way nature of decentralisation also requires an integrated, multi-actor local development plan which encourages the effective public interest groups and a platform to implement it.

²Decentralization and Development by Ter Manyang, nyamilepedia.co, August 5, 2015

Participatory Budgeting

Despite the limited financial capacities of local authorities, municipalities in the north of Jordan are hosting large numbers of Syrian refugees, even outnumbering residents in some locations. Providing for their needs has heavily affected local finances and is still increasing government expenditure for public services. To enhance local cohesion and inclusive service delivery, through its Module 4, the Qudra Programme is exploring innovative approaches devoted to engaging host communities, refugees, civil society organisations and local administrations in the design and implementation of local initiatives. One of them is: "participatory budgeting".

Jordan, three years ago, passed two laws: The "Decentralisation Law" and the "Municipalities Law" which are establishing the solid base of delegating legislative powers to local authorities. Getting the strength from these developments Qudra is strengthening local governance by providing the needed platform for necessary implementations of the decentralisation plan in Jordan. By building capacities of the municipalities, civil society organisations and citizens, Qudra activities allow exploring new approaches and forms of civic engagement and participation for the resolution of local development challenges.



Spanish Agency for International Development (AECID) is a Public Law Entity attached to the Ministry of Foreign Affairs and Cooperation. AECID is responsible for the development and management of the Spanish policies for development cooperation, aimed at reducing poverty and achieving sustainable human development in partners countries. To this end, AECID provides technical, economic and financial cooperation, as well as, humanitarian aid.



SURVEY ON LOCAL DEVELOPMENT PRIORITIES

A survey was conducted in the municipalities of Mafraq, Sarhan and Ramtha in Jordan to identify priority needs in public service delivery. Priorities were listed and discussed in "Citizens Days" at which local committees were created by volunteers from the municipalities, CBOs and interested individuals. Local Committees worked to identify specific projects for intervention in the priority areas identified by citizens. Technical assistance provided to analyse the results of the survey and the work of the local committees in a bid to reflect the demands in the proposed budget for 2018.

Promoting a New Vision of Local Governance

Qudra Programme's Module 4 – Supporting Local Administrations in Jordan is implemented by the Spanish Agency for International Development Cooperation (AECID, the International and Ibero-American Foundation for Administration and Public Policies).

AECID is partnering with two Jordanian NGOs, Partners Jordan (PJ) and Arab Renaissance for Democracy and Development (ARDD), to build the capacities of the municipalities of Ramtha, Sarhan and Mafraq along with Community Based Organisations (CBOs) in the Governorates of Mafraq and Irbid to ensure effective and productive engagement of these organizations and citizens in local decision-making processes. The experience is being piloted through the participatory budgeting approach.

Decision-making processes of the municipalities were now based on a survey that was completed for nearly 1300 people, enabling the municipalities to better understand the local development priorities of citizens.

Based on these priorities, thematic committees were created in each community to narrow down the priorities into concrete proposals. With the support of participatory approaches in budget design, municipalities have translated these proposals into precise actions that were reflected in the annual budget for 2018. The level of increase on the resources allocated to address the needs highlighted by citizens', range from 35% to 400% for some projects that were covered by the annual budget of the municipalities for its first time. This experiment has so far mobilised already over 2000 citizens (both Syrian refugees and host communities) in selected municipalities and eight CBOs until June 2018.

The second cycle of the process will be launched in September 2018.

1.253
questionnaires were completed in total; of these were
368
by Syrians and
652
by female participants.



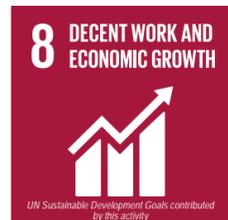
Joint forces of EU, Germany and Jordan to obtain sustainable results

Following the proposal of The German Association for Adult Education (DVV International), GIZ (The Deutsche Gesellschaft für Internationale Zusammenarbeit, GmbH) along with Family & Childhood Protection Association in Irbid implemented an extensive vocational training covering a broad range of topics from information sharing to employment.

The actual implementation plan for the training included 5 phases in total. The first phase included promoting the project through advertisements, social media networks, conducting meetings and interviews with the target audience, in addition to coordinating with vocational training institution to agree on work and cooperation mechanisms. The second phase was composed of the implementation of employment guidance and orientation sessions.



45 unemployed job seekers mobilised after training in Jordan



Of some 657,000 registered Syrian refugees in Jordan, more than 80 per cent live below the poverty line on less than US\$3 a day, mirroring the situation more than 5.5 million Syrian refugees are facing across the region. After years in exile, families are slipping deeper into debt and are struggling to meet their basic needs.³

While levels of unemployment have increased for Jordanians, the Syrians have been struggling to enter the labour market. Syrian refugees face the added challenge of needing to obtain a work permit. This, however, is only possible under certain conditions, such as finding an employer and being able to provide required paperwork. In addition, several professions have been closed to migrants and refugees due to the strained labour market situation. Many refugees therefore are not able to work in the profession they are qualified for. Given the facts and figures, the current situation itself is evidence enough for the urgent need of actions that must be implemented in the region.

The Qudra programme aims to address this situation by providing vulnerable Jordanians and Syrians with the opportunity to participate in accredited vocational training programmes. Due to the restricted occupations for Syrian refugees, Qudra ensures that training programmes qualify participants for occupations that are open to refugees.

Pastry & Dessert-Making, Cellular Maintenance, Sales & Marketing

Qudra also takes into consideration the specific needs of women and men by providing training programmes both in traditionally male and female occupations as well as in new fields that can easily be accessed by all. Therefore, the third phase was designed as a referral of the participants to register in the vocational training institution in three specialties: pastry and dessert-making, cellular maintenance, sales and marketing.

After over 36 days of training, the fourth phase involved trainees in an intensive practical application programme in cooperation with employers. Following this fruitful engagement of job-seekers with employers, the participants attended an entrepreneurship skills training for 10 days at the Family and Childhood Protection Society (FCPS), in addition to conducting evaluation, networking and profession practice exam as the final and 5th phase of the programme.



³UNHCR's Grandi hails Jordan's job scheme for Syrian refugees, Charlie Dunmore, <http://www.unhcr.org>, 12 February 2018

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What makes this training programme special?

There are several points for this programme allowing it to stand out amongst others. To name some of those:

- Tribal and remote orientation
- Suitable training time duration for the participants
- Continuous field supervision
- Availability of practical implementation opportunities in existing projects

Moreover, as strategy for a more sustainable approach, the Qudra training programme has provided follow-up and support by the facilitators and oriented the vocational training content according to the needs of the Jordanian labour market as well as to the participants' desires.

The training was carried out based on the approved training curricula, certified by the largest governmental training institution, the Vocational Training Corporation (VTC), directly affiliated to the Ministry of Labour (MoL) of Jordan.

SUCCESS OF THIS PROGRAMME IN NUMBERS

45 seriously interested unemployed job seekers were mobilized and registered.

44 participants passed the approved exams and received highly recognised certificates.

26 participants passed the profession practice exam and obtained a certificate of practicing a specific skill level

23 participants were employed.

3 participants were self-employed.

10 participants considered starting up and managing their own collective projects.



FACTS & FIGURES of QUDRA MODULE 2 "SKILLS DEVELOPMENT" in JORDAN

842 beneficiaries (60% Syrian refugees, 12% female) between

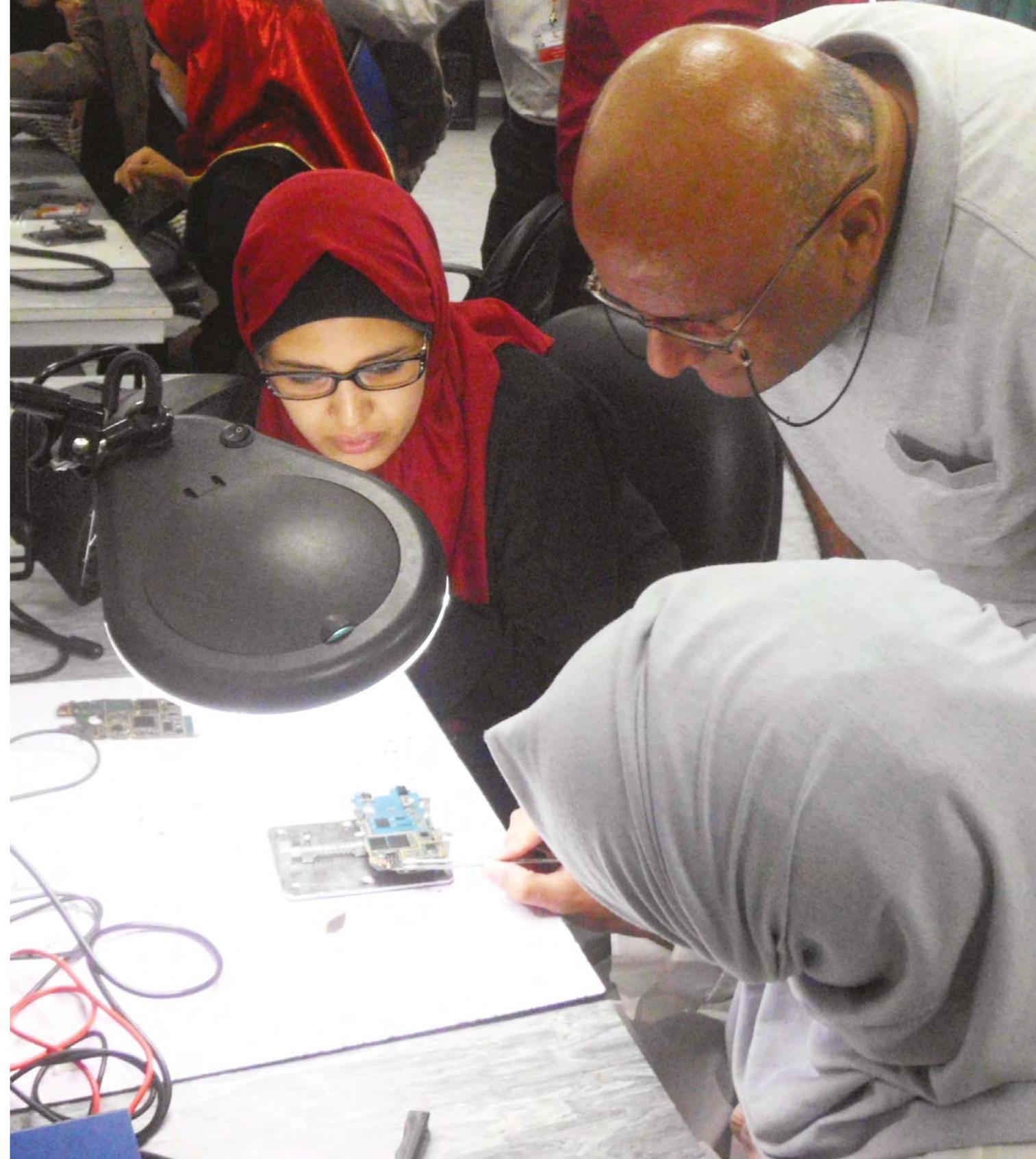
18-35 years completed training programmes. Total number of beneficiaries expected to be around

4.150 by fall 2018. Contracts for trainings of further

3.200 participants have been finalised.

DO YOU KNOW?

Jordan Education for Employment (JEFE) placed 12 women in Amman and 9 women in Irbid into jobs in the garment sector after their training courses implemented by the Qudra Programme.



05 Activities

RESILIENCE FOR SYRIAN REFUGEES, IDPS AND HOST COMMUNITIES IN RESPONSE TO THE SYRIAN AND IRAQI CRISES

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Open Dialogue Platform Participatory Budget Day in Sarhan, Jordan



In addition to the provision of financial and technical support for the implementation of energy efficiency measures and the enhancement of the managerial capacities of three municipalities in the north of Jordan, Qudra is facilitating the launch of participatory budgeting processes to foster citizens engagement in decision-making processes.

In Sarhan, almost five hundred citizens, mostly women, have determined as urgent priorities the allocation of more financial resources for the reparation of streets, increase of waste collection cycles and the construction of green areas and gardens. In response to the needs expressed by citizens, the municipality hosted the "Participatory Budget Day" on April 10, 2018, where these needs were presented to citizens and local stakeholders.

One of the key strengths of Qudra is its broad cross-sectoral portfolio and modular approach in implementation, which allows a variety of interventions focussing on key aspects of livelihood and service provision. There is high flexibility within and across the modules, which enables Qudra to explore further synergies between the different modules of the Qudra Programme.



Seminar Consolidation of the decentralisation process in Jordan

From March 5th to 8th, 2018 in the Irbid and Mafrq Governorates, AECID in collaboration with the Ministry of the Interior organised a series of seminars on "Local Development Plans in the context of the decentralisation process in Jordan". Under the Qudra Programme, the seminars aimed to support local administrations to improve the provision of services in localities that have been directly affected by the crisis of Syrian refugees during the recent years.



Nearly 60 representatives of Municipalities and Governorates of Irbid and Mafrq have participated in the two editions of the seminar. A series of technical sessions and practices on the decentralisation process and the conception and design of Local Development Plans have been included. Furthermore, direct experience in the design and implementation of these plans has been shared.

invited by UNDP), who have facilitated dialogue and reflection on better practices in the construction and implementation of local development plans and the implementation of the Decentralisation Law from legal and technical points of view.

The seminars were organised in collaboration with the Decentralisation and Local Development Support Programme, funded by the EU and implemented by the Ministry of the Interior and UNDP in Jordan to ensure coordination among different national and international key actors, operating in the field of decentralisation. This collaboration also provided the opportunity of engaging a regional expert on accountability and transparency in the different sessions.

To facilitate the exchange of experiences and learning, the seminars included the contribution of two international experts, Mrs. Blanca Requena (Secretary of The Council of the County of Malaga, Spain) and Mr. Emad Saed (Expert in Governance,



As a part of this strength, through this activity Qudra encouraged the creation of a platform to create new channels for dialogue through which the community can raise needs and share solutions with the municipality. Dialogue in the context of the participatory budgeting activities is ultimately helping to build social cohesion in the Jordanian municipalities of Sarhan, Mafrq and Ramtha. By fostering citizens' participation in the definition of the local development priorities and by making the municipalities accountable towards the needs of citizens, Qudra is creating spaces for dialogue, exchange of ideas and needs between host communities, Syrian refugees and local authorities.

DO YOU KNOW?

In May 2018, preparatory work for the construction of a hangar in Sarhan, Jordan has started. "The Hangar" is expected to be able to attract investments with the capacity to create jobs for around 300 women drawn from Syria or Syrian refugees and host communities. Construction will be implemented by the Municipality of Sarhan with the financial support of the Qudra Programme.

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Training Strategic management trainings in Jordan

The Qudra Programme has conducted two training sessions on Strategic Management on March 2018 in Jordan. The objective was the introduction to the tool: Balance Score Card as a methodology for strategic planning at the level of the municipality or for a given public service. The training sessions were open to all municipalities in the governorates of Mafraq and Irbid. 46 civil servants were trained, and important links were created among civil servants facing similar contexts and problems.

Qudra brings municipal civil servants from different municipalities together in various platforms to encourage all parties to enter constructive dialogue and exchange experiences. Through such a participatory strategy, Qudra events and activities aim to develop new, innovative strategies for an appropriate response to the region's refugee crisis.



Meeting Support in the improvement of public services in Ramtha, Mafraq and Sarhan

By the initiative of the Qudra Programme, AECID brought together the Mayor and representatives of Ramtha, Mafraq and Sarhan to agree on different measures of public service improvements regarding the subject to address, the methodology selected and synergies with other collaborations in the frame of other projects implemented in the area.

The three municipalities established their priorities and selected the area to be addressed. The priorities were defined as citizen services for Ramtha and Mafraq and urban waste collection for Sarhan. Work plan and first missions have already started in Ramtha and Sarhan while last updated to the work plan are being done for Mafraq.



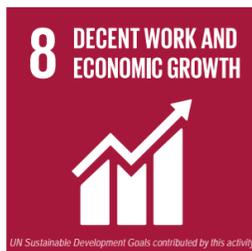
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Scrolling towards a digital resilience

Interview with
Louis Meunier - CFI



UN Sustainable Development Goals contributed by this activity



UN Sustainable Development Goals contributed by this activity

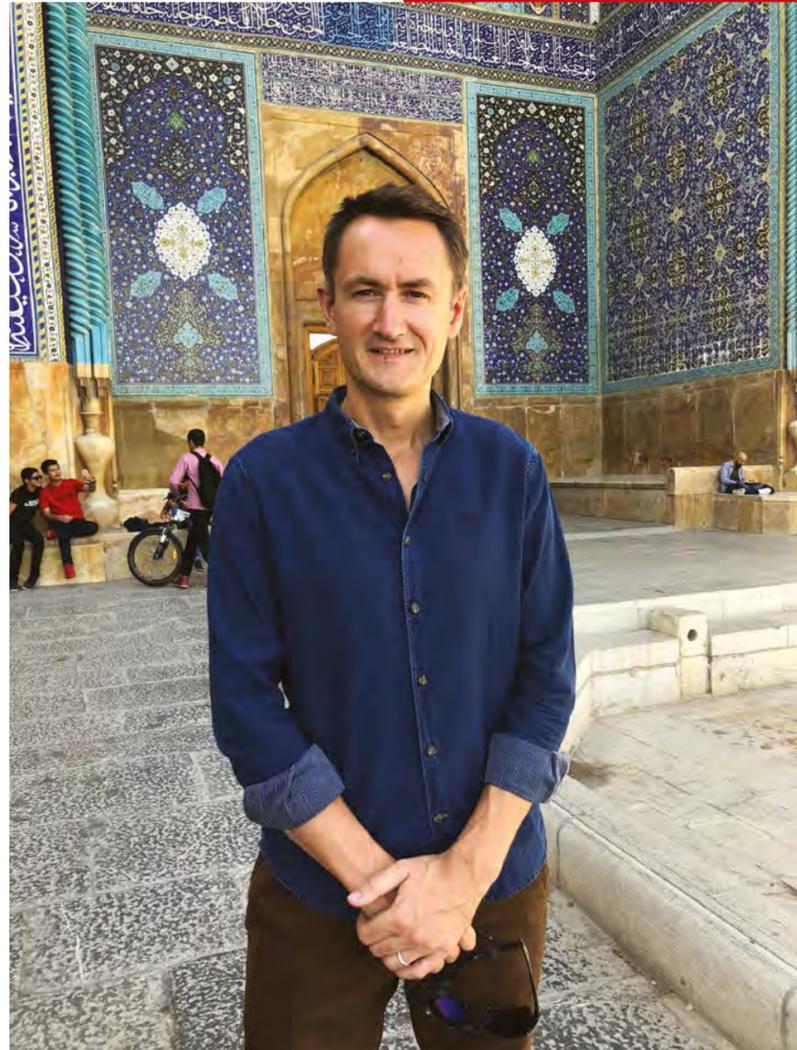
Who is CFI and what is their main purpose of existence in the Qudra Programme as well as in Jordan?

CFI is the French media development agency of the French Ministry of Europe and Foreign Affairs. CFI implements media development programmes to promote democratic debate and pluralistic information and to support the objectives of sustainable development. Alongside civil society members as well as private and public media organisations (TV, radio, print media, online media), CFI carries out "Media Development" projects (strengthening the capacity of media actors) as well as Communication for Development initiatives (sometimes called

"C4D", i.e. producing and disseminating content to support development, which is the case in the frame of Qudra).

As part of the Qudra Programme CFI's aim is to facilitate the production and dissemination of information towards Syrian refugees and host populations in Jordan, Lebanon and Turkey to foster social cohesion. Indeed, findings show that communities suffer blatant information gaps on many issues: people are not aware of the most basic legal documentation procedures, nor are they aware of their rights and also sometimes duties. They don't know how to find work, how to get access to education, how to benefit from

healthcare services, just to name a few gaps. As the Syrian crisis is getting more and more protracted, we can witness a growing resentment towards refugees. The provision of information contributes to alleviating social tensions between Syrians and host communities, who have to share limited resources with a high number of refugees. We thus implement communication campaigns on a wide range of topics: From legal assistance to protection, to the promotion of employment opportunities.



interview

How would you describe the potentials of the "digital world" in social development area, especially when it comes to perform in such context-sensitive countries targeting vulnerable audiences?

The "digital world" is a tremendous opportunity to communicate with communities who were considered "hard-to-reach" until just a few years ago. A survey that we commissioned show that there is a very high level of media equipment existing within host populations as well as refugee communities in Jordan, Lebanon and Turkey: 97% of our targeted beneficiaries have phones, mostly smartphones, which they consider their lifeline. Although the cost of internet is a challenge in Lebanon - people spend an average of 10€ per month on internet, which is worth 5 GB in Jordan, 2.8 in Turkey, and only 0.8 in Lebanon - Facebook is the primary tool for our communication campaigns. The digital era makes it possible to deliver actionable information through video clips on topics that are relevant to our audience.

To what extent do digital media have an influence or impact on reaching European Union's goals in Jordan in response to the refugee crisis? How would you describe the contribution of "Together in Jordan" Facebook page on this regard?

We created a Facebook page in Jordan to channel our communication campaigns - and we hope to do the same in Lebanon and Turkey very soon. After four months of existence, the page has attracted more than 40,000 followers, and the videos we posted have been viewed more than 1.3 million times. That means we are reaching a high number of individuals affected by the crisis.

Besides providing actionable information, the page is helping to generate a dialogue between the Jordanian host communities and Syrian refugees. Indeed, the videos that we produce are promoting successful cooperation stories between Jordanians and Syrians and are showing that Syrian refugees are not taking advantage of the situation, but are rather doing their best to survive, while being grateful for the Jordanian hospitality. This positive



Photo by @Maysoun Khaled

dialogue is reflected in the comments of people and their questions on our page, the vast majority of them encouraging resilience and social cohesion.

Our campaigns are implemented through a participatory process involving lead stakeholders on each of the topics that we tackle, including local authorities but also UN agencies and NGOs who receive funding from the European Union. In the case of employment for example, we work in close collaboration with the Ministry of Labour, the Federation of Jordanian Trade Unions, the UNHCR, the ILO, and ARDD (a NGO providing legal assistance). Our videos are produced in a collaborative manner, posted on our Facebook page in the first place, and then shared on the pages of all our partners. This strategy not only ensures the accuracy of the content we produce and increases visibility, but it also supports a global collaboration momentum between various actors who receive the support of the European Union.

How do digital media change the lives of the Jordanian people?

Digital media has become an important way to access and share information for the people in Jordan. The use of digital media technology has become an alternative to traditional media and is altogether

increasing civil society participation and enabling individuals to politically engage.

In the case of Jordan, is there any lack of digital infrastructure in some areas?

Overall, the digital coverage is very good. However, in some remote areas of the southern and northern provinces, there is lack of telecommunication infrastructure due to the absence of competition between providers.

Do you think social media contents and reactions are getting the political authorities' attention? Do you have any example of a changed behaviour of decision makers according to the social media change in Jordan?

According to the 2017 Arab Social Media Report, Facebook is the most popular social network in the Arab world. By 2017, the number of Facebook users in the Arab region reached 156 million, compared with 115 million the previous year. As for Twitter, there were 11.1 million active users early 2017, compared with 5.8 million three years earlier. Year by year, social media networks are playing an even greater role in political and social decision-making processes. In Jordan for example, this is reflected in the amendment of Article 308

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of the Penal Code that allowed the rapist to marry the victim and that was abolished by the Parliament under the pressure of civil society through social networks.

Jordanian authorities have developed a keen understanding of social media networks and are using them not only to feel the pulse of the population but also to spread information. As mentioned above, we work in close collaboration with them in the frame of our campaigns. The Ministry of Labour, for once, is reposting our videos on their Facebook page. They have gone further, by adding the following sentence to their website in the section on Syrian employment: "If you want to learn more about issues related to work for Syrian refugees, labour rights, and permissions in the agricultural and construction sectors, visit the Facebook page "Together in Jordan". This is truly a great echo to our collaborative approach.

Do you think are there disadvantages of digitalisation and social media regarding the social cohesion between refugees, IDPs and host communities?

Yes, certainly, social networks are large spaces, allowing diverse opinions, some



of which foster even hate speech towards refugees.

Do CFI have interdisciplinary approaches to build sustainable bridges in this digital world?

Communication for Development combines research, production, and dissemination. Most of our work is invisible, it is done before production and it is about developing an understanding of an information gap and its psychological

bottlenecks in the mind of our audience, to craft the right message. This is done by conducting desk reviews, interviews and focus group discussions in partnership with lead actors which are, by nature, very different – take a recycling company in the case of a campaign on waste reduction, and a trade union federation when it comes to employment. In these two examples, research is not targeting the same layers of the population and are not conducted in the same way. We thus must adapt and develop tailored research tools.



When it comes to production, we are developing video clips as they are the most popular type of content, but we also create still pictures, posters, audio content, infographics, surveys and polls to engage with our audience.

Could you name one turning point of CFI in Jordan based on your digital journalism experiences?

Launching of the Facebook page "Together in Jordan" was a great turning point for CFI in Jordan in the frame of the Qudra Programme. It proved to be a great catalyst for our activities and enabled us to disseminate our production on a channel different from television.

Do you have any predictions on prospective digital developments in the future? What additional measures could international agencies take in terms of capacity development and social cohesion?

I believe that access to information is becoming an integral part of any holistic development approach. In the digital-era, information is indeed a crucial and basic need for all individuals. Providing vulnerable communities with the right information at the right time is a way of empowering them. It enables people to make the decisions most appropriate for themselves and their families and can sometimes make the difference between being a victim or a survivor.

NGOs and international development agencies should increasingly consider internet as a tool for communication with communities, not only to gain visibility. Most organizations use social media to promote their activities, reporting about their achievements and their goals, but they should also see the potential to influence behaviours and foster positive change.

Could you provide us some facts and figures from your community page on Facebook "Together in Jordan"?

As of September 16th, 2018, we count 41,712 followers - 28% of them are women and 72% men, with the 25-34 years old age group predominating among our audience. Our videos have been viewed about 1.3 million times, directly from our page and from the pages of partners who are sharing our clips.

Any other comments you would like to add?

In my entire career at the crossroads of media and development, this current work with the "community for development C4D" approach we are using in the Qudra Programme is the most exciting! I am really enjoying it very much.

9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE



UN Sustainable Development Goals contributed by this activity

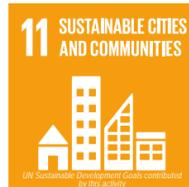


CFI is the cooperation agency of the French Ministry of Europe and Foreign Affairs tasked with coordinating and implementing France's aid policy for the development of media in the South. It provides assistance to stakeholders, both public and private, in the media industry with the aim of strengthening the processes of modernisation and democratization, a cause to which France is committed.

GET SOCIAL

 /TogetherInJordan
/QudraProgramme
/expertisefrance
/CFImedias

 @QudraProgramme
@expertisefrance
@CFImedias



New opening brings fresh enthusiasm to KRI

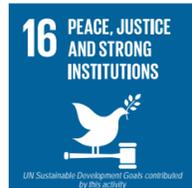
Hungarian Interchurch Aid (HIA), the newest partner in the Qudra Programme, implementing Module 4 – “Supporting Local Administrations” in the Kurdistan Region of Iraq, organised its office opening event in Erbil, at the end of June 2018. All partners and stakeholders had a chance to meet in person. Representatives from EU Delegation, German Government, local authorities and local implementing partners shared their visions on the region, the Programme and the event itself.

During the event, BMZ representative Mr. Johannes Schneider welcomed the cooperation between the European Union Trust Fund, the ‘Madad’ Fund, the German Federal Government and the Qudra Programme with the Hungarian Interchurch Aid as implementing partner, in addressing the challenges posed by the crises.

Excited and encouraging observations have been collected by the invitees via postcards. Our partner colleagues have distributed empty postcards* to their guests and asked for any recommendations or wishes. Interesting feedbacks gathered by this creative experiment are already taken into consideration and will enlighten the future implementation period of HIA in the region.

The implementing partnership with Hungarian Interchurch Aid takes place in three governorates of Kurdistan Region of Iraq: Duhok, Erbil, Sulaymaniyah. An objected number of 7800 direct beneficiaries will be reached out to with several activities. Among others capacity building, agricultural and animal husbandry development and support to existing and start-up enterprises.

“*What I cherished the most on this event was to have almost everybody together. All partners, with whom we work together on this project, came. Those, who we have been preparing this project with for years; those, who have been supporting us for a long time to get to this point; and those who are so eager to start with the implementation of our submodule... I was inspired by the efforts that have been made until now and by the enthusiasm that is directed to the future. I think Qudra's power is in the communities on every level.*”



Hungarian Interchurch Aid (HIA) is a non-profit organization founded in 1991. Through its expanding community of experts, volunteers, donors and corporate partners, HIA-Hungary assists those in distress and deprivation in accordance with the strictest professional and transparency rules in Hungary and in the international arena. In addition to national social work and awareness raising, HIA has been implementing humanitarian and development programs in 39 countries since its foundation.

The programme is very useful and many people from the different groups are get benefit in terms of vocational training & getting chance to enter to the labour markets later on start with their own business, and this will lead to increase a chance to depend on their income generation, at the same time it is a like social cohesion among the society, our parties will be more happy with the result of the outcome of the programme. Karsoch ETR

I hope we
 Raise employment opportunity
 through paying attention
 to Young & vulnerable
 and wish
 a better life &
 livelihood for
 Refugees, IDPs &
 host community
 Hayder Mustafa
 DG-MOP KRG

١٠ هوان حوام به شوي زندي مزين
 بوان بن به دارن كار و توان
 له رگوي هم پر زان
 ٢٠ تويزم در زراعه بيته بازم
 له نار به تويزم
 ٣٠ سر له و تن بو پر زانم كه
 ملاطفة / واسئ الله كوئان هم پر زانم
 له سوئان نه بوئ كه بولن له
 سووم نه كان پر زانم لي دام زانم

- اقتصادي بنا و قدرات مهارت افضل
 للمستفيدين جيني ختري بعهه مفاالة
 في هيا تخم
 - اقتصادي جيب ايتو كنير عاك بلقذنين
 طنه و لمسروم لي تخم اسهيل له هيد
 له طبيف لمسروم له بئلكه الا مثل
 - الختم انبجاء لمسروم

We appreciate the support of HIA to the Iraqi NGOs. We hope this program is an opportunity for HIA to have a step forward toward localization and even may be to sign Charter for Change (C4C). 😊

Aero REACH

Be always supportive to the local communities till they build develop their own and become independent
 Always know that your efforts are appreciated

QUDRAMATTERS

EU Madad Labs on Youth and Digital Innovation Launch in Amman, Jordan

#ThinkDigitalActTogether is the motto of the second round of the EU Madad Labs. This time, Labs are concentrated on the topic embracing youth and technology. During the Labs Round II on Youth and Digital Innovation, participants from both refugee and host communities are challenged to find digital solutions to their real-life problems.

Design Thinking as center piece method!

With over 900 applicants who submitted their profiles to Qudra, the Lab II in Jordan started its workshops in August. Simultaneously organised in Lebanon, Kurdistan Region of Iraq and Turkey, EU Madad Labs Round II will be finalised with an Innovation Fund Jury & Prototype Pitching Event where participant teams from refugee and host communities will present their prototype ideas to the Jury, composed out of the representative from EU Delegation and German government as well as collaborated stakeholders, Labs participants and the Qudra Programme team.

EU Madad Innovation Fund will be allocated to the most eligible candidates after the event. The Fund will provide seed funding to endorse and cultivate promising prototypes developed by our participants.



Social stability strikes up in Lebanon!

Following an introductory session with the Lebanese Ministry of Social Affairs (MoSA) on the 13th of August 2018, the Qudra Programme is ready to strengthen the social stability between refugees, IDPs and host communities in Lebanon. Related activities will be implemented by one of Qudra's implementing partners in the field, Expertise France.

After the fruitful and promising meeting, recognizing that the Qudra programme aims to address the fundamental needs of Refugees and host communities, several topics on the action plan, such as the rehabilitation of Social Development Centres (SDCs), protection, child protection and the provision of access to information, were addressed. Both parties expressed their satisfaction with the outcome of the meeting. THE Judge Abdallah Ahmad (General Director), articulated that the Ministry is looking forward to a sustainable and long-lasting partnership beyond the timeframe of the current Qudra Programme until June 2019. Moreover, he was recommending a cost-efficient programme implementation, financially and programmatically sustainable activities as well as the involvement of the Ministry in the preparation of potential future projects.

The Qudra Programme is grateful for this partnership in Lebanon and ensures that these activities come to fruition. The Ministry of Social Affairs (MoSA) and EF are looking forward to kick-starting the implementation swiftly.



regional news

Joint mural painting in Lebanon

Syrian and Lebanese children in July collectively painted a community mural in Tripoli, Lebanon with artists from the Artolution team and members of the Qudra Programme! The piece of art representing shared traditions came to life with combined efforts of children from both refugee and host communities.

Children came up with their hopes of bringing their divided people closer together through expression in art. Themes of respect, coexistence, and growth are displayed on these public art pieces that will unite and inspire these communities for years to come. Now they have a common place to enjoy their friendship! The activity was implemented under the GIZ Module 1: Education Infrastructure of the Qudra Programme.



World Refugee Day tribute: A video production from Iraq

Qudra paid tribute to the World Refugee Day (20 June 2018) with an excerpt of its activities in the Kurdistan Region of Iraq/KRI demonstrating the importance of equal access to services for refugees, IDPs and host communities. The Qudra Programme with its Module 4: Supporting Local Administrations is the only GIZ programme in Iraq addressing electricity, reaching approx. 77,500 beneficiaries and still counting.

Moreover, by also being the first non-military cooperation of the Ministry of Peshmerga among GIZ programmes in Iraq, the Qudra Programme addresses a diversity of sectors with its Quick Impact Projects (QIPs): electricity, health, livelihood economic and social reintegration, road rehabilitation, agriculture, irrigation | water, education including persons with disabilities. In its 2nd QIP cycle, Module 4 intends to improve the educational environment by rehabilitating stools at Duhok's governorate schools in cooperation with the GIZ Education, Vocational Education, Income Generation Programme and GIZ Cash for Work Programme.

To watch the video, please refer to the Qudra Programme Youtube Channel. (<https://www.youtube.com/watch?v=6k9oi5jmbaY&t=6s>)

Qudra @ EU event in Brussels

On June 19th 2018, the Qudra Programme team took part in an event hosted by the European Union Trust Fund (EUTF) in Brussels entitled "Europe's response to the Syrian refugee crisis: delivering effective aid in partnership with the region" to address successes and challenges in the delivery of help to people affected by the crisis and to explore ways to better include them when designing and implementing development programmes. Together with other programmes funded by the EUTF, Qudra had the opportunity to present its work to invited guests and to the public.



QUDRAMATTERS

European Union and EUTF Visit of the NET Training Centre in Marka, Jordan

Nadim Karkutli, Manager of the EU Regional Trust Fund in Response to the Syrian Crisis, the 'Madad Fund', together with Delegates of the European Union from 15 different member states, the European Commission and DG NEAR, visited the NET Training Centre in Marka and were presented the Qudra Programme's Module 2 – "Skills Development" activities in Jordan. During the visit Nadim Karkutli and Qudra Programme Director Dr. Günther Taube received plaques of appreciation for the support of the EUTF through the Qudra Programme.



"One Ball" to unite communities in Lebanon!

Under the patronage of H.E. Minister of Education and Higher Education, Mr. Marwan Hamadeh, and in the presence of H.E. German Ambassador to Lebanon, Mr. Martin Huth, representative of the European Union delegation in Lebanon, Mr. Rein Nieland, representative of the Ministry of Education and Higher Education, Ms. Sonia Khoury, and representatives from the GIZ and the Spirit of Football organization, a celebration was held at the Mohammed Shamel public school in Tariq El Jdideh under the slogan 'One Ball, One World'.

In his speech H.E. Huth said, "I am glad to see that today we have "The Ball" in Beirut which was first signed by the Federal President of Germany Dr. Frank Walter Steinmeier. The collaboration between the Qudra Programme Modules 1 and 5 and Spirit of Football has facilitated a colourful week of activities in Lebanon: 25 young people from Tripoli and Beirut have been trained on conflict sensitive methods to facilitate sport, art, and theatre workshops. Germany supports extra-curricular activities at schools across the world since they play a crucial role in conflict resolution, peace promotion and individual confidence building."



New cooperation with UCLG MEWA and the Municipality of Adana in Turkey

The Qudra Programme participated in the kick-off meeting of a new cooperation with United Cities and Local Governments Middle East and West Asia Section (UCLG MEWA) and the Metropolitan Municipality of the city of Adana in Turkey. Following the initiation of a network between municipalities in Europe and Turkey, launched through GIZ Module 5 during the "Refugee Friendly Municipalities Conference" in Gaziantep last year, the Qudra Programme pursues now its aim of

strengthening social cohesion between the refugees and host communities with new steps taken.

Financed by Qudra Module 3 – "Social Cohesion", the Adana Metropolitan Municipality's "Migrants and Refugees Assembly" will be supported with the expertise of UCLG's Middle East and West Asia Section (UCLG MEWA). The cooperation has the overall aim to include refugees in local decision-making processes, for enabling a more

inclusive and smoother integration process. Their inclusion in this regard will be developed through capacity building and strengthening of staff and participants of the Assembly.

The good practice of the Adana Municipality will be presented at the 2nd "Refugee Friendly Municipalities Conference", organized by GIZ Module 5 in cooperation with UCLG MEWA and Connective Cities, Germany from 8-10th, of November 2018 in Istanbul.



In August 2018, Qudra's Module 5 "Facilitating Dialogue and Dissemination" welcomed EU and German government representatives to the Madad Lab II – Youth and Digital Innovation in Jordan. Participants of the Labs from three locations (Mafraq, Irbid and Amman) came together to exchange ideas about prototypes they are developing with their guests from the European Union Regional Trust Fund in Response to the Syrian Crisis, the 'Madad Fund', the EU Delegation in Jordan, German Federal Ministry for Economic Cooperation and Development (BMZ), Digital Opportunity Trust in Jordan and Parachute16, a local NGO.

On behalf of the Qudra Programme we would like to thank Ms. Giorgia Garofalo Cornaro, the Attaché of the EU Regional Trust Fund to the European Union in Jordan, Mr. Dr. Bernd Kuzmits, the Deputy Head of Development Cooperation of the German Federal Ministry for Economic Cooperation and Development (BMZ), Ms. Noor Homoud, Country Lead of Digital Opportunity Trust in Jordan, Mr. Hamza Shraideh, Programme Manager of DOT Jordan and Mr. Ghassan Halawa, Founder of Parachute16 for their visit and continuous support to our Programme.



Expertise France seeks to build 'young refugees' self-confidence

The Qudra Programme expects to support young people between 13-22 years old by closing the educational gap and overcoming lack of self confidence in terms of communication through social cohesion activities in Turkey. Module 3 – "Social Cohesion" aims to establish a better involvement for young Syrians in daily life and encourage them to interact with their Turkish peers through social inclusion activities.

Implemented by Expertise France (The French public agency for international technical assistance), the Küçükçekmece Youth

09

RESILIENCE FOR SYRIAN REFUGEES, IDPS AND HOST COMMUNITIES IN RESPONSE TO THE SYRIAN AND IRAQI CRISES

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Development Centre in Istanbul has been furnished to host various activities for young Syrians and their Turkish peers from language learning to vocational trainings, from digital technology to youth employment. Trainings on youth participation, civil society, youth information systems, voluntarism, fund-raising, project writing and management, intercultural learning, fund management, active citizenship, entrepreneurship and social entrepreneurship are also planned to be conducted in the Centre.



Dialogue and interaction through the Child Caravan

Children in remote areas of Istanbul are supposed to benefit from basic non-formal education, life skills games and psychological support through a training programme in Child Caravan. During the project, Syrian children and their Turkish peers are supposed to follow game-based language learning through special games and to know cultural environment through cartoons and child documentaries.

They will also be given basic curriculum courses that can be considered as an initial step to adopt the official education system. Additionally, children are supposed to be provided psychological support through functional games and multimedia visuals so that they will also be prepared emotionally to daily life in the country.

In total, 1200 young people are targeted through Youth Development Centre and 1500 children through Child Caravan.



QUDRAMATTERS

Support in Public Education Centres tied to resilience in Gaziantep, Hatay and Şanlıurfa

To foster social cohesion between refugees and local populations in Turkish host communities, Qudra's activities focus on improving and extending social services. Within this scope, a variety of joint activities will be provided in the Turkish cities bordering Syria: Gaziantep, Hatay and Şanlıurfa.

To strengthen the resilience of the affected communities, Expertise France will assist five selected Public Education Centres (PECs) in these cities to bring services closer to the beneficiaries. In line with this goal, Qudra Module 3 – "Social Cohesion" targets to support a total of 11,000 individuals through vocational and non-formal education activities.



DO YOU KNOW?

After several fruitful meetings and exchange of ideas with the Ministry of National Education and the Ministry of Youth and Sports in Turkey, primary subjects of the disseminated videos are determined as "Language Skills Training" and "Social Cohesion Success Stories".

Community resilience: toward an integrated communication approach

In the frame of the Qudra Programme, the Module 3 – "Social Cohesion" intends to produce and disseminate relevant, understandable and actionable information materials related to the rights, duties and services available to refugees and host communities. The activities aim at alleviating the situation and fostering resilience by facilitating communication between assistance structures on one side, and Syrian refugees and vulnerable host communities on the other side.

In total,

150,000

Syrians and host community members are targeted through dissemination of 10 videos.



Expertise France is the French public international cooperation agency. It designs and implements projects which aim to contribute to the balanced development of partner countries, in line with the Sustainable Development Goals (SDGs) of the 2030 Agenda and the priorities of France's external action. By making the transfer of know-how central to its action, Expertise France promotes working methods, legal and technical standards, but also a French and European vision of economic development and governance.

QUDRAMATTERS

Stories of Change
from all over the region

Ahmad and his cat / Ouzai, Lebanon

Ouzai, a slum in Beirut suburbs, is inhabited by Lebanese, displaced from the South of Lebanon during the war. Already a social hotspot, this area became a designation for vulnerable Syrians who fled their war-torn country. At present, Ouzai hosts both, marginalized Lebanese and Syrian inhabitants, increasing the pressure and pose huge challenges regarding service provisions, particularly garbage and sewage.

Ahmad is a 6-year-old Syrian boy residing in Ouzai with his parents and four siblings. Not attending school, Ahmad spends his days playing in the neighbourhood with his fellows. During his participation in the community mural project of Qudra, Ahmad shared his story of his arrival in Ouzai when he took care of a neglected stray cat nobody wanted. Touched by the empathy shown by Ahmad, he and his cat were chosen as a motive for the mural by the artists.

During the mural painting an intensive exchange took place among participants, parents, artists and volunteers. As one result, Ahmad's mother then enrolled him and his sister at "Borderless", a non-profit initiative providing informal education to underprivileged children in Ouzai to prepare their transition to public schools. Ahmad now is a proud pupil!



Mirna Al Gharib, Line Cooking
Training Participant / Tripoli, Lebanon

Mirna is one of Qudra's "Line Cook" training participants in Lebanon. She loves desserts and found herself fulfilled her dream to open a small "patisserie" after the training.

"My name is Mirna Al Gharib. I'm 20 years old. I used to study but I dropped out from the school because of some circumstances. I was sick, and we were going through a difficult financial situation. I wanted to help my parents, so I quit school and started to work.

When I heard about this training, I wanted to enrol in it. I improved psychologically. Because I helped my parents by working and I did this training that I loved.

I love desserts a lot, and this training gave me the experience I needed to fulfil the idea I had about opening a small dessert place. It's good to have a small and nice patisserie place in Tripoli. Why not? I'd like to thank European Union for supporting us with this project, also Makhzoumi Foundation and GIZ."

The Qudra Programme's Module 2 – "Skills Development" and Makhzoumi Foundation, have joined forces in May 2017 to provide needs-based, market-oriented and private sector driven short-term skills trainings to crisis-affected populations in Tripoli area in Lebanon.

voices from Qudra



Tasneem and Sajedah, Employees,
/ Manshiet Bani Hasan Municipality, Jordan

Tasneem and Sajedah are two professionals working in the local administration in Manshiet Bani Hasan, Jordan. Tasneem is responsible for the urban planning unit and Sajedah oversees the financial department.

Both took part in a training conducted by the Qudra Programme, Module 4 implemented by AECID, providing support to local administrations and civil society in Jordan to promote social cohesion and deliver better services to host communities and Syrian refugees.

Qudra were in touch with them chatting about their work, challenges and about the training. They told us about some of the main challenges the municipalities are facing nowadays regarding the provision of services to their citizens; they stressed on the lack of economic resources; they also highlighted the growing pressure on the local services supplies due to the huge arrival of refugees to the host communities. The lack of basic infrastructure is another important challenge and in terms of administration management they identified the need to have more skilled and experienced staff and above all the availability of socioeconomic data as a basis to inform their strategies.

About the training received and the practice carried out all together with other public employees of other municipalities, they valued the concepts they have reinforced to better strategic planning and decision making. For example, to establish clear and attainable goals and be able to identify the priorities considering the citizens in the core of the public decisions. They also value the tools they have been provided with in the field of planning and administrative management, on which they have been able to apply the reality of municipal management. Finally, they share the need to involve the staff of their municipalities in these processes, putting across the concepts and work models that they have practiced these days.

This training is including a block of technical assistance and input related to the field of internal control. As a result of these activities, the Municipalities now have their own "Integrated Dashboard" to improve their daily management in the provision of services to their citizens.

QUDRAMATTERS

"I have always wanted to have a role in enhancing the life conditions of my people, of my country and of the whole world."

My name is Adel Saltaji. I'm from Syria, currently living in Beirut.

I have always wanted to have a role in enhancing the life conditions of my people, of my country and of the whole world.

I believe that participating in events to raise the teenagers' awareness and spotting light on new concepts is essential in creating a strong aware generation who can achieve the most realistic levels of development. Therefore, I started my volunteering journey for the Syria Trust for Development in several schools in Damascus. My point of view was expanded by time and I decided to be a part of the CRS volunteers by volunteering for children, as they were the most vulnerable group. I enjoyed this period to the maximum.

By the beginning of 2011, the war conditions affected everything, including the volunteer positions. Instead of focusing on development projects, we were obliged to shift our operations to help the citizens affected by the war. So, regarding the new situation and the huge needs of the displaced people, I worked with the local NGOs and civil entities to scan these needs, list the priorities, and match the largest number of peoples' needs to the relevant services. I had another experience with two of the UN agencies (WHO and UNHCR), where I've learned more about the Syrian community.

To sum up the past 11 years, I discovered my passion which is "seeking a world with equal opportunities and NO discrimination". At an early age, I tried to follow this passion in different domains and I concluded that no matter where, when, or who, your passion could also lead to motivation. Now after I had to flee



Adel Saltaji, EU Madad Labs Round II Participant / Beirut, Lebanon

away from Syria to Lebanon, I still believe in the upcoming Syrian generation.

The lab was an inspiring space which gave shape to our innovative ideas and turned them into reality. We created a new prototype for young Syrian refugees in the host communities, to overcome the problem of low retention rate. From drafting a canvas model to learning how to pitch an idea, the innovation lab providing excellent service to every one of us.



Duaa Almuamar, EU Madad Labs Round II Participant / Istanbul, Turkey

My name is Duaa Almuamar. I'm 24 years old and I currently live in Istanbul. I came from Syria.

I am studying Computer Engineering at the Kocaeli University. My main interest areas are reading, writing, getting to know new cultures, learning new languages and research.

I am one of the founders of the Syrian Students' Association at Kocaeli University. I provided Turkish courses to Syrians who wanted to enter university and also worked as a translator at hospitals and public institutions. I also volunteered at The International Middle East Peace Research Center (IMPR)'s projects targeting Syrian refugees.

For me, EU Madad Labs is the first step in terms of technology. Just a beginning!

From June 2016 until August 2018, through its trainings, projects and activities, the Qudra Programme has reached around

265,000

beneficiaries from refugee, IDP and host communities in KRI under GIZ Module 4 – Supporting Local Administrations.

Mohamad Abdel Majid, Construction Carpentry Training Participant / Tripoli, Lebanon

Mohamad Abdel Majid is one of Qudra's "Construction Carpentry" training participants in Lebanon. "My name is Mohamad Abdel Majid. I'm 21 years old and I've been in Lebanon for 6 years.

I would like to say that this training was excellent. The carpentry training and particularly this field is very interesting. We got the certification and now we have more knowledge about it. I was going through a hard time. But after this training, I can now work in a construction site under supervision. Because we learned everything from cutting the wood to constructing.

Our trainer Abou Omar encouraged us to work harder. He taught us great lessons and gathered us for breakfast every morning. We were very happy.

My dream is to go back to Syria and become a foreman supervising worker."



Mohammad Mahmood Ibrahim, Quick Impact Project Beneficiary / Kurdistan Region of Iraq

"This shop has saved me and my family from dark thoughts and fear for our future."

In 2016 Ibrahim was a peshmerga fighter in Kirkuk in northern Iraq but after an unfortunate incident in the fight where he severely injured devastated his life completely. He lost his eye but this was not the only missing value in his future. 'Five of my friends were blown to pieces before my eyes,' he says, 'And I came home with severe, permanent injuries, no longer able to do my job as a construction worker. Despair doesn't come close to describing how I felt.' After long dark days, Ibrahim opened a shop in 2017 where he was selling household goodies. This go-off then was supported by the Qudra Programme through Quick Impact Projects in KRI where The Ministry of Peshmerga Affairs helps disabled war veterans make a new start. Financed by European Union Regional Trust Fund 'Madad' and German Federal Ministry for Economic Cooperation and Development (BMZ), Quick Impact Projects are guided by community participation and ownership as the essential principles, improves the living conditions of the local and displaced populations residing in host communities in the region. Ibrahim benefited from the first funding cycle of QIPs, ensuring injured, disabled Peshmerga to be socially and economically reintegrated into their communities, their transition into more sustainable livelihoods improved at the individual as well as the household level through starting small businesses (provision of equipment, supplies, livestock, transfer of knowledge). Through this project implemented by GIZ, Ibrahim not only got support to realise his envisioned ideas but he would also be able to establish a sustainable future for himself and his family.



Photo by @GIZ / Fabian SCHWAN-BRANDT

Follow us on Facebook, Twitter, Youtube or click on our website to watch the full stories of our beneficiaries. Through these channels Module 5 – "Facilitating Dialogue and Dissemination", aiming to channel the voices of refugees, brings you fresh and honest views and stories under a series called "Voices from Qudra".

f /QudraProgramme

t @qudraprogramme

Qudra Programme Channel

qudra-programme.org

QUDRAMATTERS



Carene Kodalazian
Junior Project Advisor
GIZ Office Lebanon – Module 5
Joined the team in May 2018



Diaa Owies
Advisor
GIZ Office Jordan – Module 1
Joined the team in June 2018



Mohammed Pshtewan Khorsheed
Advisor
GIZ Office Kurdistan Region of Iraq – Module 5
Joined the team in June 2018



Sireen Jalloul
Junior Project Advisor
GIZ Office Jordan – Module 1
Joined the team in June 2018

11

RESILIENCE FOR SYRIAN REFUGEES,
IDPS AND HOST COMMUNITIES
IN RESPONSE TO THE SYRIAN AND
IRAQI CRISES

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Tuğçe Şahin Kara
National Project Manager at CFI
Expertise France Office Turkey – Module 3
Joined the team in July 2018



Ayman Al Chaar
Logistics in Emergency Officer
Expertise France Office Lebanon – Module 3
Joined the team in July 2018



Noushig Etyemezian
Deputy Project Manager
Expertise France Office Lebanon – Module 3
Joined the team in July 2018



Chrystèle Corbery
Programme Director
Expertise France Office Lebanon
Joined the team in August 2018



Seçil Sena Uygungil
Programme Assistant
Expertise France Office Turkey – Module 3
Joined the team in August 2018



Gülnur Aydın
Monitoring and Reporting Officer
Expertise France Office Turkey – Module 3
Joined the team in August 2018



Melike Randa
Administrative and Finance Officer
Expertise France Office Turkey – Module 3
Joined the team in August 2018



Martin Linden
Advisor - Support to Programme Management
GIZ Office Turkey – Management
Joined the team in September 2018



Clara Neumann
Intern
GIZ Office Jordan – Module 1
Joined the team in September 2018



Semih Buzcu
Intern
GIZ Office Turkey
Joined the team in September 2018



Simay Güven
Finance and Administration Assistant
GIZ Office Turkey
Joined the team in September 2018

meet the new team

**A warm welcome from Qudra
to our new colleagues.
Wishing you a good start
and success!**

module 1

Education Infrastructure
(Jordan, Lebanon, Turkey)

 **68.981**
Beneficiary students

 **112** Rehabilitation
measures implemented

 **71**
Schools rehabilitated

 **39%** Syrian

 **50%** Female

 **165** Persons trained

 **9.576** children reached
through extracurricular activities
by the trained staff and volunteers

module 2

Skills Development
(Jordan, Lebanon, Turkey)

 **1.061** Persons trained

 **30** Beneficiaries of these
trainings placed into jobs in
Jordan and Lebanon

module 3

Social Cohesion
(Jordan, Lebanon, Turkey)

 **323,000+** persons reached in
Jordan by dissemination through the first
information campaign

 **895** Beneficiaries reached
in Turkey

 **621** Syrians  **586** Females

module 4

Supporting Local
Administration
(Jordan, KRI)

 **301** Persons trained for
capacity building in Jordan

 **1.253** questionnaires
completed to identify needs
in Jordan

QIP In total **58** Quick Impact
Projects are approved in KRI

QIP **12** of 1st funding cycle
finalised

QIP **22** of 2nd funding cycle
currently being implemented

QIP **24** of 3rd funding cycle
approved, preparing
implementation

QIP **180.000+**
Beneficiaries reached by
QIPs in KRI

module 5

Facilitating Dialogue
and Dissemination
(Jordan, Lebanon, Turkey, KRI)

 **300+** reached
through EU Madad Labs

W **20.700** total page
views on the website

W **273%** increase on
website visits

 **700+** followers on
Facebook

 Over **50.1K**
impressions earned
on Twitter in the last 3
months

 Over **951** minutes
watch time on Youtube

