

Material to Release under FoI request 0618

1) An explanation of the partnership between the British Embassy and Syrian Refugee Affairs Directorate including what role the British Embassy Policing Support Team and Siren Associates played in training the community police stationed at Azraq and whether the Embassy Police and Siren are still actively involved in security.

To simplify our response, we have broken this question into three parts:

i. *An explanation of the partnership between the British Embassy and Syrian Refugee Affairs Directorate.*

Memorandum of Understanding between the Ministry of Interior, the Hashemite Kingdom of Jordan and The Foreign and Commonwealth Office of the United Kingdom of Great Britain and Northern Ireland on A Syrian Refugee Affairs Directorate Community Police Assistant (CPA) Project

8 October 2015

“Following meetings between the British Embassy in Amman, the Ministry of Interior, the PSD and the SRAD in 2013, it was agreed that the British Embassy would provide assistance to SRAD in a number of areas. The assistance has subsequently been delivered by Siren Associates, the Embassy’s implementer, who now form the British Embassy Policing Support Team (PST), overseen by a British Embassy Steering Board.”

ii. *What role the British Embassy Policing Support Team and Siren Associates played in training the community police stationed at Azraq.*

Siren Handover report on Core Policing

“Siren began working with the SRCD (now the Syrian Refugee Affairs Directorate, SRAD) by establishing a small unit of 36 specialised Community Police according to the five key principles of Community Policing; pro-activity, accessibility, problem solving, being community-led, and working in partnership. The SRAD personnel were trained specifically in effective communication, emotional intelligence, human rights, refugee rights and basic self-defence in order to build their confidence to conduct patrols in the camp. The first Community Police Station was constructed in Za’atari in early 2014, and in Village 3 in Azraq Camp when the camp first opened in April 2014. Additional Community Police Stations have since been built in Village 6, Village 5 and Village 2 in Azraq Camp, and District 8 in Za’atari Camp. Siren also supported the Camp Security Unit (CSU) in both camps by providing training in enhanced search techniques, providing search equipment and contributing towards security and search installations at the newest entry at Za’atari Camp.

Siren has been working to ensure the sustainability of Community Policing in the refugee camps by establishing an in-house training programme within the SRAD. To date, 5 SRAD Community Police have been trained as trainers and they have been incrementally taking a greater role in all Community Policing training courses, and have delivered training to 43 fellow police independently. A purpose-built training centre was constructed in Azraq Camp

in 2015 which is managed by the SRAD but used by a range of International NGOs for training courses and activities. In 2016, Siren supported the refurbishment of a training space for Community Policing in the King Abdullah II Training City in Muwaqer which will be used in the future to host Community Policing courses, and will support the rollout of Community Policing with a refugee focus as part of the standard curriculum for new police recruits.

In late 2014, Siren and SRAD identified a deficit in the number of police available to effectively patrol and police both Za'atari and Azraq Camps as the population was growing. Together they developed a temporary solution by supplementing the Community Police with a civilian support role, similar to the Police Community Support Officer (PCSO) role in UK policing. The Community Police Assistant (CPA) Programme was established in 2015 with the recruitment of 42 retired Public Security Directorate (PSD) personnel who were tasked with conducting routine patrols, organising community engagement activities and following up on welfare cases. The UK government supported the programme by funding the salaries for the 42 individuals for one year and providing uniforms and equipment. To support the programme, the British Embassy also provided two patrol vehicles. The contributions towards this programme were then matched by the Embassy of the Netherlands, supporting the recruitment of an additional 42 CPAs until the end of May 2017 and the provision of additional equipment and resources. The British-funded programme was extended for an additional 6 months to align with the end of the Dutch-funded programme.

Community Policing has proven to be a successful model for the refugee camps, having contributed to a significant reduction in the number of civil disturbances since 2013, with an average of 8 incidents per month in Za'atari for the second half of 2016. The Community Police have also been cited as the most trusted feedback mechanism in an independent survey conducted by UNHCR in Azraq Camp, with 70% as compared with 42% for INGO staff. 97% of surveyed residents of Azraq Camp agreed that the CPAs had made the camp a safer place. “

Detail on CPA Training:

Memorandum of Understanding between the Ministry of Interior, the Hashemite Kingdom of Jordan and The Foreign and Commonwealth Office of the United Kingdom of Great Britain and Northern Ireland on A Syrian Refugee Affairs Directorate Community Police Assistant (CPA) Project

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Annex 1

Proposed CPA Recruitment Profile

“Training

Preparation – August - October 2015

The PST has undertaken a Training Needs Analysis based on agreed CPA recruitment profile to determine specific training needs. This, as well as consultation with camp and community leaders, has formed the basis for a suitable training course, complete with a one-day field induction module. The modules include (but are not limited to):

- Ethos of Community Policing
- Status of Refugees and Human Rights in the Refugee Environment
- Personal Safety
- Problem Analysis
- Strategic Patrolling and Patrol Skills
- Crime Scene Management
- Road Safety
- Communications – Briefing and Debriefing
- Preventing and Reducing the Fear of Crime
- Community Engagement
- First Responder Training (First Aid)

Trainees will be marked on written and practical assessments. The structure of the course will allow for assessment and be marked as a “pass/fail”, but also maintain a mechanism for referral in the case of a fail in accordance with SRAD management procedures.

Pilot CPA Training Programme – November 2015

The first of two cohorts will commence training in a pilot programme. The course will be evaluated by professional trainers and any amendments thought necessary can be made during this phase. The final agreed course will become the standard training model for the programme. 5 SRAD Community Police Trainers have been mentored to deliver specific modules of the CPA Training Programme, and will do so with the support of PST trainers. Representatives from partner organisations including camp management, NGOs and the Civil Defence will be providing input on certain modules, in line with the principle of a partnership approach to problem solving.

CPA Training Programme – January 2016

The remaining cohort of CPA trainees will be trained at this time, with greater input from the SRAD Community Police Trainers.

Post-Training Mentoring

Following successful completion of their training, the CPA personnel will be mentored by both the PST and attested community police personnel. They will also receive quarterly performance appraisals. If performance is deemed unsatisfactory, dismissal procedures will be instigated.

Timeframe for Training

2015								2016		
May	June	July	August	September	October	November	December	January	February	March
	Training Needs Analysis									
			Training Design and Preparation							
						Pilot Training Course				
								Remaining CPAs Trained		
							Mentoring			

iii. ***whether the Embassy Police and Siren are still actively involved in security.***

The British Embassy continues to provide security assistance to the SRAD. In 2017, this is via a commercial contract, of which Siren Associates is a consortium partner. The project team are called the “UK Policing Support Team”, see www.policingsupportteam.uk for more information.

2) The number of community police and community police assistants currently present in Azraq (Blue Camp) in Jordan, including the names of any commanding officers.

The FCO does not hold information relevant to this request.

3) An explanation of the vetting process and how these officers are selected for work at Azraq.

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*Annex A
SRAD Community Police Assistants*

“Recruitment and Selection Procedure

The Public Security Directorate (PSD) has nominated the PSD’s Retiree Association to lead on the recruitment and selection of CPA personnel, and will do so with the oversight of the PST. Applicants will be invited to apply for the position of CPA through a clear and transparent selection and appointment process, with input from the SRAD and the PST. A closing date for applications should be agreed but it is recommended that it be no later than 15th October 2015.

The PSD and PST should decide upon a selection procedure. This could include:

- Paper sift only against pre-determined criteria;
- Paper sift and interview;
- Paper sift, interview and assessment.

If there are to be interviews, it is recommended that the PSD’s Retiree Association should elect a selection panel made up of suitably qualified members/assessors, and that a format for the interviews should be agreed (structured or semi-structured). The selection process must be standardised and transparent to maintain integrity.”

4) Documents, log book records, internal memos, and any other documentation from 2017 that lists any complaints made by refugees at Azraq regarding community police officers and assistants or any concerns or issues that aid workers and NGO reps have expressed with regards to conduct and procedure handling by community police.

The FCO does not hold information relevant to this request.

5) Documentation detailing how refugees are currently tracked at Azraq and the tracking mechanism and/or procedure for when a refugee or an entire family leaves or is missing from camp.

The FCO does not hold information relevant to this request.