

SYRIAN ARAB REPUBLIC



UNHCR's presence in 2012	
Number of offices	5
Total staff	393
International staff	35
National staff	331
UNVs	1
Others	26

| Overview |

Operational highlights

- The escalating conflict in the Syrian Arab Republic (Syria) created an unprecedented humanitarian crisis that led to displacement both within the country and across its borders.
- Some 2 million Syrians were displaced internally, and more than half a million Syrian refugees were registered in other countries in the region at the end of 2012.
- UNHCR assisted more than 700,000 internally displaced people. Essential non-food items (NFIs) were supplied to more than 450,000 people.
- UNHCR's multi-sector response also targeted shelter, water and sanitation, financial assistance, health, community services and education.
- The lack of security and deteriorating socio-economic conditions forced thousands of Iraqi refugees to return to Iraq. This reduced the number of Iraqi refugees assisted by UNHCR in Syria from some 101,900 in January 2012 to some 62,700 at the end of 2012, a reduction of 38 per cent.
- Nearly 26,700 Iraqi and some 2,600 non-Iraqi refugee families benefitted from UNHCR's cash-for-food programme, which used automatic teller machine (ATM) cards.
- A presidential decree in April 2011 granted Syrian nationality to some 104,000 formerly stateless Kurds.
- The use of refugee outreach volunteers proved to be an effective way of accessing and providing assistance to the most vulnerable refugee groups.
- The Syrian Ministry of Labour and Social Affairs agreed to grant refugees with special needs access to critical government-provided social services.

People of concern

In 2012, UNHCR's main populations of concern in Syria were internally displaced Syrians who have been fleeing conflict-affected areas of the country since March 2011 and Iraqi and non-Iraqi refugees who fled conflict in their country over the past decade.

Partners

- Implementing partners** *Français, Syrian Society for Social Development, Syrian Arab Red Crescent Society, Syria Trust for Development*
- Government agencies:** Ministry of Local Administration, Ministry of Education, Ministry of Higher Education, Office of the Governor of Al-Hassakah, Al Bassel Hospital, General Assembly of Damascus Hospital
- NGOs:** *Acción Contra El Hambre, Al-Nada Organization for Women's Development, Greek Orthodox Patriarchate of Antioch and All the East, Danish Refugee Council, General Union of Syrian Women, Institut Européen de Coopération et de Développement, Première Urgence - Aide Médicale Internationale, Secours Islamique*
- Others:** UNOPS, UNV
- Operational partners**
- Government agencies:** Ministry of Health, Ministry of Labour and Social Affairs
- NGOs:** *HELP-Germany, ICMC, International Medical Corps, Mercy Corps, Ricerca e Cooperazione, Terre des Hommes (Italy), Terre des Hommes (Syria)*
- Others:** IFRC, IOM, UNDP, UNFPA, UNICEF, UNRWA, UNV, WFP, WHO

Type of Population	Origin	Total	Of whom assisted by UNHCR	Per cent female	Per cent under 18
Refugees ¹	Iraq	471,400	62,700	50	38
	Somalia	2,200	2,200	61	49
	Afghanistan	1,700	1,700	49	42
	Sudan	600	600	45	50
	Various	500	500	55	34
Asylum-seekers	Iraq	700	700	40	33
	Sudan	700	700	42	46
	Afghanistan	190	190	46	35
	Yemen	170	170	41	42
	Various	490	490	51	35
IDPs	Syrian Arab Rep.	2,016,500	700,000	-	-
Stateless	Stateless persons	221,000	-	-	-
Returnees (refugees)	Turkey	68,600	-	-	-
Total		2,784,750	769,950		

¹The Iraqi refugee figure of 471,400 is a Government estimate. Demographic breakdown refers to registered refugees only.

| Report on 2012 results |

Achievements and impact

Favourable protection environment

- Nearly 5,700 people of concern received legal counselling. Some 1,100 people benefited from sessions to raise awareness of their rights and obligations under Syrian law with regard to personal status, divorce, sexual and gender-based violence (SGBV), child protection and human trafficking.

Fair protection processes

- As per the June 2012 eligibility guidelines on Iraqi refugees, UNHCR ceased *prima facie* recognition for this group. All cases were registered as asylum-seekers and referred for refugee status determination (RSD) interviews.
- At the end of 2012, a total of some 67,700 Iraqi and non-Iraqi refugees were registered with UNHCR in Syria. Some 4,150 were newly registered cases.

Security from violence and exploitation

- UNHCR's SGBV prevention programme assisted nearly 1,500 women.
- More than 60 survivors of SGBV were given legal advice by lawyers from implementing partner agencies, while some 250 beneficiaries received counselling by means of a telephone hotline. Together with the Syrian Arab Red Crescent Society, UNHCR distributed more than 2,300 pyjama sets to children in juvenile centres and internally displaced person (IDP) shelters. Some 50 children participated in recreational activities in the Unaccompanied Children Centre.

Basic need and services

- In 2012, UNHCR provided multi-sector assistance to some 700,000 internally displaced Syrians and some 67,700 Iraqi and non-Iraqi refugees.
- UNHCR gave monthly cash assistance to nearly 9,000 refugee and 14,700 IDP families. In addition, more than 1,500 refugee families in urgent need were provided with cash grants.
- More than 11,000 refugee children benefited from UNHCR's education grants programme in 2012. UNHCR scholarships for tertiary education assisted 310 students. Some 40,000 Syrian children were provided with school materials.
- More than 88,000 refugees benefited from primary health care services, and nearly 143,500 primary health care interventions benefited 66,400 IDPs.
- UNHCR distributed NFIs to some 90,000 IDP families.
- Living conditions in 42 IDP collective shelters hosting nearly 24,000 individuals were improved.

Community participation and self-management

- More than 14,000 people were counselled by UNHCR social workers. Some 1,500 cases were identified and referred for psychosocial support. Nearly 650 psychosocial assessments were carried out and approximately 3,000 psychosocial counselling sessions were conducted.
- Approximately 3,500 people benefited from recreational activities.
- In 2012, despite the reduction in the number of refugee outreach volunteers from 146 to 82, those who remained reached some 16,300 refugees and conducted more than 22,600 counselling sessions.
- More than 6,600 refugees attended vocational training courses and some 1,200 participated in life-skills training to improve their livelihood opportunities. Some 40 business initiatives received start-up grants.

Durable solutions

- Nearly 80 per cent of the initially targeted 3,500 refugees were submitted for resettlement. There were nearly 3,370 departures for resettlement and some 1,150 cases of voluntary repatriation.
- A Flash Appeal launched for non-Iraqi refugees generated an additional 200 resettlement places.

External relations

- In 2012, UNHCR met its set objectives by organizing three advocacy initiatives and launching 31 information documents. The most important project was the World Refugee Day celebration, focused on the theme, *Refugees Have Talent*.

Logistics and operational support

- Five agreements were signed with suppliers and local contractors for the provision of NFIs.
- Due to the changing security situation in the country, UNHCR's warehouses in Douma and Adra were vacated and replaced by a new warehouse close to Damascus Airport.

Assessment of results

UNHCR's refugee programme in Syria met its objectives and achieved its main global strategic priorities for 2012. However, the search for durable solutions was severely affected by a substantial contraction in resettlement pipelines.

The number of refugees in the country decreased substantially during the year, largely due to the decrease in security. Many refugees who remained became displaced yet again within Syria. However, an innovative short message service (SMS) system call centres and hotlines enabled UNHCR to maintain access to them. With the aim of reducing the risk to refugees approaching the office, the organization increased assistance for winterization and food, and began providing larger amounts in cash assistance, thus requiring fewer verification visits.

The IDP response in 2012 was successful in reaching planned targets. UNHCR rapidly adapted existing capacities and created

Working with others

UNHCR participated in the preparation and coordination of the SHARP launched by the Syrian Government. Under the plan, the organization worked with the Ministries of Labour and Social Affairs, Education, Local Administration and Health.

UNHCR coordinated and led interventions by the community services, NFIs and shelter sectors. Partnerships with national and international NGOs for refugee protection and assistance were extended to the humanitarian response to IDP situations.

The Syrian Arab Red Crescent was designated as the leading national provider of humanitarian relief and was a key partner of UNHCR, particularly with regard to NFIs and health services.

an IDP unit to cover NFIs, shelter, cash disbursements, health and protection, including community services.

Through participation in the inter-agency Syrian Humanitarian Assistance Response Plan (SHARP), UNHCR became a major player and the leading agency in several sectors.

Assistance with NFIs alone reached more than 450,000 individuals – 90 per cent of UNHCR's target and a significant 75 per cent of the United Nation's overall NFIs target for the year.

Constraints

The lack of security and difficulties in reaching people of concern were the main challenges in delivering protection and humanitarian assistance for UNHCR and its implementing partners.

The limited capacity of national and international NGOs forced UNHCR to implement many programmes directly.

The deteriorating conditions in the country had a serious impact on the situation of people with specific needs and their access to services.

Many refugee families were split up when some members decided to return to Iraq while others were either unwilling or unable to do so. This created new groups with specific protection needs, such as elderly people separated from their relatives, or separated parents.

The closure of three community centres, including one which targeted one of the largest refugee-populated areas in Damascus, left many people of concern isolated and without support.

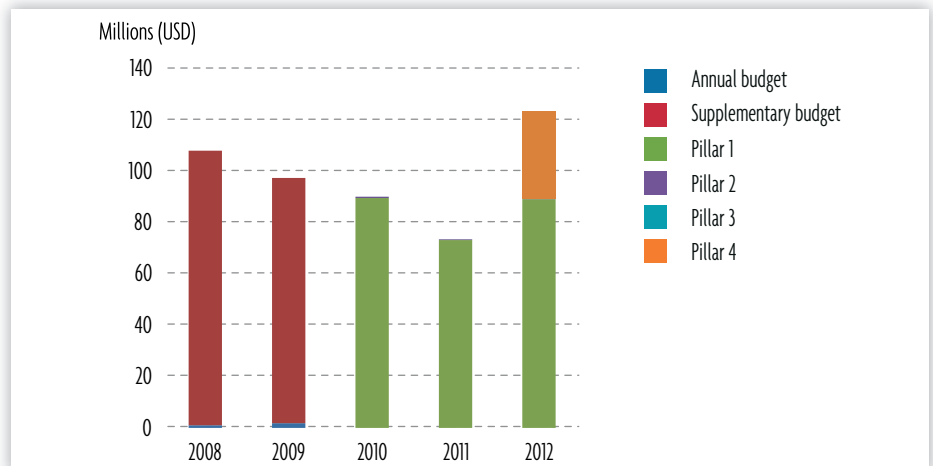
Unmet needs

- Despite effective programme implementation and delivery of assistance to IDPs and other affected populations, community services could not reach some 80,000 individuals.
- More than 90,000 IDPs living in collective centres did not receive support.
- More than 40,000 IDPs were not provided with primary health care services.

Financial information

Expenditures in Syrian Arab Republic | 2008 to 2012

The initial 2012 requirements for UNHCR's operation in the Syrian Arab Republic were reasonably well funded, and the reduction in the number of Iraqi refugees enabled it to meet its objectives and targets despite a funding shortfall. The financial requirements for the operation amounted to some USD 156 million in 2012, including a supplementary appeal launched to address the needs of Syrian IDPs, and the level of funding available allowed the operation to expend some USD 123 million.



Budget, income and expenditure in the Syrian Arab Republic | USD

	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 4 IDP projects	Total
FINAL BUDGET	114,057,980	495,299	41,759,300	156,312,579
Income from contributions ¹	25,370,331	0	30,088,599	55,458,931
Other funds available / adjustments / transfers	63,816,193	200,356	3,900,706	67,917,254
TOTAL FUNDS AVAILABLE	89,186,524	200,356	33,989,305	123,376,185

EXPENDITURE BREAKDOWN

Favourable Protection Environment

Law and policy	280,433	50,089	0	330,522
Administrative institutions and practice	97,646	0	0	97,646
Access to legal assistance and remedies	205,114	0	0	205,114
Access to territory and refoulement risk reduced	183,140	0	0	183,140
Public attitude towards persons of concern	222,130	0	0	222,130
Subtotal	988,463	50,089	0	1,038,552

Fair Protection Processes and Documentation

Reception conditions	183,140	0	0	183,140
Identification of statelessness	0	33,393	0	33,393
Registration and profiling	1,160,394	0	0	1,160,394
Status determination procedures	468,164	0	196	468,360
Individual documentation	115,740	0	0	115,740
Civil registration and status documentation	69,956	33,393	0	103,348
Subtotal	1,997,394	66,785	196	2,064,375

Security from Violence and Exploitation

Prevention and response to SGBV	1,577,237	0	0	1,577,237
Freedom of movement and detention risk reduced	358,095	0	0	358,095
Protection of children	1,204,624	0	0	1,204,624
Subtotal	3,139,957	0	0	3,139,957

	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 4 IDP projects	Total
<i>Basic Needs and Essential Services</i>				
Health	13,361,962	0	1,378,858	14,740,820
Food security	20,620,074	0	0	20,620,074
Water	30,695	0	427,173	457,869
Sanitation and hygiene	899,537	0	0	899,537
Shelter and infrastructure	100,001	0	335,556	435,557
Basic and domestic items	964,731	0	19,854,889	20,819,620
Services for people with specific needs	23,811,832	0	4,897,377	28,709,209
Education	1,948,167	0	898,411	2,846,579
Subtotal	61,736,999	0	27,792,265	89,529,264
<i>Community Empowerment and Self-Reliance</i>				
Community mobilization	1,131,812	0	0	1,131,812
Coexistence with local communities	91,570	0	0	91,570
Self-reliance and livelihoods	1,955,843	0	0	1,955,843
Subtotal	3,179,225	0	0	3,179,225
<i>Durable Solutions</i>				
Voluntary return	594,345	0	0	594,345
Resettlement	531,299	0	0	531,299
Reduction of statelessness	0	50,088	0	50,088
Subtotal	1,125,644	50,088	0	1,175,732
<i>Leadership, Coordination and Partnerships</i>				
Coordination and partnerships	48,340	16,696	0	65,037
Donor relations and resource mobilization	369,097	0	0	369,097
Subtotal	417,437	16,696	0	434,134
<i>Logistics and Operations Support</i>				
Logistics and supply	1,340,487	0	1,005,614	2,346,101
Operations management, coordination and support	817,012	16,696	108,421	942,130
Subtotal	2,157,498	16,696	1,114,036	3,288,231
<i>Headquarters and Regional Support</i>				
Protection advice and support	498	0	0	498
Prioritization, resource allocation and financial management	0	0	541	541
Subtotal	498	0	541	1,039
Balance of instalments with implementing partners	14,443,408	0	5,082,267	19,525,675
Total	89,186,524	200,356	33,989,305	123,376,185

*Income from contributions includes indirect support costs that are recovered from contributions to Pillars 3 and 4, supplementary budgets and the “New or additional activities – mandate-related” (NAM) Reserve. Contributions towards all pillars are included under Pillar 1.