

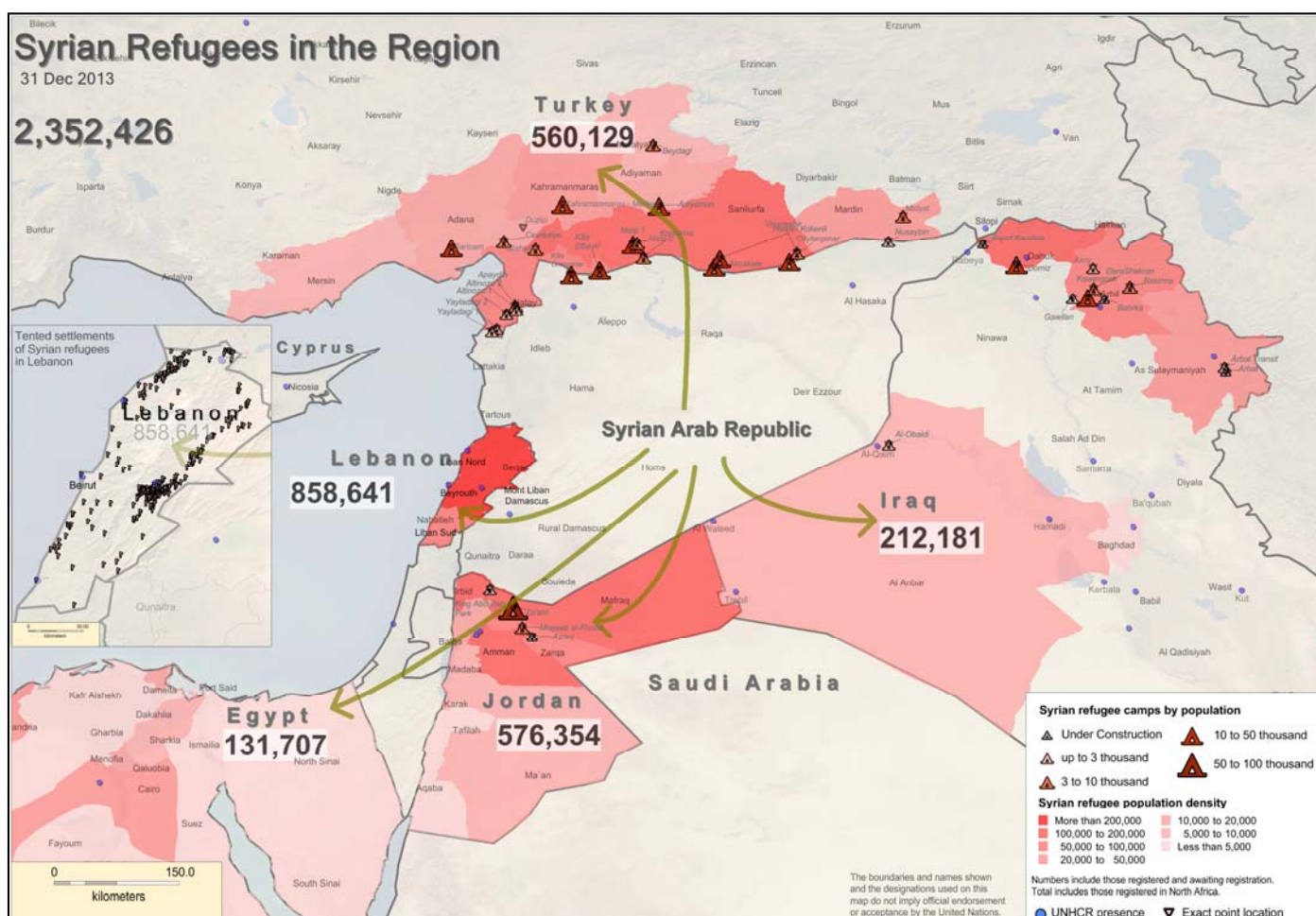
# SYRIA REGIONAL RESPONSE PLAN 5



## 2013 Final Report

*This final year-end report is an overview of the Syria Regional Response Plan (RRP5) implemented in Egypt, Iraq, Jordan, Lebanon and Turkey over the 12 months from January to December 2013. It updates and expands upon the preliminary annual report released in January 2014.*

*Over 100 entities collaborated in the inter-agency regional response for the Syria crisis, including 84 actors that appealed for funding in the RRP5. This was at the time of its release the largest humanitarian appeal ever for a refugee operation - it sought a total of USD 2.9 billion to provide basic lifesaving assistance and protection for Syrian refugees, Palestine refugees fleeing Syria, and some 1.8 million people from host communities.*



Sources: UNHCR Global insight digital mapping © 1998 Europa Technologies Ltd.UNJLC - UNSDI-T

*The boundaries and names shown and the designations used in the maps in this report do not imply official endorsement or acceptance by the United Nations.*

Map sources: CAPMAS, CDR, GAUL, Global Insight Digital Mapping, Government of Turkey, HIC, UNCS, UNHCR.

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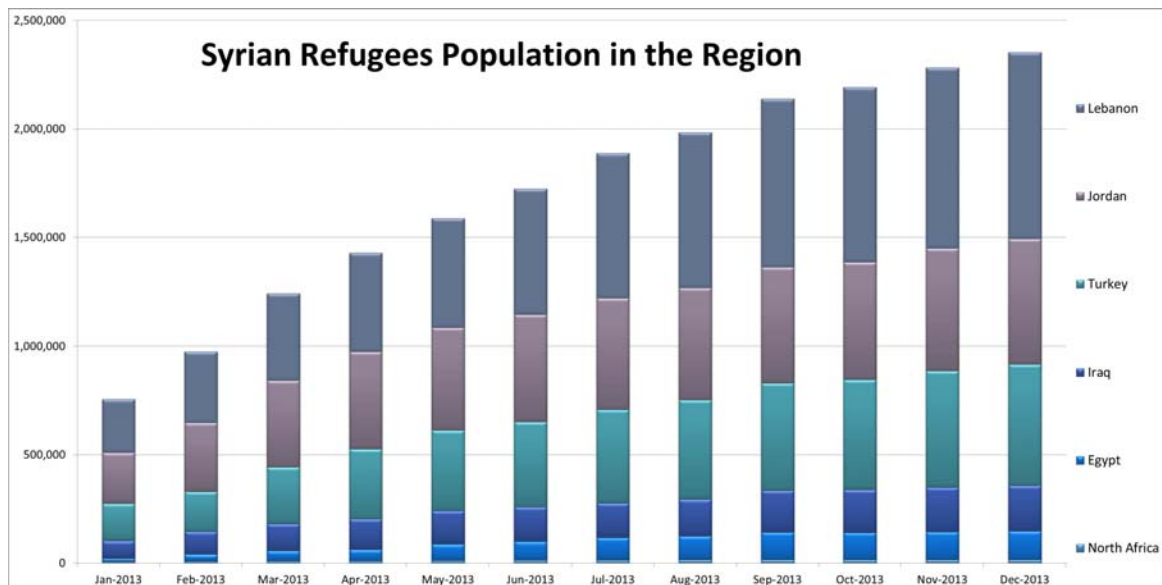
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# REGIONAL OVERVIEW

## 2013 YEAR IN REVIEW

By the end of 2013, over 2.3 million Syrian refugees had sought asylum in the Lebanese Republic (Lebanon), the Hashemite Kingdom of Jordan (Jordan), Republic of Turkey (Turkey), the Republic of Iraq (Iraq), and the Arab Republic of Egypt (Egypt). Countries in the region have been exceptionally generous to receive and host millions of refugees, despite the economic and social challenges. The average rate of arrival was nearly 150,000 refugees per month, though this average decreased to 127,000 in the second half of the year.



Fifteen additional camps were established across the region (seven each in Turkey and Iraq, and one in Jordan) to respond to the massive influx of refugees in 2013. Nonetheless, the number of refugees living outside camps far exceeded those living in camps. Over 82 per cent of the total refugee population in the region was living outside camps, in urban or rural areas. The figure ranges from 100 per cent out of camp in Egypt and Lebanon, to 78 per cent in Jordan, and around 60 per cent in Iraq and Turkey. Reaching refugees outside camps with adequate assistance and ensuring two-way information flows was a challenge throughout the year.

Humanitarian partners scaled up their response during 2013, and by the end of the year there were over 150 organizations working in the five countries, including UN agencies, national and international non-governmental organizations, the Red Cross/Red Crescent movement and IOM. The massive influx of refugees into neighbouring countries also challenged service delivery and economic capacity of local communities. Humanitarian partners worked with local authorities and development actors to alleviate economic strain and increase resilience of host communities and governments to reduce social tensions and enhance protection space. More than 350 community support projects were implemented in the region, addressing immediate resource capacity needs of host communities, and promoting social cohesion and peaceful co-existence. The response will continue to address the urgent needs of both communities throughout 2014.

## PROTECTION

The key protection response for Syrian refugees was access to territory and safety and the preservation of protection space. Registration processes were enhanced and UNHCR cleared the registration backlog in Egypt, Iraq and Jordan. Approximately 1.8 million Syrians were registered in the region during 2013. Humanitarian partners strengthened their presence in the field to identify and provide assistance to the most vulnerable, including female headed households, children, the elderly, people identified as having special needs, and survivors of sexual and gender based violence (SGBV).

# REGIONAL OVERVIEW

Child protection and prevention and response to SGBV remained cornerstones of the response. Activities aimed at strengthening national and community based child protection systems were prioritized, and special attention was given to the needs of girls, boys and families at high risk. Significant efforts were made to better identify children at risk, strengthen referral networks to ensure they have access to appropriate services, and establish procedures to assess and determine the best interests of unaccompanied and separated children.

Prevention and response to SGBV was addressed through a multi-sectoral, coordinated and community-based approach. Partners continue to strive to ensure that quality and coordinated response services were available for SGBV survivors.



Galiya Gubaeva

*More than 40,000 Syrian refugees crossed into Iraq within a month in August-September 2013.*

Resettlement to third countries is a critical intervention for refugees with urgent protection needs. Resettlement or humanitarian admission is being sought for up to 30,000 Syrians. By the end of 2013, more than 5,400 people had been submitted and 1,060 departed to third countries under humanitarian admission or resettlement programmes.

## ASSISTANCE

With over 80 per cent of the total refugee population in the region living outside camps, strengthening community outreach and expanding community-based interventions were key priorities across the region.

Almost 1.4 million refugees benefited from **food** vouchers or cash assistance to buy food, benefiting the local economy and giving refugees the dignity of obtaining and preparing their own food. This includes food voucher and e-voucher programmes or pilots in all five countries hosting Syrian refugees in the region. An additional 333,000 people across the region received food parcels or food rations as in-kind support to meet their household food needs.

Assistance with **sustainable livelihood** opportunities for refugees, host community members, and others affected by the crisis were pursued in the agricultural sector in rural areas as well as through vocational training, business development and employment programmes in both camp and non-camp settings. These programmes are essential for both refugees and host communities to enhance their capacity for protection and self-reliance.

Nearly 200,000 **cash payments** were made during the year to help people with emergency financial support but also to replace essential items they needed that were left behind during their flight. Domestic needs were also directly addressed for new comers and those living in sub-standard shelter through the provision of **core relief items**, such as blankets, jerry cans, kitchen sets and heating/cooking dual purpose stoves. More than 1.4 million people were estimated to have received items in these kits of basic household items.

**Education** enrolment rates among Syrian children continued to be low throughout the year in all refugee-hosting countries. Nonetheless, more than 314,000 Syrian refugee children were enrolled in formal education and some 78,000 were able to access informal and non-formal education. Over 390,000 refugees and children from host communities received education supplies and other support to participate in school. To bolster enrolment rates and to assist local communities, more than 830 educational facilities were assisted and supported to support their efforts to offer education for refugee children.



# REGIONAL OVERVIEW

It is difficult to quantify the full extent of the drain on community **health** resources given the significant increase in the number of people who needed to access primary and secondary health care throughout the year. Nonetheless, it is estimated that almost two million visits to primary health care facilities for the treatment of acute illnesses, chronic diseases and mental health and maternal and reproductive health services were supported by response partners, including governments, during 2013. In late 2013, the identification of polio in Syria brought a quick and unified response of actors to increase basic immunizations to refugees and host community members throughout the region, and more than 22 million people were vaccinated against preventable diseases. To support host communities, medical and public personnel were provided with technical support and training, including for better surveillance techniques, triage, and to bolster public health initiatives.

**Shelter** is one of the biggest concerns for refugee families. It is vital to ensure that families can be safe and withstand the severe climatic extremes in the region. It is estimated that over one million people living in camps and in the community benefitted from some form of shelter assistance. More than 160,000 tents and emergency shelters were distributed and almost 250,000 people benefitted from weatherproofing or other shelter support to help them through the winter.

Interventions in the area of **Water, Sanitation and Hygiene (WASH)** focused on ensuring people affected by the emergency, including refugees and host communities, had access to safe water and adequate toilet and bathing facilities. More than 790,000 individuals benefitted from access to water supply networks, while almost half a million people were provided with access to adequate latrines and safe drinking water through distribution of water and water storage facilities

## COORDINATION

Under the overall coordination of the UNHCR Regional Refugee Coordinator (RRC), some 150 entities collaborated on response strategies throughout the region. The RRC regularly engaged with governments and donors and consulted with regional partners including UN agencies, inter-governmental bodies, international finance institutions and NGO partners. The RRC also worked closely with the UN Regional Humanitarian Coordinator to ensure a common strategic vision and a coordinated response to the humanitarian situation inside Syria and in refugee-hosting countries.

At the regional level, UN agencies and representatives from the Syria INGO Regional Forum (SIRF) met regularly and collaborated on providing strategic guidance for the RRP process, as well as strengthening and harmonizing coordination and information management systems. At the country level, response efforts were led by UNHCR country representatives working in close collaboration with host governments and humanitarian partners. Inter-sector working groups established in five countries coordinated the work of 35 sector working groups.

Following the release of the real-time evaluation of the response to the Syria emergency in June 2013, UNHCR strengthened its coordination capacity, produced a refugee crisis coordination tool kit, and held coordination and leadership training workshops in three countries.

## CHALLENGES & CONSTRAINTS

While donors have responded generously to the Syria crisis, the RRP5 remained only 71 per cent funded by the end of 2013. Some sectors have consequently reported that activities have had to be curtailed or cancelled due to funding shortfalls. For example, food assistance could not be scaled up to all camps in Turkey or reach people outside of camps in Iraq during 2013. In Lebanon, humanitarian partners had to restrict financial support for secondary and tertiary care to the most vulnerable refugees with life-threatening conditions and to increase the refugee contribution from 15 per cent to 25 per cent. In Jordan, the funds available could not meet the need for cash assistance for Syrian refugees living in urban and rural areas, and will cover only 60 per cent of the recorded humanitarian needs. In Egypt, activities planned in the Protection, Education and Health Sectors are all less than 30 per cent funded.

# FUNDING OVERVIEW

The following donors have contributed funds through RRP5 in 2013



## Funding Status

(Funding requirements for 2013 based on planned refugee population figure of 3.5 million by the end of 2013. Actual refugee population at end 2013 was 2.3 million. All funding figures are in USD).

	Total	Lebanon	Jordan	Turkey	Iraq	Egypt	Region
<b>Funding Re-quired 2013</b>	2,981,640,112	1,216,189,393	976,576,971	372,390,514	310,858,973	66,705,984	
<b>Funding Re-ceived 2013</b>	2,118,772,943	881,769,237	736,664,090	138,354,852	165,531,655	34,728,289	161,724,820
<b>% Funded</b>	71%	73%	75%	37%	53%	52%	

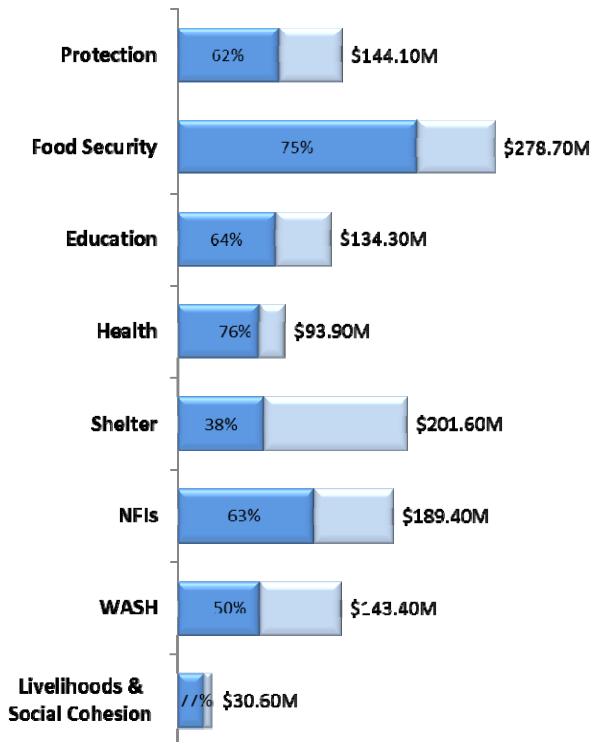


# FUNDING OVERVIEW

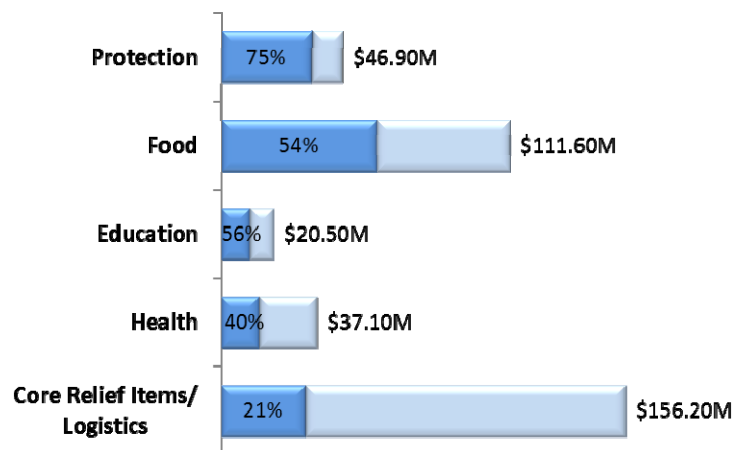
## Funding by Country/Sector

■ Received ■ Total RRP5 Appeal

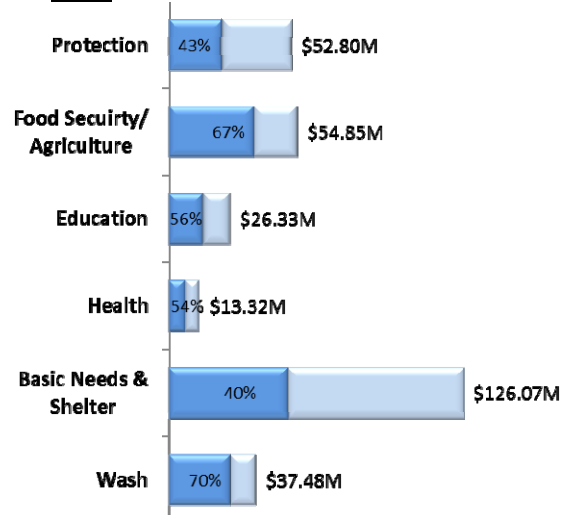
### Lebanon



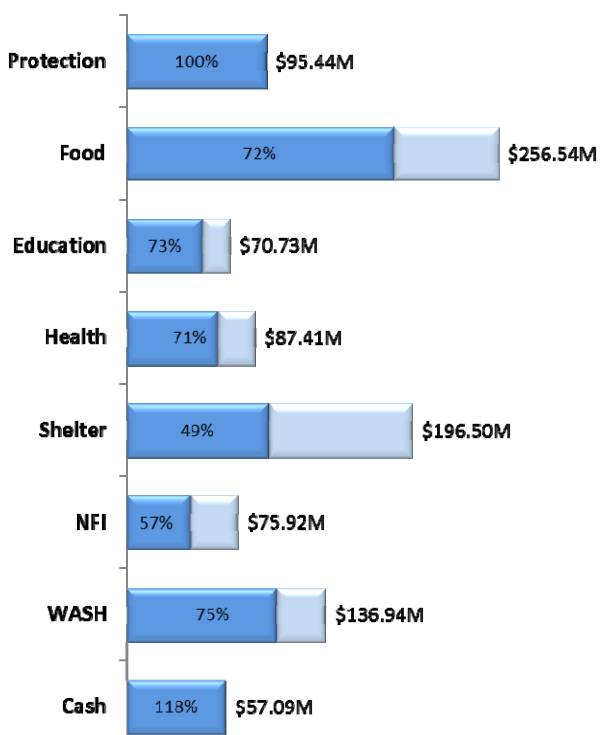
### Turkey



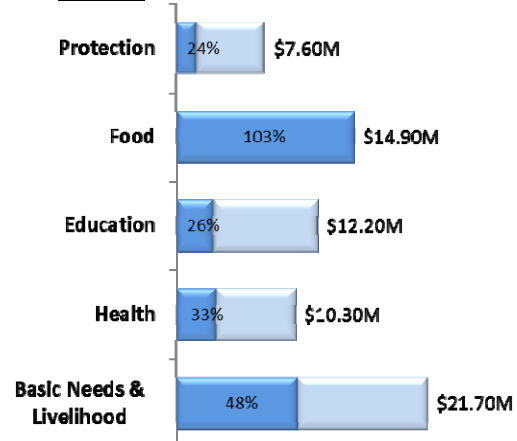
### Iraq



### Jordan



### Egypt

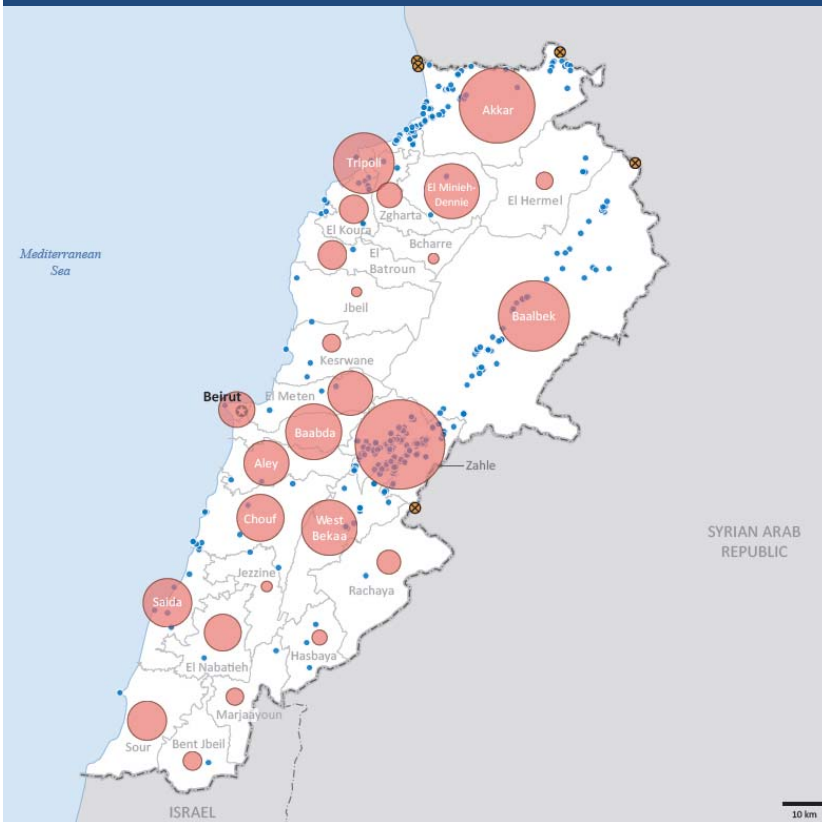


Note: some funds provided to the RRP have not been able to be broken down by sector. Data above is therefore indicative, based on available data and proportional estimates where appropriate.

# REGIONAL ACHIEVEMENTS

Sector	Achievements
<b>PROTECTION</b> 	<ul style="list-style-type: none"> <li>• <b>2.3 million</b> Syrian refugees registered</li> <li>• <b>396,000</b> children reached through psychosocial support</li> <li>• <b>168,000</b> persons reached through legal counseling, awareness raising activities and information sharing with communities</li> <li>• <b>37,000</b> individuals with special needs or persons at risk supported</li> </ul>
<b>FOOD</b> 	<ul style="list-style-type: none"> <li>• <b>1,394,000</b> beneficiaries of food vouchers or cash assistance for food</li> <li>• <b>347,000</b> beneficiaries of food parcels or food rations</li> <li>• <b>28,000</b> beneficiaries of livestock support</li> </ul>
<b>EDUCATION</b> 	<ul style="list-style-type: none"> <li>• <b>314,868</b> Syrian refugee students enrolled in formal education</li> <li>• <b>78,000</b> Syrian refugee children accessed non-formal and informal education</li> <li>• <b>390,755</b> children received education supplies, grants and other support to participate in school</li> <li>• <b>839</b> educational facilities assisted and supported</li> </ul>
<b>HEALTH</b> 	<ul style="list-style-type: none"> <li>• Almost <b>2 million</b> visits to primary health care facilities for acute illnesses, chronic diseases, mental health and reproductive and maternal health</li> <li>• Around <b>376,000</b> people referred for secondary and tertiary care</li> <li>• <b>397,000</b> persons benefited from training or education on health matters</li> <li>• More than <b>22 million</b> people were vaccinated against polio and measles</li> </ul>
<b>SHELTER</b> 	<ul style="list-style-type: none"> <li>• Over <b>1 million</b> people living in camps and in the community benefitted from shelter assistance</li> <li>• More than <b>163,000</b> tents, temporary and emergency shelters distributed</li> <li>• More than <b>246,000</b> individuals were supported with winterization assistance</li> </ul>
<b>CORE RELIEF</b> 	<ul style="list-style-type: none"> <li>• Around <b>1.4 million</b> people covered by core relief items</li> <li>• <b>1.6 million</b> blankets and quilts distributed</li> <li>• <b>461,308</b> people assisted with clothing</li> <li>• <b>262,243</b> kitchen sets and stoves distributed</li> <li>• <b>199,000</b> cash payments made for emergencies or for basic family needs</li> </ul>
<b>WASH</b> 	<ul style="list-style-type: none"> <li>• <b>792,000</b> individuals benefitted from access to water supply networks</li> <li>• <b>491,000</b> individuals benefitted from access to adequate latrines</li> <li>• <b>485,000</b> individuals benefited from safe drinking water through distribution of water and water storage facilities</li> </ul>

# LEBANON



## Populations of concern:



## RRP5 Population planning figures:

1,120,000 Syrian refugees  
 80,000 Palestine Refugees from Syria  
 49,000 Lebanese returnees from Syria  
 1,249,000 people in host communities

## Populations of concern, end-2013:

858,641 Syrian refugees registered & awaiting  
 51,300 Palestine Refugees from Syria recorded  
 17,500 Lebanese returnees registered  
 1,249,000 people in host communities

## Partners in the response:

Government of Lebanon	HWA	RET
Abaad	IA	RI
ACF	IDRAAC	S Global
ACTED	ILO	Safadi Foundation
Ajem	IMC	SCI
Al Majmouaa	Intersos	SHEILD
AMEL Association	IOCC	SI
Arc-en-ciel	IOM	SIDC
AVSI	IQRA	SIF
BBC	IRAP	Solidar
BC	IRC	TDHI
Beyond	IRD	TDH-L
CARE	Kafa	UNDP
CHF	LOST	UNESCO
CISP	Makassed	UNFPA
CLMC	Makhzoumi Foundation	UN-Habitat
CONCERN	MAP	UNHCR
CVT	Mercy Corps	UNICEF
Dari	MEDAIR	UNRWA
DRC	MU	WCH
FAO	NRC	WFP
FPSC	Oxfam	WHO
GVC	PCPM	Women Charity League
Heartland Alliance	PU-AMI	WRF
HI	Rescate	WVI
Humedica	Restart	

## Sector Working Groups:



Protection

Subgroups: Child Protection  
 SGBV



Food Security



Education



Health



Shelter



Non Food Items



Wash



Social Cohesion & Livelihoods

# LEBANON

## 2013 YEAR IN REVIEW

Lebanon, a country of four million people, has demonstrated unfaltering solidarity towards displaced populations. Lebanon has received 36 per cent of the Syrian refugees in the region. Already severely economically impacted by the conflict, by the end of 2013 it hosted almost 860,000 refugees from Syria, adding to a pre-existing Palestine refugee population of 280,000. More than 51,300 PRS were recorded and 17,500 Lebanese returnees were registered in 2013. Refugees make up one fifth of the population and, because of Lebanon's no-camp policy, are spread over 1,500 localities. This dispersal impacts on the cost and complexity of reaching people with assistance, as well as on the host communities themselves. The majority of the refugee population is living in the Bekaa and the north, two of the most impoverished regions in Lebanon. In addition, over 1.5 million Lebanese have been affected by the crisis, according to the Government.

The inter-agency response of the RRP5 in Lebanon was 73 per cent funded, necessitating an already prioritized response plan to be further streamlined. The funds available have enabled the most critical interventions to be carried out, including the doubling of registration capacity to over 4,000 refugees per day and the provision of protection and psychosocial support services to more than 238,000 children.

More than 27,000 individuals participated in community awareness sessions on available services, and 10,000 received mine awareness training. The offer of legal information, legal awareness, legal counseling and representation for both Syrian and PRS was strengthened, reaching out to more than 65,000 individuals, including specialized assistance for detention cases. Procedural barriers in registering the birth of refugee children were addressed through increased advocacy, and through individual legal counseling.








SGBV prevention was progressively reinforced by establishing safe-spaces dedicated to women/girls or more permanent spaces offering specialized services and/or access to livelihood opportunities. In each safe-space, women and girls could access case managers and/or be referred to specialized services. Three mid-way houses offered safety and security to victims of SGBV. Furthermore, 32 medical personnel in a number of medical facilities were trained on clinical management of rape. Approximately 200 boys participated in pilot initiatives that engaged men and boys on the prevention and response to SGBV. The roll out of an inter-agency data sharing system allowed for a more comprehensive analysis of trends.

By the end of the year, almost 684,000 individuals received food vouchers and over 487,000 persons were assisted with primary health services. Over 100,000 Syrian and vulnerable Lebanese children were enrolled in formal education and 7,000 Palestine refugees from Syria (PRS) were enrolled in school. More than 242,000 persons received shelter assistance, and 486,000 persons are receiving fuel, stoves, clothes and blankets to ensure warmth throughout the winter months.

While the Lebanese community continues to show marked generosity to Syrian refugees, it is also the case that their ability to continue to do so is severely stretched. As the Syrian refugee population grows, and its impact is felt throughout the country in terms of added pressures on scarce and fragile services, tensions are increasing. Great efforts were made to address the negative impact of refugees on hosting communities through community support projects. Additional efforts were also taken to support Lebanese public institutions to help them cope including in areas such as education, health, and social affairs.

In the face of resources that could not keep up with needs, UN agencies conducted a vulnerability assessment with NGO partners in May-June 2013. The results revealed that at least 72 per cent of the refugee population cannot cope without international assistance. These are among those prioritized for food and other forms of assistance. They include women heads of households, children and persons with other specific needs.

# LEBANON

Sector	Achievements
<b>PROTECTION</b> 	<ul style="list-style-type: none"> <li>• <b>858,641</b> Syrian refugees registered and awaiting registration</li> <li>• <b>238,570</b> children received psychosocial support</li> <li>• <b>59,350</b> dignity kits distributed to Syrian women and girls</li> <li>• <b>25,444</b> individuals with specific needs referred for services</li> </ul>
<b>FOOD SECURITY</b> 	<ul style="list-style-type: none"> <li>• <b>684,000</b> individuals assisted with food vouchers</li> <li>• <b>197,590</b> individuals assisted with food parcels</li> <li>• <b>5,456</b> host community members received agricultural support</li> </ul>
<b>EDUCATION</b> 	<ul style="list-style-type: none"> <li>• <b>121,193</b> children enrolled in formal education</li> <li>• <b>44,739</b> children enrolled in non-formal education programs</li> </ul>
<b>HEALTH</b> 	<ul style="list-style-type: none"> <li>• <b>487,788</b> consultations delivered at primary health clinics, including for maternal and reproductive health</li> <li>• <b>41,663</b> individuals assisted with secondary and tertiary health care</li> <li>• Around <b>580,000</b> children vaccinated against Polio</li> <li>• <b>397,502</b> total attendance at various health awareness sessions</li> </ul>
<b>SHELTER</b> 	<ul style="list-style-type: none"> <li>• <b>242,800</b> individuals benefitted from shelter assistance, including:</li> <li>• <b>148,911</b> individuals assisted with weather-proofing in all shelter types</li> <li>• <b>85,355</b> individuals assisted in informal settlements</li> <li>• <b>39,770</b> individuals supported with cash for rent</li> </ul>
<b>NON FOOD ITEMS</b> 	<ul style="list-style-type: none"> <li>• <b>94,000</b> households provided with ATM cards, fuel cards or vouchers for fuel or hygiene/baby kits</li> <li>• <b>613,334</b> blankets and <b>207,184</b> mattresses distributed</li> <li>• <b>65,673</b> kitchen sets and <b>26,511</b> heating stoves distributed</li> </ul>
<b>WASH</b> 	<ul style="list-style-type: none"> <li>• <b>994,906</b> hygiene kits and baby kits distributed</li> <li>• <b>101,186</b> beneficiaries from water storage facilities</li> <li>• <b>90,966</b> beneficiaries reached through hygiene promotion</li> </ul>
<b>SOCIAL COHESION &amp; LIVELIHOODS</b> 	<ul style="list-style-type: none"> <li>• <b>232</b> Community Support Projects completed or ongoing benefitting both Lebanese citizens and refugees</li> <li>• <b>4,099</b> persons received vocational training</li> <li>• <b>200</b> youth trained in conflict resolution</li> </ul>

# LEBANON

## PROTECTION

### 2013 ACHIEVEMENTS AND IMPACT

By the end of 2013, almost 860,000 Syrian refugees were registered or awaiting registration. Almost 79 per cent were women and children. The waiting period for refugee registration in Lebanon decreased to 29 days, thanks to a significant investment in human and material resources. A presence was established at land borders to advocate for access to territory, including for PRS, and support to enhance border management is being discussed with authorities. Information outreach on registration procedures was strengthened. Transportation assistance and mobile registration teams were employed, especially in the North and Southern regions, to ensure registration of refugees in remote locations. Procedures were put in place to support registration for hospitalized persons or persons with disabilities.

Standard Operating Procedures were developed for the provision of services to SGBV survivors. Case management agencies were identified in each governorate and referral pathways developed to facilitate safe and confidential access to services. Information campaigns and leaflets were disseminated among communities and frontline workers. More than 360 social workers, safe-space animators and health professionals were trained on SGBV prevention and response. 60,000 dignity kits were distributed to women and girls, along with information on their safety and rights.

Child protection actors provided psychosocial support programmes and services to over 238,000 boys and girls, as well as over 40,000 parents and other caregivers. Nearly 3,000 at-risk children were referred to child protection actors for follow-up support and services, among the more than 25,000 individuals with the most pressing specific needs who were referred for services. Key child protection concerns were addressed through training and information materials.

### CHALLENGES

Some 12 per cent of registered refugees entered Lebanon through unofficial border crossings and are not considered to be legally present by the authorities. The regularization process and the renewal of legal stay documentation remain unaffordable for most refugees. Although not excluded from registration and access to humanitarian services, they faced severe limitations to their freedom of movement and are more at risk of arrests. An increasing number of PRS are not leaving the camps for fear of being unable to re-enter. Advocacy continued to address these challenges.

SGBV survivors are reluctant to report cases due to cultural values and stigma. Even with scaled-up services, access remains limited due to distance, restricted freedom of movement imposed by family members and availability of quality services, particularly clinical care for sexual violence. Children and their caregivers continue to suffer from high levels of psychological distress. The risk of school drop-out is increasing, and families are resorting to harmful coping mechanisms such as child labour due to the lack of livelihood options. Services are insufficient to meet the demands, or are not present, such as alternative emergency care arrangements for high-risk children.

### 2014 RESPONSE OUTLINE

Humanitarian partners will continue responding to protection risks and the specific needs of the most vulnerable, strengthen engagement of the refugee and local communities through community-based interventions and community outreach. Monitoring access to the territory for those fleeing the conflict will be strengthened, and will inform advocacy efforts. Registration capacity for Syrian refugees will be further enhanced, including through the use of biometrics technology. Protection monitoring will be reinforced, and access to legal counseling and representation on civil documentation and housing, land and property issues will remain central in the protection response. The specific needs of persons with disabilities will need renewed attention, while expanding and strengthening services for the prevention and response to SGBV will remain a priority. Access to specialized services and support for children identified at high risk of violence also remains a priority, along with interventions aimed at mitigating the psychological distress experienced by children and their caregivers. Child protection actors will continue to promote birth registration, sharing information, providing legal counselling, and seeking to remove procedural barriers through advocacy.



# LEBANON

## FOOD SECURITY

### 2013 ACHIEVEMENTS AND IMPACT

In 2013, 684,000 individuals were assisted with food vouchers, whilst almost 197,590 vulnerable newly arrived individuals received food parcels\*. In addition, some 57,800 Palestine refugees from Syria received cash for food and 5,456 host community members received agricultural support. Thus far, WFP's food voucher programmes have injected over USD 127 million into the Lebanese economy, particularly in some of the poorest areas of Lebanon. Food assistance also benefits unregistered refugees and newcomers.

Emergency vaccination and livestock feeding activities along the Syria-Lebanon border helped to protect the incomes of livestock farmers and reduce the risk of trans-boundary animal diseases.

### CHALLENGES

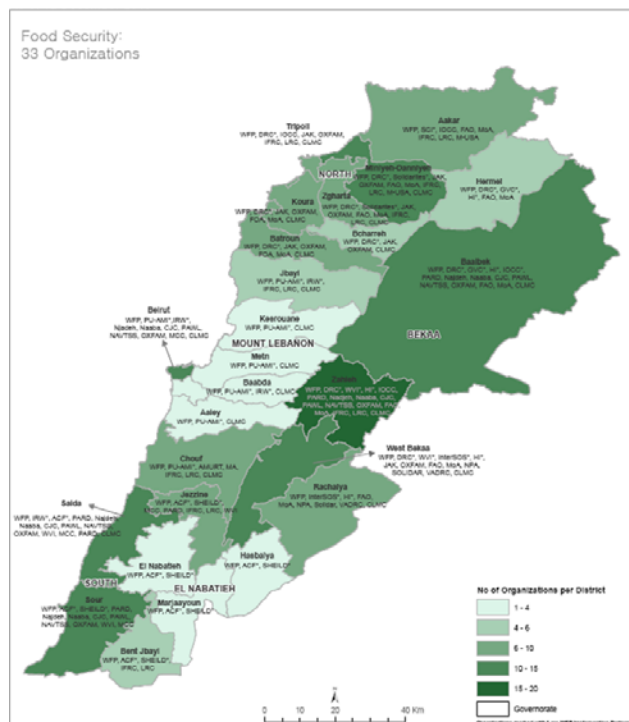
The number of refugees and other affected populations requiring food assistance has significantly grown throughout 2013 resulting in an expansion of the Food Security sector operations to meet increasing demands. Security remains a concern for maintaining operations inside Lebanon and has intermittently limited access to beneficiaries in certain areas, particularly in Tripoli, Wadi-Khaled and the northern part of the Bekaa Valley. In a move to mitigate tensions between the refugees and host communities, WFP continued discussions with the Ministry of Social Affairs (MOSA) to address the food security needs of affected Lebanese, as well as Lebanese returnees by supplementing the national social assistance package.

### 2014 RESPONSE OUTLINE

The food security sector will continue to provide food assistance with the overall objective to ensure that food security and livelihood opportunities are provided to vulnerable Syrian refugees. Monthly assistance will be provided to 75 per cent of registered refugees and Lebanese returnees in 2014 to maintain adequate food consumption and protect them against resorting to negative coping mechanisms. Means to fine-tune targeting, coupled with enhanced monitoring and verification efforts, will seek to ensure that all in need of food assistance continue to receive support. Attention to the specific needs of women and children, and boosting capacity building are also key features of the response. In cooperation with UNRWA, 85 per cent of PRS will be assisted through the provision of cash cards. WFP will also collaborate with the Lebanese High Relief Commission and MOSA to provide food assistance to affected Lebanese.

To respond to rising poverty levels in host communities, the sector will collaborate with the MOSA to supplement the targeted social assistance package under the National Poverty Targeting Program. Food assistance will continue to contribute directly and significantly to the local economy by injecting millions of dollars into some of the poorest areas of Lebanon. Affected farming households will be targeted with programmes for improved food nutrition and food safety. Livestock keeping communities will be supported to keep their animals in good health and sustain their only source of income. Animal vaccinations and training in disease control and surveillance will contain the spread of trans-boundary animal and plant diseases and pests.

\*The number of beneficiaries is significantly reduced from previous reports thanks to a revision of beneficiary counting processes across the sector, through which the sector has been able to eliminate double counting and overlap and thus present a more accurate picture of impact of food assistance across the sector.



# LEBANON

## EDUCATION

### 2013 ACHIEVEMENTS AND IMPACT

Concerted action by the Ministry for Education and Higher Education (MEHE) with humanitarian partners enabled some 122,000 children, including Syrian refugees, PRS, Lebanese returnees and affected Lebanese, to enroll in formal education. In addition, almost 45,000 vulnerable children accessed non-formal education.

A total of 65,000 refugee children spanning two shifts are enrolled for the school year 2013-14, with 55 schools out of 89 now operating second shifts. Enrolment will continue into January and February 2014. Improvements in the educational environment were provided through the rehabilitation of 74 schools, including WASH facilities, while 360 schools received fuel for heating. More than 2,700 teachers were trained over the course of 2013, while 11,100 children were reached with health services in schools. More than 73,000 children participated in recreational activities, vital for their continued health and psychosocial wellbeing.

### CHALLENGES

Enrolment and school retention among Syrians is critically low: 80 per cent of refugee children do not attend school. Common impediments include the costs of transportation and tuition fees, language barriers and safety concerns. However, the biggest barrier to schooling is the lack of space in public schools. The continuing influx from Syria has overwhelmed the absorption capacity of the public school system. In some areas of Lebanon, schools suffer from overcrowded classrooms and inadequate facilities and supplies which affect the learning environment. Without scaled-up support to public schools, the educational system risks becoming inefficient, with the most disadvantaged Lebanese citizens bearing a disproportionate burden. It is also the case that physically the number of available places in schools is far less than the number of Syrian refugee children who need to be placed. Over 400,000 Syrian children will need to access education outside the formal public system, or face limited future prospects and increased exposure to protection risks.

### 2014 RESPONSE OUTLINE

Partners seek to ensure that every child's right to education is fulfilled by focusing on increasing participation in education both formal and informal. This will include efforts to: enhance community outreach for enrolment; provide support for the payment of tuition fees and transportation; improve school environments; provide fuel for schools; establish and support second shifts and providing learning support to children to ensure they remain in school. Additionally, there will be an increased focus on non-formal education, including through the introduction of a structured Accelerated Learning Program. Children will also benefit from psychosocial support, and teachers and educational personnel will have access to professional development initiatives.



UNHCR | S. Baldwin  
*Young Syrian refugee students take part in an accelerated learning program at the Qalamoun School outside of Tripoli.*

# LEBANON

## PUBLIC HEALTH

### 2013 ACHIEVEMENTS AND IMPACT

Humanitarian partners had supported some 488,000 primary healthcare interventions for refugees and other affected populations. Over 75,000 patients received chronic care medication and 769 cases of cutaneous leishmaniasis were treated. Within tight targeting criteria, partners supported over 41,000 Syrians in accessing medical care for life-threatening conditions and secondary health care. This included support to 7,500 pregnant women and nearly 1,500 newborns and infants. A number of measures were put in place to rationalize costs and strengthen oversight of secondary health care programmes to ensure the most effective use of resources. These measures include daily patient visits, immediate medical and financial audit of files upon discharge and standard procedures for service delivery.



Salah Malkawi

*A Syrian refugee woman in hospital in Zahleh.*

Some 730,000 Syrian refugee and vulnerable Lebanese children were vaccinated for measles and two national immunization rounds of vaccination against Polio were implemented, reaching over 580,000 children (30 per cent Syrian) under the age of five - an estimated coverage of more than 90 per cent.

### CHALLENGES

The rapid increase in refugee population has put a significant strain on health services and refugees have found themselves at increasing risk of deteriorating health status. Although Lebanon has a wide network of health care providers, services are largely privatized and based on user fees. Affordability, in particular regarding secondary healthcare, is increasingly becoming the main barrier to accessing health services. Faced with rising patient numbers and limited resources, humanitarian partners had to restrict financial support for secondary and tertiary care to the most vulnerable refugees with life-threatening conditions and to increase the refugee contribution from 15 per cent to 25 per cent. The Syrian population's mobility and the rapidly expanding number of informal tented settlements present a significant concern for vaccination outreach and outbreak prevention and containment.

### 2014 RESPONSE OUTLINE

Partners will work to maintain the health status of the affected population, reduce health risks and respond to potential disease outbreaks. They will also ensure treatment for those with life-threatening conditions. The strategy for 2014 seeks to improve access, coverage, and quality of health care services, through targeting the most vulnerable with a minimum package of services at an expanded network of primary health care centres. Partners will improve efficiencies by centralizing procurement of essential drugs for acute and chronic conditions and by using a third party administrator to administer and audit medical services provided by contracted hospitals. Vulnerable Lebanese under the National Poverty Targeting Programme will also receive assistance with treatment costs.

# LEBANON

## SHELTER

### 2013 ACHIEVEMENTS AND IMPACT

During 2013, some 242,000 individuals - including Syrian refugees, PRS, Lebanese returnees, and affected Lebanese communities - benefitted from some form of shelter assistance. This includes more than 85,000 people assisted in informal settlements, almost 6,000 people accommodated in collective shelters, some 4,800 people who received temporary shelters, and 550 people in formal settlements. Other shelter activities included cash-for-rent (almost 40,000 individuals supported), cash for host families (almost 20,000 supported), and house rehabilitation (almost 25,000 individuals benefitting). Almost 150,000 people were assisted with weather-proofing in all shelter types, representing 80 per cent of the planned winterization/weather-proofing activity achieved by the end of December. The identification of shelter alternatives, including adequate sites for formal tented settlements, remained a priority.

### CHALLENGES

Rising rental costs and the lack of large available buildings that could be rehabilitated for refugees' use hamper shelter solutions. With the protracted crisis, more refugees are resorting to informal settlements. Currently, more than 420 such settlements exist in the country, primarily in the Beka'a and northern regions. They offer poor sanitation facilities, are fire prone, and some located in floodable areas, thus endangering the life and health of refugees, especially during winter. The same is true for the 15 per cent of the population that live in garages, warehouses and unfinished buildings. There is often little possibility to establish dedicated areas for women, play areas for boys and girls, or access to adequate WASH facilities for the elderly and persons with disabilities. In the absence of large managed and protected sites, agencies continue to address the shelter needs of a largely distributed refugee caseload. The overburdening of basic infrastructure in the towns and villages is further narrowing the shelter space.

### 2014 RESPONSE OUTLINE

The goal of the strategy will be to assist 920,000 persons of concern, including 694,000 Syrian refugees, 100 PRS, 28,000 Lebanese returnees from Syria and 98,000 members of host communities. Interventions will provide safe and dignified emergency shelter to newly arriving families, improve and maintain the shelter conditions of vulnerable households, and upgrade properties of Lebanese host families. Priority will be given to assist refugees living in informal settlements and other insecure dwellings including through weather proofing and site improvement; cash for rent; and, to establish formal tented settlements. Collective shelter management will be strengthened to address issues such as solid waste management and electric power consumption.



Medair | G. Megan Fraga

*A Syrian family outside their tent in the Bekaa Valley.*



# LEBANON

## NON FOOD ITEMS

### 2013 ACHIEVEMENTS AND IMPACT

Some 90 per cent of refugees and Lebanese returnees who arrived during 2013 needed a basic set of non-food items (NFIs) upon arrival, and partners delivered basic core relief items to some 486,000 individuals for cooking, eating, sleeping and living with dignity. This included blankets, mattresses, kitchen sets, water storage containers, and hygiene kits. Additional items include diapers and other items for baby-care and dignity kits for women and adolescent girls.

During the winter months, partners provided 451,000 installments of cash or vouchers for heating fuel, assisting some 70,000 households, while 26,511 heating stoves were distributed throughout the year. More than 613,000 blankets were distributed, along

with 207,000 mattresses and 65,000 kitchen sets. Many of the core relief items and all the fuel provided to date were sourced within Lebanon, benefiting local companies.



UNHCR | A. McConnell  
*Women carry blankets, jerry cans and fuel vouchers after receiving a winter distribution in Arsal.*

### CHALLENGES

Partners worked to keep pace with new arrivals, although maintaining a high volume of procurement, transportation, and distribution of relief items, proved challenging given Lebanon's limited warehouse capacity outside the main cities, poor transport infrastructure and lack of suitable public facilities for use as distribution sites. Severe weather conditions occasionally delayed some deliveries and security problems sometimes led to suspension of NFI distributions in Tripoli and Bekaa. Refugees move around Lebanon to find accommodation and livelihood opportunities and are, consequently, widely dispersed. This increases the challenge of locating and assisting newcomers, adding to the logistic costs and meaning that some of them have been missed.

### 2014 RESPONSE OUTLINE

In 2014, partners will work to provide vulnerable refugees with the necessary seasonal NFIs and sufficient access to energy to survive winter without adverse effects and to ensure that newcomers have sufficient basic and domestic items shortly after arrival. A reserve stock will be maintained for emergency needs. Partners will target assistance to ensure that available resources reach the most vulnerable and are appropriate for the different needs of men, women, boys and girls. Progressively shifting the in-kind assistance to cash through ATM transfers – including most of the winterization programme and subsequently part of the newcomer assistance programme – will achieve savings on logistics and enable the assistance to be tailored to the specific needs of newcomers, based on their gender and age. A comprehensive monitoring and evaluation system will also be set up for all programmes with a significant cash component.

# LEBANON

## WASH

### 2013 ACHIEVEMENTS AND IMPACT

Throughout 2013, access to an adequate quantity of safe water for affected populations was ensured through a number of activities, including the distribution of 6,129 household water filters, installation of 6,354 water tanks, and over 15,000 individuals benefiting from ongoing water-trucking. More than 100,000 individuals have benefited from water storage facilities. More than 68,000 individuals had access to adequate latrines following rehabilitation and improvement projects. Environmental health services were provided to 26,000 PRS, and sewage and water systems in all 12 Palestine refugee camps were maintained and repaired. Some 203,000 affected Lebanese and 43,000 refugees have also benefited from efforts to rehabilitate water systems and wastewater projects, and ongoing solid waste assistance is benefiting 29,365 refugees and 172,900 Lebanese in host communities. Over 733,000 family hygiene kits and 261,000 baby kits were distributed, almost 91,000 people were reached through hygiene promotion.



UNHCR | S. Baldwin

*A Syrian refugee girl washes her face outside of her family's home in an informal settlement in Dalhamiyeh in the Bekaa Valley.*

### CHALLENGES

The increase in refugee numbers has put significant pressure on national water and wastewater systems, resulting in a deterioration of services for local communities. Capacities to address WASH needs remain stretched, compounded by limited funding and a complex environment. Many refugees have found shelter in informal settlements or substandard dwellings with poor or non-existent WASH facilities. Overcrowding in Palestine refugee camps is a pressing concern as fragile water and solid waste systems are further burdened by new arrivals.

### 2014 RESPONSE OUTLINE

The 2014 WASH strategy prioritizes meeting critical needs with short-term emergency interventions. These interventions include addressing the needs of newcomers' and those in informal settlements; improving sustainability and cost-effectiveness through the adoption of longer-term solutions, especially with respect to water systems, solid waste collection and environmental management of wastewater; and ensuring the ability to respond rapidly and adequately to significant changes in needs, such as those arising from a mass influx of refugees or disease outbreak through continued preparedness activities. Installation of sanitation and hygiene facilities will continue to be accompanied by community-based promotion activities regarding best practices in hygiene. Wherever possible, partners will focus on communal projects that have high impact and strengthen local capacities identified in partnership with Water Establishments and municipalities.



# LEBANON

## SOCIAL COHESION AND LIVELIHOODS

### 2013 ACHIEVEMENTS AND IMPACT

Efforts are increasingly being made to support Lebanese institutions and host communities coping with the refugee influx. These include projects to expand capacity of local medical facilities, to improve water treatment and supply and waste disposal, to build or rehabilitate communal spaces and to strengthen capacities of social development centers. To date, 232 such projects have been completed or are in the process of completion at the local level.

A number of partners are now establishing more wide-ranging livelihood programs with focus on women, youth and persons with specific needs. Some 4,100 people received vocational training during 2013, 40 per cent of whom were from the host community and 60 per cent of whom were Syrian refugees. Efforts to assist Lebanese municipalities, institutions and service providers to cope and respond to the needs of both Lebanese and refugees, has been mainstreamed across all sector interventions, including health, education, shelter, water and sanitation.

### CHALLENGES

The significant lack of funding remains a major barrier to the work of the sector. Restrictive government policies regarding the provision of livelihood opportunities for Syrians in the face of growing public concerns about competition for jobs and limited local market prospects present additional challenges. Competition in the informal job market has driven wages down, while prices for basic necessities have increased. The majority of refugees (86 per cent) are living in communities where the majority of vulnerable Lebanese also reside. Both populations are severely affected by the poor quality of public services, hard-to-get-by job opportunities and inflation.

### 2014 RESPONSE OUTLINE

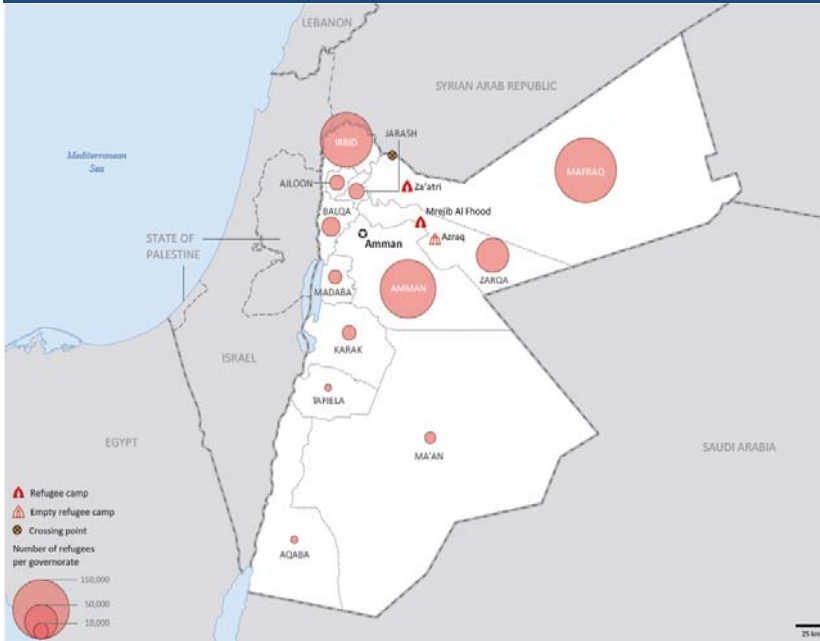
A comprehensive strategy, supported by robust funding to promote social cohesion and self-reliance, will effectively tackle both the expression of conflict and causes of tension in refugee-hosting communities. This will be done by reinforcing service provision through host community support projects defined by the community as sources of tension or priority; scaling up livelihood activities that lead to self-reliance; expanding local conflict mitigation mechanisms; and, engaging local and national agents of change to actively combat misperceptions fuelling tensions. Most of these activities are part of the National Stabilisation Roadmap (Track 1) adopted by the Government.



DRC

*A vocational programme in Lebanon.*

# JORDAN



## Populations of concern:



## RRP5 Population planning figures:

1,000,000 Syrian refugees

500,000 people in host communities

## Populations of concern, end-2013:

576,354 registered Syrian refugees

500,000 people in host communities

## Partners in the response:

Government of Jordan	IOCC	OPM
ACF	IOM	Oxfam
ACTED	IRC	PU-AMI
ARDD-LegalAid	IRD	Questscope
ActionAid	IRW	RHAS
ADRA	JBA	RI
Aman Association	JEN	SCI
AVSI	JHAS	SCJ
CARE International	JHCO	Taghyeer
Caritas	JOHUD	TDH-L
CVT	JPD	TDHI
DRC	JRC	Triangle GH
FAO	JRF	THW UAERC
FCA	JRS	UN Women
FPD	JWU	UNDP
FPSC	KnK	UNESCO
FRC	LWF	UNFPA
FGAC	MA	UN-Habitat
GIZ	Madrasati Initiative	UNHCR
Global Communities	MdM	UNICEF
HI	Medair	UNOPS
HRF	Mercy Corps	UPP
ICMC	MPDL	WAAJC
ICCS	MWI	WarChild UK
ICMC	SRCD	WFP
IFH/NHF	NAJMAH	WHO
ILO	NCCA	WVI
IMC	NICCOD	Y-PEER
Internews	NHF/IFH	
INTERSOS	NRC	

## Sector Working Groups:



Protection

Subgroups:

Child Protection

SGBV

Mental Health and Psychosocial



Food Security



Education



Health

Subgroups:

Reproductive Health

Nutrition

Mental Health and Psychosocial



Shelter & Settlements



Non Food Items



Wash



Cash

## 2013 YEAR IN REVIEW









The population of Jordan is six million people. Registered Syrian refugees constitute almost 10 per cent additional to this population. The projected figure of 800,000 registered refugees by the end of 2014 would increase this to 13 per cent. Between January and December 2013, more than 420,000 Syrian refugees were safely evacuated from the border to refugee camps in Jordan. While the Government of Jordan (GoJ) maintains an open border policy, Syrian refugees are facing increased obstacles to reaching the border and crossing to safety.

Approximately 20 per cent of Syrian refugees in Jordan reside in refugee camps. The largest refugee camp is Zaatari, which is administered by the GoJ-appointed Syrian Refugee Camp Directorate with the support of UNHCR. More than 350,000 Syrians have been registered in Zaatari camp since opening in July 2012. The GoJ estimates that over 90,000 Syrians have returned to Syria in 2013, although many of these may have subsequently re-entered Jordan. Following a verification exercise in November 2013, 75,000 people are estimated to be living in the camp. Reflecting the continued insecurity in Syria, it is projected that up to 200,000 refugees will be living in camps by the end of 2014. In the camps, refugees are more vulnerable and dependent on the provision of assistance and services across the different sectors. Improvements have been made in the efficiency and quality of these services, while in 2014, there will be a greater emphasis on market-based programming in some sectors.

There were approximately 450,000 refugees residing outside of camps by the end of 2013, with the densest populations being in northern and central Jordan. Syrians in urban areas purchase water, electricity and shelter through the Jordanian national market, and are granted access to public services, including health and education. They also benefit from subsidies on some basic commodities. This has resulted in additional pressure on Jordan's scarce resources. Harsh weather conditions, in both the summer and winter, require timely and targeted responses across the sectors. Over 15,000 pre-fabricated caravans have been provided in Zaatari, while significant steps have been taken to ensure effective winterization of the camps, and to provide additional support to urban refugees during the winter months.

In urban and rural areas alike, the generosity of Jordanian neighbours and community groups have supported many of the most vulnerable Syrian households, in addition to aid from humanitarian agencies and charities. However, as these community coping mechanisms and safety nets become saturated, additional support to refugees and host communities are required to ensure that vulnerabilities are not exacerbated and to prevent tensions within communities. Approximately 75 per cent of refugee households are living in rented accommodation. Refugees perceive cost and availability as the main obstacles to accessing adequate shelter. Food and shelter/rent are reported as the highest monthly expenditures. Refugees cite basic household items as among their highest unmet needs. The limited livelihood opportunities and rising market prices have resulted in a significant income gap – between JOD 230 to 400 per household per month.

# JORDAN

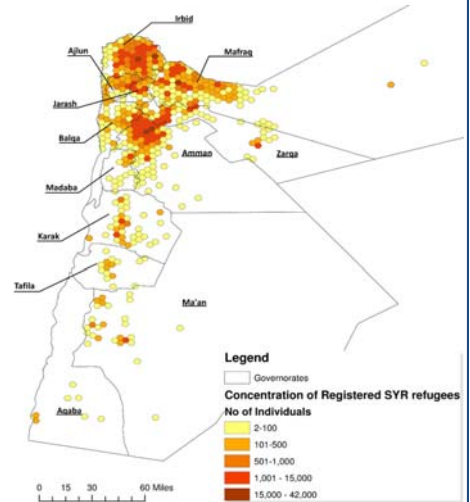
Sector	Achievements
<b>PROTECTION</b> 	<ul style="list-style-type: none"> <li>• <b>576,354</b> refugees registered</li> <li>• <b>128,693</b> children and <b>45,546</b> adults benefitted from psychosocial support</li> <li>• <b>4,670</b> UAC/SC and children at risk received multi-sectoral services</li> <li>• <b>2,944</b> SGBV survivors referred to or supported with multi-sectoral services</li> <li>• <b>13,315</b> Syrian refugees received legal counseling and legal advice</li> </ul>
<b>FOOD SECURITY</b> 	<ul style="list-style-type: none"> <li>• <b>440,144</b> individuals in the community received food assistance through vouchers</li> <li>• <b>105,552</b> beneficiaries received food assistance through in-kind general food distribution and partial vouchers in Zaatari camp</li> <li>• <b>12,248</b> school children received date bars in camp schools every school day</li> </ul>
<b>EDUCATION</b> 	<ul style="list-style-type: none"> <li>• <b>108,046 Syrian children</b> registered in public schools</li> <li>• <b>133,700 vulnerable Syrian and Jordanian children</b> received education supplies</li> <li>• <b>208 Jordanian public schools</b> supported to increase learning space through double-shifting, refurbishment, and prefab classrooms</li> </ul>
<b>PUBLIC HEALTH</b> 	<ul style="list-style-type: none"> <li>• <b>3.3 million</b> children vaccinated against measles/rubella and <b>1.1 million</b> against polio</li> <li>• <b>350,744</b> primary health care consultations, including for reproductive/maternal health</li> <li>• <b>4,605</b> beneficiaries of life-saving and essential tertiary health care</li> <li>• <b>51,875</b> mothers/caregivers received infant and young child feeding services</li> <li>• <b>274</b> service providers trained on mental health, psychosocial support quality of care, MISP, clinical management of sexual violence and RH standards of care</li> </ul>
<b>SHELTER</b> 	<ul style="list-style-type: none"> <li>• <b>64,733</b> tents distributed for emergency shelter</li> <li>• <b>15,375</b> pre-fabricated container shelter units distributed</li> <li>• <b>15,374</b> shelters in camps supported with winterization materials</li> <li>• <b>406</b> semi-permanent T-shelter units completed in Azraq Camp</li> </ul>
<b>NON FOOD ITEMS</b> 	<ul style="list-style-type: none"> <li>• <b>670,404</b> blankets distributed</li> <li>• <b>349,651</b> mattresses distributed</li> <li>• <b>171,973</b> hygiene kits distributed</li> <li>• <b>90,159</b> kitchen sets distributed</li> </ul>
<b>WASH</b> 	<ul style="list-style-type: none"> <li>• <b>124,105</b> beneficiaries of WASH services in camps, including water trucking, latrines, showers, and solid waste collection and disposal</li> <li>• <b>510,000</b> beneficiaries connected to the water network</li> <li>• <b>201,920</b> beneficiaries reached through hygiene promotion</li> </ul>
<b>CASH</b> 	<ul style="list-style-type: none"> <li>• <b>24,930</b> families provided with regular cash assistance</li> <li>• <b>9,268</b> families provided with seasonal cash assistance</li> <li>• <b>8,246</b> families provided with urgent cash assistance</li> </ul>

# JORDAN

## PROTECTION

### 2013 ACHIEVEMENTS AND IMPACT

Registration capacity has continued to expand in 2013, both in camps and in urban areas, with the opening of new registration centres in Irbid and Amman. This has contributed to the elimination of registration backlogs, so that Syrians in Amman and Irbid are registered on the same day that they first approach registration centres. In December, the joint Government of Jordan-UNHCR registration centre in Rabaa Al Sarhan became operational, and the GoJ began issuing an enhanced service card to refugees passing through the centre. Biometric technology (iris scan) was also introduced in 2013 as part of the registration process in urban registration centres.



Inter-Agency Emergency Standard Operating Procedures (SOPs) for Child Protection and Sexual and Gender-Based Violence (SGBV) were launched in 2013, including detailed referral pathways for response. An inter-agency project was also launched with the participation of the National Council for Family Affairs to roll-out the SOPs, develop an awareness-raising campaign on child protection and SGBV issues, and increase the capacity of child protection and SGBV case managers through training and mentoring. More than 4,600 unaccompanied and separated children (UAC/SC) and other children at risk and some 2,900 SGBV survivors were referred to or supported with multi-sectoral services. Inter-agency assessments were also carried out that highlighted child protection and SGBV issues in Zaatari camp and in host communities. Inter-Agency Guidance Notes on Mental Health and Psychosocial Support (MHPSS) were also developed by the MHPSS Sub-Sector. A range of community outreach and empowerment activities have contributed to increasing peaceful coexistence between refugee and host communities, and increasing the protection space for refugees in Jordan. More than 122,000 community members were reached with awareness-raising activities, while almost 9,500 government, civil society and humanitarian workers were trained on refugee protection, child protection and SGBV.

### CHALLENGES

Insecurity both at the Syrian-Jordanian border and in Zaatari camp presents challenges to the protection of refugees in Jordan. Further protection challenges include limited access to self-reliance programmes, risk of statelessness for children who are not registered at birth, and increasing tensions between refugee and host communities. The Protection Sector continues to grapple with providing specialized services to refugees dispersed throughout Jordan, and the Sector will work on improving the outreach capacity of available services, particularly in light of reports that Syrian refugees, in particular persons with disabilities, and women and girls, often do not leave their homes due to security concerns and other constraints limiting their freedom of movement.

### 2014 RESPONSE OUTLINE

The Inter-Agency Protection strategy is centred on i) ensuring access to basic rights, including the right to seek asylum and timely access to registration and documentation as a prerequisite for proper protection delivery; ii) expanding community outreach and development of community-based protection mechanisms, while ensuring that women, girls, boys and men are engaged in the planning, implementation and evaluation of services; iii) mitigating and reducing the risks and consequences of SGBV; iv) ensuring that emergency child protection interventions are strengthened and harmonized; v) responding to the needs of Syrians and vulnerable host community populations through provision of social, psychosocial and economic support; and vi) and exploring third country resettlement/durable solution options as a protection response to cases with special needs of vulnerabilities. Protection actors will continue to invest in the strengthening of administrative institutions and practice, including through continued partnership with GoJ institutions, such as the Ministry of Interior, Ministry of Planning and International Cooperation, Syrian Refugee Camp Department, Family Protection Department, Juvenile Police Department, Ministry of Labour and Ministry of Social Development.



## FOOD SECURITY

### 2013 ACHIEVEMENTS AND IMPACT

By the end of 2013, some 440,000 individuals had received food assistance through food vouchers in Jordanian communities. Food assistance has also been provided to all refugees in camps, with more than 105,552 individuals reached via in-kind or voucher distributions. Markets were established in Zaatari camp in early September 2013, allowing a gradual transition from dry food rations to voucher assistance. In addition, welcome meals were provided at the border for 25,000 refugees arriving at night, while ready-to-eat welcome meals are provided for all new arrivals in Zaatari camp. Fortified date bars have also been provided to more than 12,000 students attending schools and catch up education in Zaatari camp. Despite deteriorating household conditions the longer refugees stayed in Jordan, which has led to increased adoption of negative coping strategies such as the sale of assets and spending of savings to cover basic needs, the Food Security sector's assistance ensured that an average 93 per cent of Syrian refugees had an "Acceptable" Food Consumption Score (FCS) in 2013, with 96 per cent of those households in Zaatari camp have an "Acceptable" FCS.

The Food Security Sector remained committed to providing food assistance to Syrian refugees while supporting the local Jordanian economy. The food sector distributed vouchers worth more than USD 106 million that were redeemed through local Jordanian retailers in 2013.

### CHALLENGES

The deterioration of food security inside Syria has resulted in new refugee arrivals showing a poorer nutritional status upon arrival. Food safety and quality are further compromised by unofficial border crossings of agricultural and livestock products, leading to a risk of trans-boundary animal diseases and pests. Improving equity of assistance between registered refugees and host communities in an effort to mitigate tensions is also a challenge. Another major concern is the increased demand and the consequent rise in prices for resources, such as rent, water and food, which is leading to increased dependency on food assistance.

### 2014 RESPONSE OUTLINE

The Food Sector strategy aims to save lives and protect livelihoods through food and nutrition assistance to Syrian refugees in Jordan and livelihood support to vulnerable Jordanian households. The response will build on existing retail and agricultural market structures and channel humanitarian assistance through voucher/cash systems to the extent possible. This is intended to support the Jordanian market economy. In 2014, assistance to refugees living outside camps will be more specifically targeted to identify and reach the most vulnerable families. Emergency interventions for disease surveillance, vaccination and treatment of livestock will be of equal importance.



WFP  
*Using vouchers to purchase food in Jordan.*



## EDUCATION

### 2013 ACHIEVEMENTS AND IMPACT

The number of Syrian children registered in both camp schools and Jordanian public schools increased significantly in 2013, from 30,000 children in March to over 108,000 children by the end of the year. This represents more than 50 per cent of the total number of school-aged children registered as refugees. The sector, together with the Ministry of Education (MoE), has ensured that Syrian children benefit from free access to public schools across the country, regardless of their legal status.

Remedial and catch-up classes have also been provided in both host communities and camps to enable vulnerable Syrian children to overcome difficulties resulted from extended periods without school access. 25,000 school-aged children in host communities and in camps have benefited from informal and non-formal education services, while some 9,200 young children are accessing pre-primary education in host communities and camps.

Almost 210 Jordanian public schools were supported to increase learning space through the double-shifting, refurbishment, and pre-fab classrooms, while more than 133,000 vulnerable Syrian and Jordanian children were assisted in their learning through the provision of educational supplies. More than 4,900 teachers, counselors, and MoE staff have undergone training to strengthen capacity to respond to students' needs. Training included basic induction to teaching methodologies and identifying and dealing with psychosocial needs of students. Meanwhile, over 186,000 children, parents, and community members were provided with information to help them access education and referral services.

### CHALLENGES

While the GoJ is committed to continuing support to the education of vulnerable Syrian children to resume with their formal schooling in Jordan, the increasing number of Syrian refugees is placing enormous pressure on an already strained public education system. The lack of space and capacity in public schools hinders continued access to education for Syrian girls and boys. Furthermore, Syrian parents in host communities face economic and geographical challenges, which prevent them from sending their children to school. As the vulnerability of Syrian refugee families increases, responsive practices such as child labour and early marriage are frustrating children's educational opportunities. Persons with special needs are often the most affected group by access challenges .

### 2014 RESPONSE OUTLINE

In 2014, education partners will continue to work to ensure that all vulnerable Syrian boys and girls have access to appropriate learning opportunities wherever they are, recognizing that uninterrupted access to education is central to shaping their future and that of their country. The Education Sector strategy will also target psychosocial support and reducing the risk of child labour and early marriage through access to education.



World Vision | Jon Warren  
*Children at school in Irbid.*

## HEALTH

### 2013 ACHIEVEMENTS AND IMPACT

The GoJ, through the Ministry of Health (MoH), has maintained a policy of free access for registered Syrians living outside of camps to primary and secondary care in public facilities. Primary health care and essential secondary care continued to be provided for unregistered Syrians through a network of NGO clinics. In Zaatari Camp, the average number of medical consultations per refugee per year was 6.8 and the percentage of deliveries in the presence of a skilled attendant was 97 per cent.

In camps, UNHCR's health information system provides camp coordination groups and the MoH with timely information to respond to outbreaks as well as weekly health indicators to track health status and coverage. Outside camps, a number of assessments have shed light on the gaps between needs among both Syrian refugees and Jordanian host communities and coverage of corresponding services.

Coordination platforms at national and provincial levels have been strengthened, with increasing utilization of data and survey results to guide their work to ensure gaps and emerging needs are addressed.

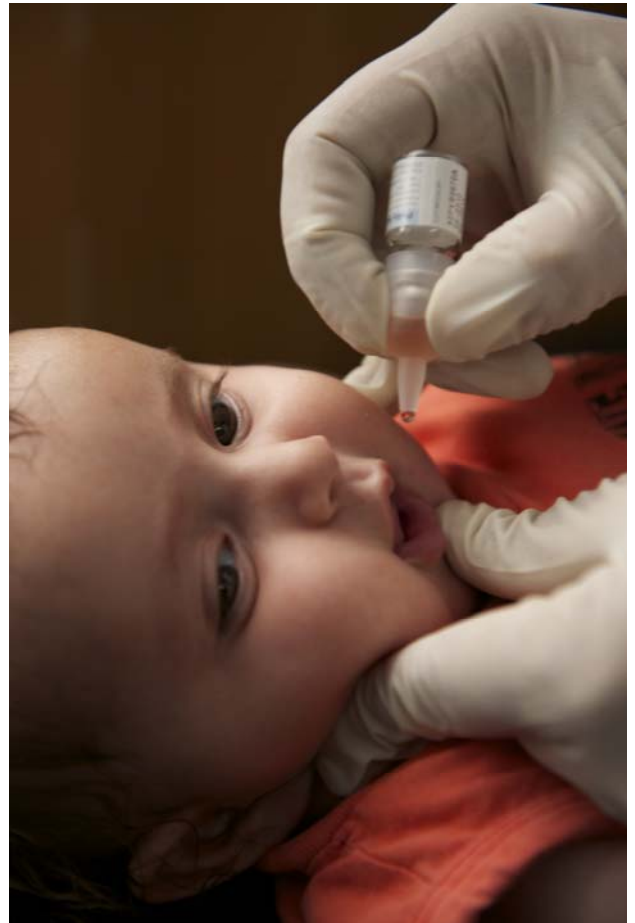
Some 845 service providers were trained on various aspects of mental health and psychosocial support, and there were 86,400 mental health consultations in Zaatari and in urban areas.

### CHALLENGES

Among the challenges faced is insufficient involvement of the Syrian community in health services, with a limited network of community health volunteers and informal Syrian often providers remain outside of the mainstream coordination mechanisms. There is also insufficient quantitative information about the access and uptake of non-camp refugees to health care services and their health status.

### 2014 RESPONSE OUTLINE

The overall aims of the Health Sector for 2014 are to i) reduce excess morbidity and mortality; ii) minimize the impact on the host community in order to promote peaceful co-existence and continue development gains; iii) support the MoH to continue to meet the needs of refugee women, girls, boys and men and those of the host population; and iv) promote male and female refugee participation and engagement. In addition, there should be continued monitoring of refugee health status, access to and coverage of services, especially for the most vulnerable, disaggregated by gender and age. In response to a polio outbreak in Syria, partners have developed a prevention and response strategy.



UNICEF | Shehzad Noorani

*Direct support to the MoH has been intensified in recognition of the burden on the national health care budget posed by the refugee presence, including in-kind support to strengthen immunization capacity.*

## NON FOOD ITEMS

### 2013 ACHIEVEMENTS AND IMPACT

Over 250,000 refugees arriving in Zaatari camp since 2012 have received NFIs including blankets, mattresses, kitchen sets, jerry cans and hygiene items. For people who are already in Zaatari camp, there is now a distribution centre for NFIs with dedicated mechanisms to identify and prioritize access for the most vulnerable in the camp. During 2013, refugees in camp and non-camp settings have received over 108,000 jerry cans, almost 172,000 hygiene kits, more than 670,000 blankets, almost 350,000 mattresses, 90,000 kitchen sets, 31,000 heating stoves, and 104,000 clothing sets.

### CHALLENGES

The high turnover of residents in Zaatari camp has presented a logistical challenge. It has been a challenge to ensure that the specific needs of women, girls, boys and men are taken into consideration when providing targeted assistance. This will be addressed by establishing mechanisms to better target and monitor the impact of NFI support.

### 2014 RESPONSE OUTLINE

The overarching objective of the NFI Sector in 2014 will be to ensure that the targeted population has access to items necessary to fulfilling their basic household needs. A recently established team dedicated to ensuring access to distribution sites for those with specific vulnerabilities such as reduced mobility will continue its work to ensure access for all. In both camp and non-camp settings, a more coordinated system for monitoring distributions will be put in place. The NFI Sector will work with the Protection Sector and the Protection from Sexual Exploitation and Sexual Abuse Task Force on developing codes of conduct, strengthening complaints mechanisms and accountability systems, with an explicit focus on NFI distribution sites. A large part of the 2014 NFI Sector strategy will be preparing for extreme weather conditions in both summer and winter, in camp and non-camp settings.



*Non food items being distributed in Zaatari camp.*

DRC

## SHELTER

### 2013 ACHIEVEMENTS AND IMPACT

In 2013, the shelter achievements in camps included the development and transformation of Zaatari from an emergency camp to an upgraded infrastructure and basic services camp, providing accommodation for approximately 110,000 people. In Zaatari, Around 64,000 emergency tents have been distributed, and the porches of 14,771 tents have been winterized. A significant number of tents were replaced with around 15,000 pre-fab container dwellings by the end of 2013. This improved living conditions, and provided more privacy and dignity to residents.

The new camp at Azraq is ready to receive an initial population of 52,000 people, and 406 semi-permanent T-shelter units have already been completed at the camp. Upgraded apartments of a permanent building in the Cyber City Transit site offered a longer-term shelter solution to inhabitants. Support to refugees in urban settings focused on winterization, provision of additional shelter units, and upgrading housing to adequate standards.

### CHALLENGES

The main challenge has been the steep rise in the price of rented accommodation. This has impacted both the most vulnerable refugees who cannot afford to rent adequate shelter in urban and rural areas, as well as the level of support that agencies are able to give to these families. This has led to other difficulties such as overcrowded conditions, poor quality structures or temporary shelters, rapid depletion of family savings, increased risk of eviction and increasing tensions with host communities, among others.



Brian Sokol

*Thousands of new pre-fabricated homes have been installed in Zaatari refugee camp for the most vulnerable refugees.*

### 2014 RESPONSE OUTLINE

The primary aim of the Shelter Sector is to ensure that Syrian refugees can have secure tenure in housing that provides the necessary protection and reaches the appropriate standards. There are five key response strategies in providing adequate shelter support to refugees: upgrading sub-standard housing units; increasing the quantity of adequate housing that is available, affordable and accessible to refugees; providing conditional financial assistance; adapting dwelling units to overcome harsh weather conditions; and enhancing awareness of tenure rights and empowering refugees and vulnerable families to be independent.



### 2013 ACHIEVEMENTS AND IMPACT

The Sector has provided WASH facilities for all refugee women, girls, boys and men in camps, reaching over 124,000 individuals with water trucking, adequate latrines, shower facilities, and access to solid waste collection and disposal services. The WASH Sector has offered assistance within host communities through the provision of equipment, the operationalization of two boreholes and rehabilitation of household-level water and sanitation infrastructures, which has increased the availability of potable water and benefitted more than 200,000 people. In all, some 510,000 beneficiaries have been connected to the water network.

Facilities have also been provided in schools, youth/child friendly spaces and other public places. Almost 87,000 students, both Syrian and Jordanian, benefited from the rehabilitation of WASH facilities in 91 host community schools in Irbid, Mafraq, Amman, and Zarqa. Over 300 hygiene promotion and training sessions, involving more than 25,000 students and more than 700 teachers and administrators, have been held in host community schools this year. In all, more than 200,000 beneficiaries have been reached with hygiene promotion in camps and host communities. The WASH Sector coordination structures were strengthened and benefited from the contribution of over 17 INGOs/NGOs at the national and camp levels (Zaatari and Azraq).

### CHALLENGES

Major challenges include water management and meeting the costs of transport and disposal of wastewater. Camp residents in Zaatari have installed appliances that require a greater supply of water than is available. Disposal of wastewater is an unavoidable and major expense. Communal facilities remain a target for vandalism and have low rates of use, particularly in older parts of Zaatari camp. The growing need in the camps has restricted scaling up of activities in other urban and rural areas. Syrian refugee population movements, departure and arrival of new refugees in camp and non-camp settings, coupled with lack of capacity within the WASH Sector among national NGOs, are major impediments to the implementation of WASH activities.



UNICEF | Shehzad Noorani

*Jordan is one of the least water-secure countries in the world, highlighting both the challenges of the refugee response and the generosity of the host community.*

### 2014 RESPONSE OUTLINE

The main aim for the forthcoming year is to replace facilities initially established during the first phase of the emergency with more sustainable measures and to enhance equitability of service provision to the refugee population in both camps and non-camp settings. The WASH Sector strategy is guided by the coordination of effective delivery of services, longer-term development efforts including the protection of Jordanian water reserves and the development of ongoing assessments, monitoring and reporting mechanisms.

## CASH

### 2013 ACHIEVEMENTS AND IMPACT

Cash Sector partners have been providing three types of cash assistance depending on the particular profile of the beneficiary family: i) regular monthly cash assistance or time-bound monthly assistance; ii) one-off or staggered urgent cash assistance to address a specific financial shock or need that is not covered by other forms of available assistance; iii) seasonal or specific assistance including winterization support or support for new arrivals. By September 2013, the Cash Sector has collaborated with other Sectors to access and assist 8,246 families with urgent cash assistance, 24,930 families with regular cash assistance, and 9,268 families with seasonal assistance. A coordination mechanism was also established to avoid duplication in areas where multiple actors are providing assistance and cash assistance interventions have succeeded in filling gaps left by other forms of assistance.

### CHALLENGES

Needs assessments continue to demonstrate that the majority of Syrian households in non-camp settings are still in need of ongoing livelihood support, or cash assistance. The funds available, however, cannot meet the need for cash assistance. It is expected that by the end of 2013, cash transfer programmes will cover only 60 per cent of the recorded humanitarian needs of Syrian women, girls, boys and men living in urban and rural areas.

### 2014 RESPONSE OUTLINE

In 2014, the Cash Sector aims to provide the following types of targeted support on the basis of coordinated assessment and evidence-based needs: i) urgent cash assistance to mitigate financial shocks and any immediate critical needs; ii) time bound/ongoing cash assistance; and iii) seasonal or other one-off cash assistance to over 137,000 vulnerable Syrian individuals. The Cash Sector response strategy will emphasize the link between immediate humanitarian assistance and longer-term interventions. Standardized tools and assessments will be shared and all cash assistance will be closely coordinated with other sectors.

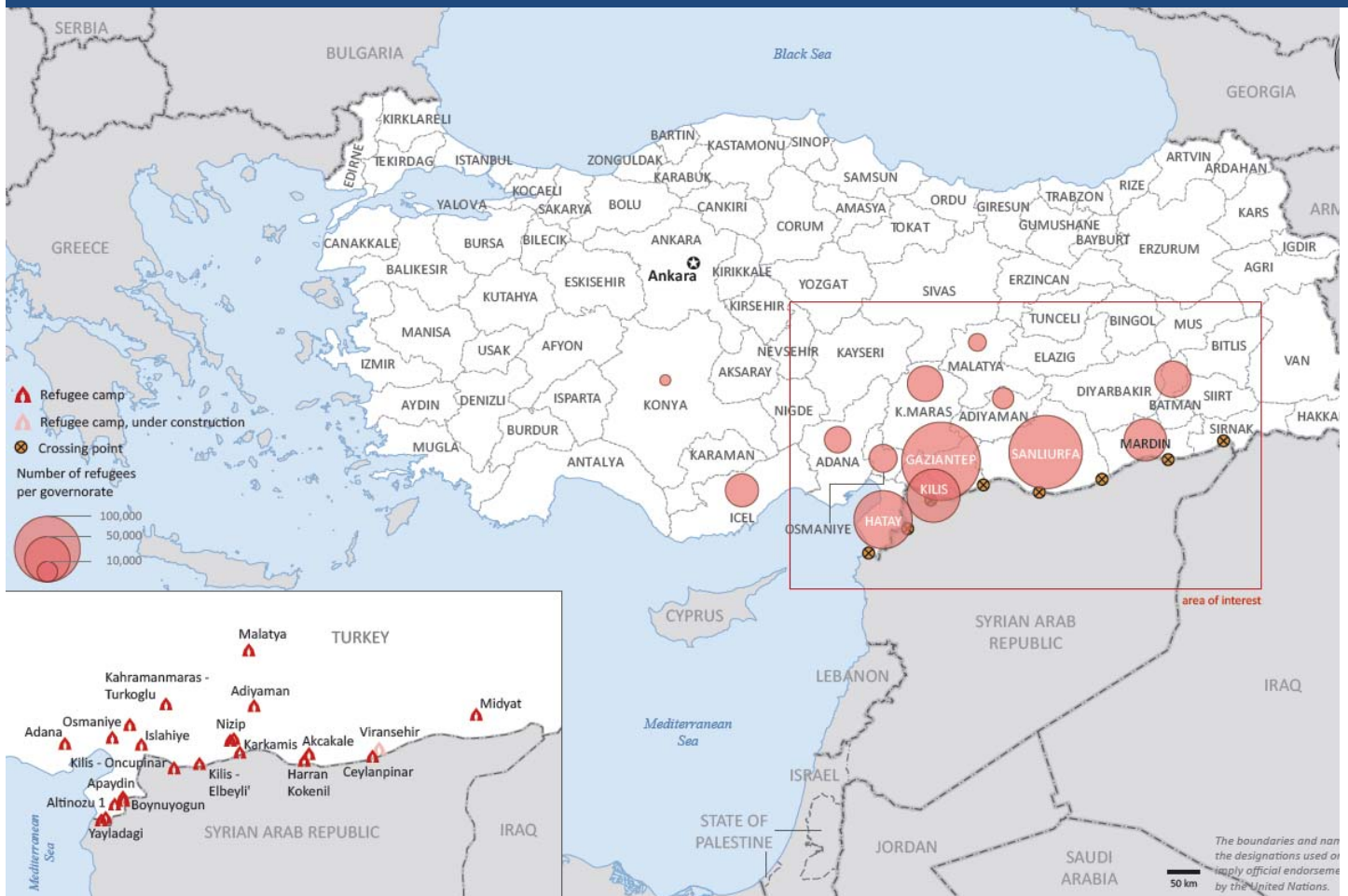


Jarred J. Kohler

*A Syrian refugee uses iris scanning technology to receive cash assistance for the first time.*



# TURKEY



## Sector working groups:



Protection



Food



Education



Health



Basic Needs and  
Essential Services



Livelihoods

## Populations of concern:



### RRP5 Population planning figures:

1,000,000 Syrian refugees

### Populations of concern, end-2013:

560,129 Syrian refugees

## Partners in the response:

Government of Turkey

UNHCR

FAO

UNICEF

IOM

WFP

UNDP

WHO

UNFPA







## 2013 YEAR IN REVIEW

The rapid increase in the flow of new arrivals from Syria, especially during the second half of 2012, has not subsided in 2013. The large majority of the 560,129 registered Syrian refugees in Turkey at the end of 2013 were residing in host communities with Turkish relatives or independently in urban areas mostly in the provinces of Hatay, Gaziantep, Sanliurfa and Mardin, as well as Istanbul. The remainder live in camps where they receive protection and assistance. Since January 2013, the number of camps in Turkey has increased from 14 (population of 168,771) to 21 (population of 210,336), spread over 10 provinces - signifying a dramatic increase.

The Government of Turkey (GoT) plays the lead role in determining and implementing assistance provided to Syrian refugees through the Prime Ministry Disaster and Emergency Management Presidency (AFAD). AFAD reports spending over USD 2 billion on the Syrian refugee response, so far. The GoT conducts registration and extends Temporary Protection to all Syrian arrivals. As of 31 December 2013, the number of Syrian refugees in camps set up and run by AFAD was 210,336, while 349,793 non-camp refugees were registered. The GoT estimates that the total number of non-camp refugees is significantly higher. Women and children make up 75 per cent of the refugee population, and 50 per cent are children. According to an AFAD survey, about 17 per cent of the head of households in camps and 22 per cent outside camps are women. Refugees living outside camps face great challenges in accessing essential services and often live in sub-standard conditions. In January 2013, the GoT started registering non-camp Syrians in one coordination centre, and during the course of the year, registration activities have expanded throughout the south-east.

Refugees residing in camps managed by AFAD are provided with food, shelter, education, basic services and medical assistance. Food assistance in the camps is supported by the UN, and over 119,000 refugees benefitted from food assistance through the e-food card programme. The adoption of a revised Syrian curriculum, following authorization from the Government, has expanded access and sustainability of education. More than 80,000 children have received education support in the form of materials and school clothes. Meanwhile, more than 16,000 children have been supported by trained youth workers and volunteers facilitating recreational, sports and education activities in 17 camps. Vocational training courses, including language classes, are implemented in all camps. Under the Temporary Protection regime, Syrian refugees have protected stay in Turkey. Issues such as access to the labour market are being reviewed by the authorities. Significantly, the Ministry of Health amended the 'Regulation on Procedures and Principles for Employment of Foreign Health Personnel in Turkey' in July 2013 in order to facilitate (voluntary) employment of Syrian health professional service providers in the camps.

Training was provided to over 500 AFAD officials on international refugee protection, including the main principles of temporary protection (admission, non-refoulement, standards of reception), registration, voluntary repatriation, civilian character of asylum, groups with special needs, referral mechanisms under the national legislation, community services, SGBV, participatory approaches and community involvement in camp management, and the code of conduct. While efforts are also being made to address the needs of the increasing numbers of the urban population, so far these have been ad hoc and limited. Most notably, Syrians outside the camps have access to free health services as of January 2013, although the implementation varies among different provinces. Some support has been provided to vulnerable refugees among the urban population by the local authorities and NGOs, but only a small portion of the non-camp refugees in need has been reached so far.

Sector	Achievements
<b>PROTECTION</b> 	<ul style="list-style-type: none"> <li>• <b>560,129</b> Syrian refugees registered</li> <li>• <b>19,704</b> refugee children in camps reached with activities facilitated by youth workers</li> <li>• <b>657</b> volunteers trained by youth workers to conduct activities with youth and children</li> <li>• <b>630</b> camp officials, social workers and Syrian women trained on psychosocial support &amp; SGBV</li> <li>• <b>519</b> Government officials trained on international protection</li> <li>• <b>15,503</b> refugees in camps provided with safe and secure transportation assistance</li> <li>• <b>33</b> stranded migrants completed rapid screening, registration and fitness-to-travel checks and were assisted to repatriate back to their countries of origin</li> </ul>
<b>FOOD</b> 	<ul style="list-style-type: none"> <li>• <b>119,612</b> beneficiaries assisted through e-food cards in 14 camps.</li> <li>• Total value of e-food cards was <b>USD 42.2 million</b></li> </ul>
<b>EDUCATION</b> 	<ul style="list-style-type: none"> <li>• <b>80,733</b> children supported with education supplies and clothing for school</li> <li>• <b>2,004</b> teachers trained in Child Friendly Education and INEE standards</li> <li>• Vocational training centers in <b>16</b> camps provided with vocational training materials</li> <li>• <b>1,031</b> Syrian students supported to complete intensive Turkish classes to enable them to apply for university</li> </ul>
<b>HEALTH</b> 	<ul style="list-style-type: none"> <li>• Health sector coordination established</li> <li>• <b>5,850,000</b> polio vaccines provided to the Ministry of Health (MoH)</li> <li>• <b>116,000</b> family hygiene kits distributed to refugees in camps</li> <li>• <b>5,000</b> doses of glucantime for treatment of cutaneous Leishmaniasis provided to the MoH</li> </ul>
<b>BASIC NEED &amp; ESSENTIAL SERVICES</b> 	<ul style="list-style-type: none"> <li>• <b>39,500</b> mini-fridges distributed in camps</li> <li>• <b>63,701</b> children in the camps assisted with clothing</li> <li>• Contingency items (kitchen sets, medium blankets, jerry cans, sleeping mats, rub halls) for <b>40,000</b> persons procured and kept in stock</li> <li>• <b>32,606</b> blankets, bed sheets, pillows and mattresses distributed to 8 camps</li> <li>• <b>25</b> VSAT equipment provided across all camps to support coordination of registration</li> <li>• <b>21</b> WASH containers (showers, latrines, dishwashing) provided to camps</li> </ul>
<b>LIVELIHOODS</b> 	<ul style="list-style-type: none"> <li>• <b>27,221</b> Syrian adults have so far completed technical training programs in Turkey since the crisis began (2012).</li> </ul>

# TURKEY

## PROTECTION

### 2013 ACHIEVEMENTS AND IMPACT

Syrian refugees continue to benefit from Temporary Protection in Turkey, with the Government being the provider of first response. The Protection Sector is working closely with national child protection services to ensure that unaccompanied children receive appropriate assistance, and is also supporting family reunification procedures including by conducting best interest determinations (BIDs) and liaising with relevant embassies and national authorities. A working group on sexual and gender-based violence (SGBV) was established to support authorities to develop strategies, information materials, manuals and SOPs to strengthen prevention and response mechanisms. The Protection Sector is supporting authorities to expand registration of urban Syrians through the provision of mobile registration centres and continues to advocate for strengthened registration.

Child Friendly Spaces staffed by trained youth workers and volunteers have been established, facilitating recreational, sports and educational activities with over 16,000 youth and children in 17 camps. To further support the psychosocial needs of the refugee community, the number and capacity of social workers, child development experts, and psychologists for both the camp and non-camp refugees is being scaled up. Transportation assistance has been provided to 15,503 Syrian refugees in Adiyaman camp to access health facilities and to reach the market outside the camp. During the year 33 stranded migrants completed rapid screening, registration and fitness-to-travel checks and were assisted to repatriate back to their countries of origin.



AFAD  
*A playground in Adiyam refugee camp provides exercise and entertainment for the children.*

### CHALLENGES

Challenges remain in detecting and providing appropriate responses to children who have been victims of, or are risk of, violence, abuse, neglect or exploitation. The early identification and registration of SGBV survivors and other refugees in need of urgent and special care also remains a priority. Lack of awareness of existing national mechanisms, lack of public information and language barriers are obstacles for refugees to access services.

### 2014 RESPONSE OUTLINE

Humanitarian partners will continue to support national structures and strengthen the Government's efforts to extend protection to Syrian refugees by providing guidance, training and expertise on refugee protection standards, including on registration, camp management, voluntary return, the identification and response to persons with special needs, child protection, and prevention and response to SGBV. The network of community centres, where legal counseling services, psychosocial support and referrals, vocational and language training will be made available, will be expanded to assist refugees in host communities. Training and technical support will be implemented for social workers and other service providers on psychosocial support and SGBV prevention and response. The number of child development experts will be expanded for both the camp and non-camp caseloads. Resettlement will be pursued in cooperation with the Government as a durable solution for those refugees identified as having the most urgent protection needs, with the aim of submitting up to 10,000 persons for resettlement in 2014, resources allowing.



## FOOD

### 2013 ACHIEVEMENTS AND IMPACT

Humanitarian partners have established an electronic food card programme which provides beneficiaries with 80 Turkish liras (approximately USD 40 per person) per family member per month, redeemable in selected shops to procure food commodities and support a well-balanced diet of at least 2,100 kcal per person per day. Monitoring results show that Syrians in supported camps are generally food secure, with 90 per cent having acceptable food consumption scores and undertaking low levels of negative coping strategies. Food assistance in fourteen camps has reached some 119,000 Syrians (57 per cent of the current camp population).



WFP

*The value of food assistance through the e-food card programme over the course of the year has been USD 42.2 million, resulting in a positive economic impact on local host communities, as 100 per cent of the funds transferred to beneficiaries are spent in shops that are owned, managed and run by local retailers.*

### CHALLENGES

A Government request to scale-up assistance to reach all Syrians in camps could not be met due to funding shortfalls. Similarly, horticulture activities planned inside and outside camps under RRP5 could not be implemented due to insufficient funding.

### 2014 RESPONSE OUTLINE

In response to the primary challenge to programme expansion, of insufficient funding faced by WFP, AFAD has proposed to cost-share the food ration to Syrians in all camps in 2014, whereby WFP provides beneficiaries 60 Turkish liras per month and AFAD provides 20 Turkish liras. The partnership will ensure the food entitlement remains the same, that is, at 80 Turkish liras per person per month and the KIZILAY/WFP programme will be able to expand, the WFP submission to the updated Regional Response Plan (RRP6) details a caseload of up to 300,000 beneficiaries covering all camps in 2014.

A micro-gardening project is also proposed with the aim of improving refugees' diet through a holistic approach that takes into account production, preparation and composition of nutritious food.



## EDUCATION

### 2013 ACHIEVEMENTS AND IMPACT

The average enrolment rate for children in primary schools in camps has reached 60 per cent for the 2012/13 academic year. Estimates based on the AFAD Survey (in July 2013) indicate that only approximately 14 per cent of school-aged children outside of camps are attending school. However, at the end of the year, estimates indicated this to have improved to approximately 30 per cent.

A number of vocational courses, including language courses, as well as extra-curricular activities are provided in all camps. NGO partners have also begun to provide vocational and language training in urban areas. Access to education for children with disabilities remains a significant challenge.



UNHCR | B. Sokol  
*Syrian refugee children leave their classroom before returning to their families in their own tents in Adiyaman refugee camp.*

Educational materials, tents, prefabricated schools, furniture and supplies for newly built schools have been provided alongside training and support for camp teachers. A system of cash incentives has been established to remunerate teachers in lieu of salaries. Child Friendly Spaces where recreational and extra-curricular activities are conducted have been established in most camps.

### CHALLENGES

Access to and the quality of education in camps, but to a greater degree in host communities, remains critical. Many Syrian children living in Turkey have now missed up to three years of education. Lack of accreditation, language barriers and the lack of formal documentation may deter enrolment in Turkish schools. In non-camp settings, the lack of schools and transportation to schools present significant obstacles.

### 2014 RESPONSE OUTLINE

Child Friendly Spaces will be expanded in host communities and there will be an increase in educational support in the form of catch-up classes and other development activities. In camps, learning spaces will continue to be established. Outside camps, capacity of schools will be increased to receive non-camp Syrian children. New prefabricated schools are planned and school-feeding for non-camp schools and cash support to the most vulnerable families will be provided. Partners will continue to provide education materials and support vocational training, extra-curricular activities, remedial and language classes. In order to strengthen the quality of education for Syrian children, relevant and structured training will be provided for teachers and teaching personnel and a system to support teachers with incentives both inside and outside camps established. Coordination mechanisms will continue to be strengthened.

## HEALTH

### 2013 ACHIEVEMENTS AND IMPACT

Health sector coordination was established and consolidated health actions were ensured among the present UN agencies, NGOs and health partners based in the southern Turkey. Mechanisms for regular information exchange and dissemination of information products to relevant stakeholders (Turkish health authorities, UN partners, NGOs working in the southern Turkey) were established.



Healthcare in Turkey.

AFAD

UN agencies provided technical guidance to health partners (including various guidelines, protocols, tools and training materials) to strengthen the health sector response in a broad range of public health aspects, including communicable disease control, mental health, essential medicines, MCH, emergency reproductive health and gender-based violence. Needed assistance of medical supplies was also ensured.

The development of the regional Strategic Plan for Polio Outbreak Response provided technical assistance to Turkish health officials for supplementary polio immunization activities which started in November 2013 and facilitation of coordination and information sharing among relevant stakeholders on polio situation at the regional level, including support of OPV and MMR vaccines.

AFAD reports that about 2 million medical services were provided to Syrians in the camps since the beginning of the crisis, of which some 327,000 cases were referred to hospitals in various towns. As of December 2013, more than 33,000 surgical operations had been performed and 7,945 births were recorded in the hospitals.

### CHALLENGES

There is a clear need for maintaining and strengthening health coordination, information management and technical support due to the increasing number of health partners in the southern Turkey. The number of urban/non camp refugees will continue to grow, placing a massive extra burden on host communities and overstressing local health facilities and the health system at large. The limited overall funding of the health sector through the RRP5 challenged the planned implementation.

### 2014 RESPONSE OUTLINE

Health sector activities will continue to contribute to government effort in providing essential and equitable primary health care services for Syrian refugees and capacity building support, including: provision of essential life-saving medicines and other medical supplies; strengthening of communicable diseases surveillance, early detection and response (including immunization); support for effective management of non-communicable diseases and mental health services; strengthening of health promotion, protection and intervention; coordination of emergency health responses; streamlining of monitoring and information management in partnership with local authorities and other actors.

# TURKEY

## NON FOOD ITEMS - LOGISTICS

### 2013 ACHIEVEMENTS AND IMPACT

Since January 2013, Syrian families accommodated in 21 camps have been assisted with cooking facilities including 34,760 hotplates, 39,500 mini-fridges, 36,260 cupboards and 8,000 kitchen sets. Some 18,500 tents were set up to provide emergency accommodation for refugee families. Some 240,000 high thermal blankets are being provided to Syrian refugees as part of the winterization programme along with 16,350 electric heaters (radiators), 16,000 jerry cans, 40,000 sleeping mats, 80,000 medium blankets and 5 rub halls to address urgent needs.

In addition, 518 wheelchairs were procured for persons with disabilities. Clothing for some 63,000 children was distributed in camps and 150,000 children will be provided with winter clothes. 25 VSAT equipment sets were provided to AFAD to be installed in all

camps in order to strengthen the registration system. Additionally, 9 dishwashing facilities were provided in Midyat camp, 12 WC containers and showers in Kilis and Nusaybin camp to improve WASH conditions in camps. About 36,170 beneficiaries are using the facilities provided.



*32,606 blankets, bed sheets, pillows and mattresses have been distributed to 8 camps in Turkey.*

### CHALLENGES

A key challenge remains establishing harmonized vulnerability criteria for the non-camp Syrians and the identification of vulnerable refugees on the basis of these criteria, as the majority of new arrivals are in need and detailed registration and vulnerability data is not available. Many non-camp refugees have not received NFI assistance. This remains a major challenge as their numbers exceed those in camps. It has been estimated that one out of every four non-camp Syrians is living in sub-standard conditions and is in need of NFI or cash assistance.

### 2014 RESPONSE OUTLINE

New arrivals in the camps will continue to be provided with household items including cooking facilities, dignity materials, blankets and mattresses. Almost all families in camps are provided with basic household items such as kitchen sets, bedding and clothing soon after arrival. UN agencies will provide support for continuous maintenance of existing WASH facilities and emergency preparedness planning capacity for AFAD key staff. Hygiene promotion and capacity building of refugees will be conducted. Continued coordination and monitoring in camps will be undertaken by the Sector. According to the AFAD survey and profiling exercise, over 60 per cent of refugees living outside camps live together with seven or more people in very crowded conditions. It is therefore paramount to ensure that these refugees are reached and provided with essential support. Partners will closely work with authorities to identify the best way to provide shelter improvement including cash assistance. Partnerships with NGOs will be expanded to provide assistance more effectively, whether in the form of cash or NFI assistance.

# TURKEY

## SOCIAL COHESION AND LIVELIHOODS

### 2013 ACHIEVEMENTS AND IMPACT

Vocational classes are taking place in several camps aimed at building the capacity of refugees and strengthening their self-reliance, with a growing number of students enrolled. Courses are given in several disciplines e.g. computer skills, hairdressing, sewing, Turkish and English language, and are proven to be beneficial to camp residents also in terms of income-generation.

An important development occurred in July 2013 when the Ministry of Health amended the 'Regulation on Procedures and Principles for Employment of Foreign Health Personnel in Turkey' to facilitate (incentive-based) employment of Syrian health professional service providers in the camps.

### CHALLENGES

The unavailability of employment and livelihood opportunities increases vulnerability to SGBV, early and forced marriages, survival sex and child labour. In addition to social challenges, economic concerns arise as refugees are working informally in the region, making the job market more competitive and potentially increasing tension between the host community and the refugees.

### 2014 RESPONSE OUTLINE

Partners will continue to support vocational training courses and related activities in camps and build on good practices in supporting access to skills and vocational training activities for non-camp refugees. In addition, public works related to rehabilitation/upgrade of social infrastructure will be undertaken to both increase the quality of public services provided for both Turkish and urban Syrian populations, but also to create opportunities for employment.

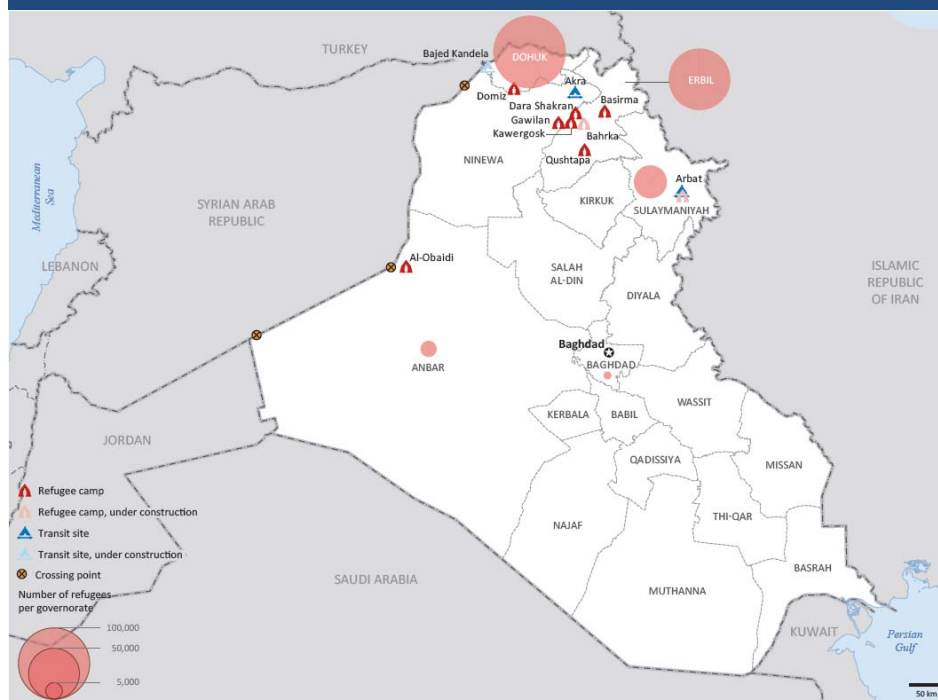


AFAD

*27,221 Syrian adults have completed technical training programmes in Turkey since the crisis began.*



# IRAQ



## Populations of concern:



## RRP5 Population planning figures:

350,000 Syrian refugees

50,000 people in host communities

## Populations of concern, end-2013:

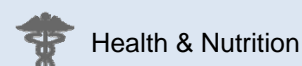
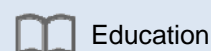
212,181 Syrian refugees

50,000 people in host communities

## Partners in the response:

Government of Iraq	IRW	UNDP
Kurdistan Regional Government	KURDS	UNESCO
ACF	MAG	UNFPA
ACTED	Mercy Corps	UN-Habitat
DRC	NRC	UNHCR
FAO	People In Need	UNICEF
FRC/IRCS	PU-AMI	UPP
HAI	QANDIL	WarChildUK
HI	Relief International	WARVIN
IMC	SC KR-I	WFP
INTERSOS	SCI	WHO
IOM	STEP	
IRC	TriangleGH	

## Sector Working Groups:





## 2013 YEAR IN REVIEW

By the end of 2013, some 212,000 Syrian refugees had registered in Iraq, 97 per cent of whom are hosted in the Kurdistan Region (KR) as well as a population of roughly 5,000 in Anbar governorate. Forty-one per cent of the refugees are female, and 59 per cent male. Forty-one per cent of the population is below the age of 18 and two per cent are aged 60 and above. Syrian refugees have entered Iraq at the border points of Al Qa'im in Anbar governorate, in Rabhia in Ninewa, and Sehela and Peshkahpor in the KR. Between 15 August and 14 September a major influx occurred, with nearly 40,000 new arrivals registering in less than a month. Access has since been tightened. At the end of 2013 all border points to Iraq are either closed or limited to exceptional medical cases; this meant the expected population of 350,000 refugees was not reached. Based on the original planning figure, Iraq received 53 per cent of the requested funding through RRP5.

While some 40 per cent of the refugees are hosted in camps, over 60 per cent are residing in local communities in the three Kurdistan Region (KR) governorates of Erbil, Dohuk and Sulaymaniyah and in Anbar governorate. Many of these are highly vulnerable, living in sub-standard accommodation and struggling to maintain sufficient household incomes to sustain their families. Refugees living outside of camps were targeted with protection outreach and other important interventions, including cash assistance and community-based projects which also serves to benefit host communities. In total, 75 quick impact projects were implemented, mainly in the health and education sectors.

Service provision in camps was complicated by overcrowding in the existing camp at Domiz which was opened in 2012 and the opening of a further 12 camps and temporary transit sites across the KR. By the end of 2013, these were consolidated into a eight permanent sites with a priority focus on planning and camp management continuing and one transit centre. Two camps in Al Qa'im were successfully merged and relocated to Al Obaidy on 27 June, 2013; UNHCR supported the re-establishment of services and activities in the camp.

With the onset of cold and wet weather in late 2013, more than 150,000 refugees in Iraq received distributions of winter items, while distributions of winter clothing, extra kerosene, heaters, and tent insulation were also completed. Additionally urgent drainage and infrastructure work was conducted along with the speeding up of laying concrete slabs under tents to provide for insulation during the winter months.






Among those newly arrived refugees who registered in the KR since 15 August, some 13.5 per cent have specific needs, with the main categories being serious medical conditions, single parents, people with legal protection problems, women at risk, and pregnant women. Strategic priorities for assistance to refugees include the provision of registration and documentation, child protection, sexual and gender based violence (SGBV) protection interventions, shelter, life sustaining items and access to basic services including legal and psychosocial support as well as the development of self-reliance activities. Prioritized child protection interventions in 2013 included strengthening community-based child protection mechanisms to provide psychosocial support, as well as to detect and refer children in need of specialized support.

It is estimated that up to 77 per cent of school-aged refugee children across the region have not enrolled in school and the rates are not better in Iraq, despite calls by the KRG for all Syrian children to be given access to education. To support enrollment, education sector partners implemented a strategy to construct additional schools and classrooms, refurbish existing facilities, provide furniture and teaching materials, and added WASH facilities to schools.

The response was coordinated through eight sector working groups, and with relevant ministries and structures of the Government of Iraq (GoI) and the Kurdistan Regional Government (KRG).



NRC | C. Jepsen

Sector	Achievements
<b>PROTECTION</b> 	<ul style="list-style-type: none"> <li>• <b>212,181</b> Syrian refugees registered</li> <li>• More than <b>8,700</b> children reached through psychosocial support</li> <li>• <b>3,994</b> refugee households received cash assistance</li> <li>• <b>3,674</b> households with special needs were identified through Level 1 Registration</li> </ul>
<b>FOOD</b> 	<ul style="list-style-type: none"> <li>• <b>165,946</b> food vouchers distributed to Syrian refugees</li> <li>• <b>8,823</b> students receiving high-energy biscuits in all camp schools</li> <li>• More than <b>500,000</b> meals distributed by local communities, KRG and civil society</li> </ul>
<b>EDUCATION</b> 	<ul style="list-style-type: none"> <li>• Around <b>14,000</b> Syrian children facilitated to enroll in school</li> <li>• <b>7,200</b> children received psychosocial support</li> <li>• More than <b>100</b> learning spaces/schools installed, constructed or refurbished</li> </ul>
<b>HEALTH</b> 	<ul style="list-style-type: none"> <li>• <b>124,509</b> primary health consultations carried out in Domiz and Al-Qa'im camps</li> <li>• More than <b>6 million</b> children received Oral Polio vaccinations</li> <li>• <b>17,000</b> antenatal visits to mothers and babies conducted</li> </ul>
<b>SHELTER</b> 	<ul style="list-style-type: none"> <li>• <b>60,500</b> tents distributed across Iraq</li> <li>• <b>7,855</b> tent foundations and kitchens constructed</li> <li>• <b>Four</b> new permanent camps completed or under construction</li> </ul>
<b>NON FOOD ITEMS</b> 	<ul style="list-style-type: none"> <li>• NFI kits distributed to all new arrivals, and replacement kits ongoing</li> <li>• <b>160,000</b> blankets, <b>37,000</b> hygiene kits, and <b>23,600</b> stoves distributed</li> <li>• More than <b>72 per cent</b> of refugees reached with specific winter items</li> </ul>
<b>WASH</b> 	<ul style="list-style-type: none"> <li>• More than <b>88,500</b> refugees access latrines, showers, water and waste disposal</li> <li>• <b>122,000</b> beneficiaries reached with hygiene promotion activities</li> <li>• <b>17,650</b> children benefit from WASH in schools</li> </ul>

## PROTECTION

### 2013 ACHIEVEMENTS AND IMPACT

Despite the influx of more than 40,000 in August-September, the registration backlog was cleared and more than 212,000 Syrian refugees had been registered in Iraq by the end of the year. Fully-equipped registration centres are now in place in all camps, and Level 2 registration will be rolled out to all camps in early 2014. With over 60 per cent of Syrian refugees residing in host communities, the Protection Assistance Reintegration Centres (PARCs) were strengthened to ensure adequate response to their protection needs. A monthly average of 2,000 refugees was assisted through the PARCs with registration, legal assistance and social services.

About 63 per cent of refugees are women and children with specific protection needs; there has been a focus on child protection, sexual and gender based violence (SGBV), and legal and psychosocial support for vulnerable individuals. More than 8,700 children were reached with psychosocial support in 2013.

Protection monitoring and follow up on individual cases was strengthened, and mass information campaigns on education, birth registration, and other topics have been completed. More than 330 volunteers are enrolled in the mass information campaigns.



UNHCR

*Discussions with refugees at the PARC in Erbil.*

### CHALLENGES

The ongoing closure of borders at the end of 2013 and increased security concerns throughout Iraq may further restrict Syrian refugees' ability to access safety. Lack of freedom of movement also posed a significant challenge, particularly in Al Obaidy where refugees are not permitted to leave the camp and thus cannot access employment or visit families in the nearby town Al Qa'im. Access to residency cards for non-camp refugees, also linked to freedom of movement, remained a concern throughout 2013 and inhibited access to employment and self-reliance. Non-camp refugees are more difficult to access, and maintaining the protection space in urban locations requires enhanced coordination with and support for host communities and local authorities. Lack of enrolment in education and difficulties in accessing the labour market continues to be significant concerns for refugees.

### 2014 RESPONSE OUTLINE

Response partners will continue to call for access to territory for Syrians fleeing from conflict. Registration will continue to be a priority to ensure adequate documentation and identification of vulnerable refugees. The quality of registration, profiling and documentation will be improved and maintained to enable freedom of movement and ensure assistance and referrals are provided. Child protection activities will be enhanced, the risk of SGBV reduced, and the quality of responses improved. Community-based child protection systems in camps and host communities will be scaled up, including through the expansion of existing child friendly spaces to provide protection and psychosocial support services to children and their families. Solutions will be provided for the up to 1,000 vulnerable refugees who may require resettlement from Iraq. Continuation and expansion of quick impact projects will ensure greater support to non-camp refugees and host communities bearing the burden of the support for the refugees.

## FOOD

### 2013 ACHIEVEMENTS AND IMPACT

In Domiz camp, food vouchers valued at USD 18.5 million were distributed on a monthly basis targeting up to 68,381 refugees in December 2013. In Al Qa'im camp, 6,000 refugees have received individual food parcels on a monthly basis since December 2012. A complementary food allowance of USD 15 per person/month was also provided in Al Qa'im for a three month period effective January 2013.

School feeding at camp schools in Al Qa'im and Domiz started in March and April 2013, providing children with a nutritious fortified biscuit each school day. In Domiz, children were also provided with milk and fresh fruits. As of December, over 8,500 students were assisted through the school feeding programme implemented in camps across Iraq. At the peak of the influx of Syrian refugees from mid-August, an estimated 500,000 meals were distributed by local communities, the Kurdistan Regional Government and civil society.

### CHALLENGES

Security concerns negatively affected access to the camps, particularly in Al Qa'im. Overcrowding and congestion at Domiz camp led many families to seek shelter in host communities, thereby creating an additional financial burden to access food assistance provided in the camps. Underfunding and government policy resulted in food assistance being limited to in-camp refugees. Limited access to the labour market and depletion of assets resulted in limited purchasing power for refugees, inability to purchase complementary foods and increased their dependence on aid.

### 2014 RESPONSE OUTLINE

The response strategy in 2014 will meet the immediate food needs (basic and complementary food) of vulnerable refugees through regular distribution of adequate food assistance to refugees living in camps and provision of cash assistance to EVIs (mostly refugee families residing in non-camp settings). It will also promote regular school attendance and adequate learning capacity of school children in the camps through the provision of a daily, micronutrient-fortified nutritious snack. Meanwhile, partners will seek to obtain adequate and regular information on the humanitarian needs of refugees through assessments in camps and the host communities across Iraq.



*A refugee child in northern Iraq.*

UNICEF



## EDUCATION

### 2013 ACHIEVEMENTS AND IMPACT

RRP5 partners facilitated the enrolment of around 14,000 Syrian children in educational facilities both in camp and in host community schools, with equal opportunity being provided to both boys and girls. Almost 10,000 children were supported with educational supplies, while over 125 teachers were trained and received incentives. During the last six months, eight schools were rehabilitated in Al Qa'im, three pre-fabricated schools were constructed in Domiz, and more than 40 tented classrooms were provided with educational supplies in the new camps in Qushtapa, Kawergosk, Basirma, Akra and Gawilan. All pre-fab structures are designed to facilitate access for disabled children. Fourteen Community Learning Centres have been established, from which about 1,700 youth, women and men have been benefitting. A major 'Back to School' campaign in November promoted the importance of refugee children attending school and highlighted that there was now increased availability of opportunities for them.

### CHALLENGES

The number of Arabic speaking schools in the KR is insufficient to accommodate the existing and expected number of Syrian refugee children in the non-camp settlements, while the cost of education (transport, learning materials, uniforms etc) is also a barrier. Most of the Syrian children have already been out of school for more than a year, and many also have psychosocial support needs, both of which serve to limit their ability to integrate into school in Iraq. Girls in particular are more likely not to be enrolled in education.

### 2014 RESPONSE OUTLINE

Within the context of the "No Lost Generation" strategic framework, the sector strategy aims to ensure that children will be able to access education, will be protected from harm and violence, and will seize opportunities before them. MoE will be supported to train teachers in the use of Arabic language, while 3,500 teachers and staff will attend trainings in pedagogy, classroom management and psychosocial support. Additional learning spaces, refurbishments and expansions will be provided in camps and within existing school facilities in urban communities to absorb more refugee children. Back to school campaigns will be organized to attract the participation of all children needing education (90,000 primary; 30,000 secondary; and 10,000 early childhood).



*Child and youth friendly spaces give children and young people a safe place to play, learn, interact with other children, talk through their experiences and get back to some sense of normality.*

Save the Children



## HEALTH

### 2013 ACHIEVEMENTS AND IMPACT

Despite the influx of refugees from 15 August, health services continued. Vaccination campaigns to prevent measles continued more than 42,000 children and youth residing in camps were vaccinated against measles, while some 14,000 were fully covered with routine Immunization antigens. Over 6 million children received Oral Polio vaccine. More than 24,000 children received Vitamin A supplementation and deworming.

Systems for communicable disease surveillance and early detection of outbreaks have been established in the camps, along with Primary Health Centres (PHC) that are delivering a free-of-charge package of essential health services, including reproductive health and mental health. More than 97,000



UNICEF

*Vaccination campaigns to prevent measles and polio continued, as did the provision of vitamin A supplements and deworming.*

consultations were carried out in Domiz and Al-Qa'im camps and additional 30,000 consultations in Kawergosk and Basirma, while almost 6,000 patients were referred to secondary and tertiary care in the camps. More than 700 pregnant mothers were listed and followed up by volunteers for neonatal care, with more than 14,500 antenatal visits conducted. The Health Information System has been harmonized across the camps.

### CHALLENGES

Government efforts to provide support to health services are dwindling due to increasing funding issues and the increasing number of refugees in host communities is exerting additional strain on an already fragile and overloaded health system. Ongoing security concerns are also affecting access to beneficiaries. Furthermore, additional human resources will be required for curative and preventive health with the establishment of new camps.

### 2014 RESPONSE OUTLINE

At the camp level, the response aims to ensure that there is at least one Primary Health Centre for 10,000 people. The primary health package will continue to include treatment of diseases and injuries/disabilities, immunizations, prevention and control of outbreaks, standard practice of HIS, promotion of proper nutrition, integrated community case management, reproductive and child care, mental health and psychosocial support, functional referral system, and environment health. For non-camp refugees, the main priorities will be to ensure free access to health services and that the host population's access is not hindered by the influx of refugees. Host community health systems will be strengthened by supporting PHC and referral facilities near the camps or with high concentrations of refugees, uninterrupted provision of medicines, supplies and equipment, training for health practitioners, and community promotion.

## NON FOOD ITEMS

### 2013 ACHIEVEMENTS AND IMPACT

The provision of Core Relief Items (CRI) has been a key component of the response to the Syrian refugee emergency in Iraq and supports the protection of this vulnerable population. Upon arrival to the camps, each refugee family received an “on arrival” CRI kit. In addition, ongoing replacement of CRI continued in the already established camps in Domiz and Al Qa’im. During 2013 refugees in camps and in the community benefited from the distribution of more than 160,000 blankets, 175,000 quilts, 37,000 hygiene kits, 95,000 jerry cans, 25,000 kitchen sets, 126,000 mattresses, 60,000 plastic tarpaulins, and 23,000 stoves. With the onset of winter in late 2013, some 72 per cent of the total refugee population, including all camp residents benefited from the distribution of UNHCR’s winter items, while RRP5 partners contributed by distributing extra kerosene, heaters, tent insulation, and clothing items to refugee households in both camp and non-camp locations in Iraq.

### CHALLENGES

The activities of the sector were challenged by lack of rapid information on the location of the refugees, particularly for those settled non-camp settings, after they crossed the border. As a result the sector has often needed to react to needs rather than being proactive with kits available upon arrival at a logical destination.

### 2014 RESPONSE OUTLINE

The sector will target blanket (100 per cent) coverage of the camp population for renewal of CRIs on a needs basis and targeting of the assistance to the extremely vulnerable. In addition, the broader non-camp population will be supported via the distribution of CRI or vouchers allowing the purchase of these items. The CRIs provided may include household items, clothing, shoes and kerosene both for cooking and for heating in winter. In addition to the replacement of CRIs, the distribution of seasonal CRIs to assist winter preparedness for Syrian refugees in camps and non-camp settings is planned, both in the Kurdistan Region and at Al Qa’im in the Anbar governorate.



*Distribution of essential items for the winter in the Kurdistan Region of northern Iraq.*

UNHCR

## SHELTER

### 2013 ACHIEVEMENTS AND IMPACT

In the Kurdistan Region, 12 new camps and temporary transit centres were developed to accommodate thousands of families that arrived since 15 August, and these were consolidated into several permanent camps. A major new camp at Darashakran was opened, while phase 6 of Domiz camp was completed. In total, more than 60,500 tents were distributed across Iraq, while concrete foundations were laid for around 7,800 tents in the newly established locations. In Al Qa'im, a major accomplishment was the relocation of the refugees from camp 1 and 2 to Al Obaidy camp, located further from the border. Al Obaidy was equipped with tents and all necessary infrastructure, including leveling and demarcation and the provision of administration and management caravans. In the Central and Southern governorates and in Al Qa'im (Al Obaidy Camp), coordination continued with the emergency cell for camp expansion, and minor rehabilitation in Al Qa'im camp 2, which is being maintained in the event of an influx. Shelter assistance, (materials and maintenance), tool kits were also provided to refugees living outside of camps. More than 4,100 tent insulation kits were also provided for all camp residents in Kawergosk, Gawilan, Qushtapa, Basirma camps and Arbat transit site, in an effort to help refugees stay warm through the winter.

Additionally twelve newly designed Refugee Housing Units were erected in Kawergosk camp as a pilot phase in the development of a joint project aimed at improved transitional shelter for refugee camps. The results of the testing are expected during 2014.

### CHALLENGES

This significant number of new arrivals placed immense pressure on shelter and other infrastructure in Domiz, while the opening of temporary and permanent sites created additional challenges in terms of resources and coordination. Assisting refugees with shelter in non-camp settings remains a challenge due to the dispersed nature of the caseload and consequent complicated access.

### 2014 RESPONSE OUTLINE

All individuals arriving in transit centres and camps will continue to be prioritized for emergency shelter provision, to ensure mitigation of harsh weather conditions especially during winter. Secondly, shelter will continue to be improved and plastic sheeting will be renewed as necessary as well as continued efforts to provide cement slabs under the tents for insulation and to reduce humidity. For refugees living outside of camps, persons with special needs will be prioritized for support to maintain or improve their shelter, while others may receive shelter grants, shelter kits, or other assistance. Refugees will also receive materials to further increase insulation on the tent foundation. Efforts will be made in 2014 to monetize the assistance to the extent possible.



*Syrian refugee children run towards the sprawl of tents in which they and their families are taking shelter in Domiz camp.*

UNHCR | B. Sokol



## WASH

### 2013 ACHIEVEMENTS AND IMPACT

WASH sector partners have provided WASH services to the refugees at the border points as well as in transit and permanent camps throughout 2013, benefiting more than 130,000 refugees along with members of host communities in central and northern Iraq.

These activities have included some 72,000 beneficiaries being connected to the water network, more than 50,000 beneficiaries of water trucking, almost 90,000 people with access to adequate latrines, some 75,000 beneficiaries with access to showers, and more than 75,000 people with access to solid waste collection and disposal.



IRC | Peter Biro

*Water distribution in Domiz camp.*

More than 122,000 beneficiaries were reached through hygiene promotion to prevent and control the spread of disease. Meanwhile, more than 17,600 children benefited from new and expanded WASH facilities in schools. These achievements came amid the rapid expansion of camps and sites due to the mid-year influx of refugees, and reflect the rapid response of Government and partners to provide essential services for refugees.

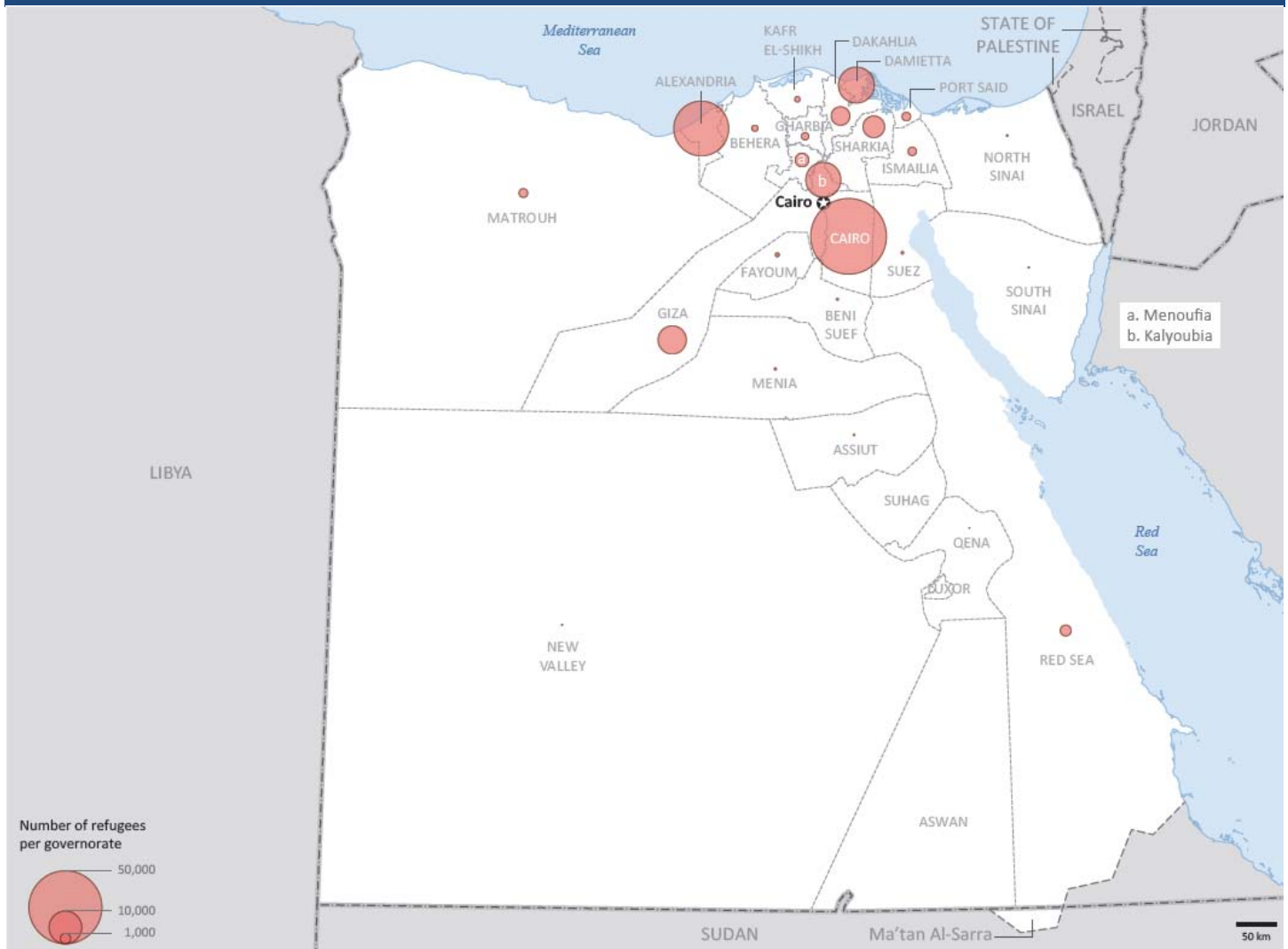
### CHALLENGES

Challenges to the operation and maintenance of water and sanitation services include the misuse of WASH facilities by refugees, high operation and maintenance costs, waste-water management (regular de-sludging required), a deep water table (more than 200 meters), and the lack of an existing sewerage system in the KR. A lack of a master plan for Domiz camp made planning difficult compounded by delays attributed to mine clearance. Cultural sensitivities exist with the use of communal latrines, which led to some families building showers inside their tents.

### 2014 RESPONSE OUTLINE

The sector response will continue to ensure access for Syrian refugees to safe water (20 -50 litres per person/day) and improve sanitation services (latrines, baths 4-8 families per unit in transit camps), solid waste management and hygiene promotion. Other priorities include the provision of WASH in schools, clinics and child friendly spaces, winterization (hot water, increased de-sludging etc), identifying more sustainable cost efficient technologies, and provision of WASH CRIs. Specific to non-camp areas, assessment of host community areas' water, sanitation needs and development of priority plans with respective northern and central authorities will be undertaken.

# EGYPT



## Sector Working Groups:

	Protection
	Food Security
	Education
	Health
	Basic Needs & Livelihoods

## Populations of concern:

<b>RRP5 Population planning figures:</b>
100,000 Syrian refugees
<b>Populations of concern, end-2013:</b>
131,707 Syrian refugees

## Partners in the response:

Government of Egypt	Plan International
AMERA	St. Andrew's Education Service
AMU	Tadamon
CARE	TDH
Caritas	UNFPA
CAKL	UN-Habitat
CRS	UNHCR
CEOSS	UNICEF
IOM	UNRWA
IRW	WFP
KG Supervisors League	WHO
Mahmoud Mosque Society	
ODWC	



## 2013 YEAR IN REVIEW

Egypt witnessed a period of intense political transition, leading to considerable instability in many spheres. The initial Regional Response Plan 5 (January–December 2013) projected that up to 100,000 Syrian refugees would enter Egypt during 2013. This figure, however, had surpassed 131,000 Syrians by the end of the year. With no camps, Syrian refugees are currently living in three main urban areas in Egypt: Greater Cairo, Alexandria and Damietta, as well as other smaller urban areas throughout the country.

Visa restrictions and security clearance were imposed on Syrian refugees after 8 July 2013, resulting in a significant decrease of new Syrian arrivals. Nonetheless, the number of Syrians who arrived prior to the new visa restrictions continued to approach UNHCR for registration and access to assistance and protection. During the second half of 2013 there was an increase in the arrests of Syrians, reportedly for violation of residency regulations and significant numbers were arrested while attempting irregular departure from Egypt to Europe. Tensions between host and refugee communities are increasing, and represent an additional challenge to the response.

Humanitarian partners have worked to respond to the needs of Syrian refugees, and advocacy work with the Government has been intensified. Registration was enhanced in Cairo and through mobile registration in other areas of the country. Activities on child protection and on prevention and response to gender-based violence were implemented.






Cash assistance represents an important pillar of the response in Egypt, and it has been regularly provided to some 80,000 most vulnerable individuals through monthly or emergency assistance. The distribution of food assistance to Syrian refugees began in February 2013. The programme has been significantly scaled up since then, and by the end of 2013 food vouchers were being provided to around 80,000 Syrian refugees and 3,000 Palestine refugees from Syria (PRS). A total of 411,000 individual food vouchers were distributed during the year. More than USD 9.1 million were injected into the local economy through the voucher programme, and host communities - particularly women - actively involved in the distribution process.

Over 32,000 education grants were distributed to assist refugee families to cover costs related to school enrolment. Health assistance was also scaled up, and Syrians benefitted from around 45,000 visits to primary health care, and more than 24,000 visits to secondary, tertiary, and emergency health care. The health response focused on support to Ministry of Health (MOH) primary health care (PHC) facilities and strengthening the capacity of humanitarian partners to provide health care to Syrian refugees in Egypt.

With a projected Syrian refugee population of 250,000 by the end of 2014, humanitarian partners will work to ensure that refugees fleeing Syria are able to access the territory, seek asylum and have their basic rights respected, as well as facilitate durable solutions for those with specific protection needs. Partners will work together to ensure that the population has sufficient basic and domestic items, access to housing; that food assistance is provided to the most vulnerable and food insecure; that unimpeded access to education opportunities is provided; and that Syrian refugees in Egypt have improved access, quality and coverage to comprehensive primary health care and life saving and emergency care. Activities aim at expanding geographical assistance and reach refugees in various governorates.



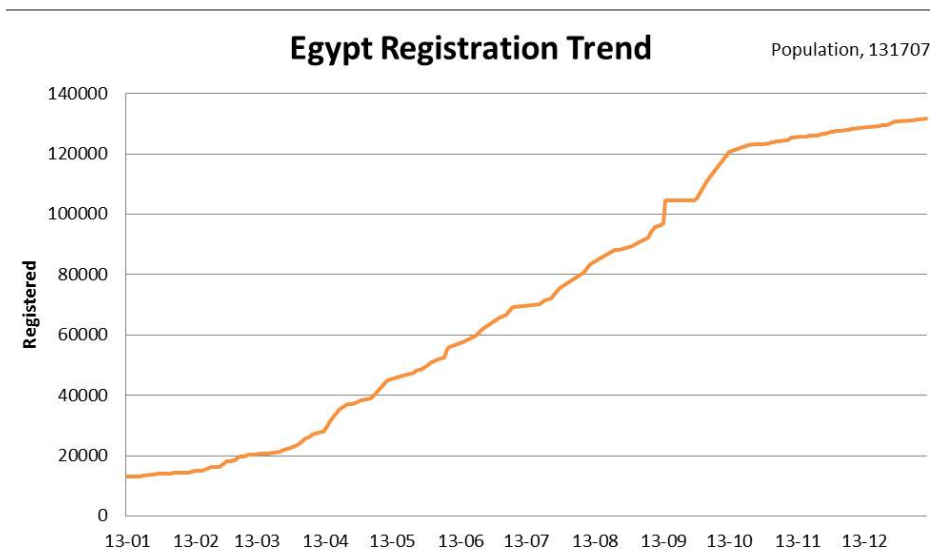
Save the Children

Sector	Achievements
<b>PROTECTION</b> 	<ul style="list-style-type: none"> <li>• <b>131,707</b> Syrian refugees registered</li> <li>• <b>2,129 children</b> benefitted from child friendly spaces</li> <li>• <b>3,940</b> Syrian refugees received protection/legal counseling</li> <li>• <b>467</b> Syrian refugees participated in focus groups discussions raising awareness about SGBV</li> </ul>
<b>FOOD SECURITY</b> 	<ul style="list-style-type: none"> <li>• <b>81,985</b> refugees provided with monthly food vouchers</li> </ul>
<b>EDUCATION</b> 	<ul style="list-style-type: none"> <li>• <b>32,039</b> children enrolled in primary and secondary education</li> <li>• <b>30,793</b> school age going children received education grants and <b>1,535</b> vulnerable cases assisted</li> <li>• <b>3,000</b> students enrolled in higher education</li> </ul>
<b>PUBLIC HEALTH</b> 	<ul style="list-style-type: none"> <li>• <b>44,952</b> visits to primary health care including child health and reproductive health</li> <li>• <b>24,628</b> visits to secondary health care, tertiary health care, including emergencies</li> <li>• <b>2,959</b> antenatal care visits</li> <li>• More than <b>14 million</b> children received Oral Polio vaccine</li> </ul>
<b>BASIC NEEDS &amp; LIVELIHOODS</b> 	<ul style="list-style-type: none"> <li>• <b>28,341</b> individuals provided with household and clothing items</li> <li>• <b>26,130</b> vulnerable families receive cash</li> <li>• <b>3,608</b> refugees with potential to become self-reliant identified</li> </ul>

## PROTECTION

### 2013 ACHIEVEMENTS AND IMPACT

Registration was enhanced through registration in Cairo and mobile registration in other areas of the country, increasing by 10 times the number of refugees registered from January to December 2013. Response partners have increased advocacy efforts, including joint advocacy efforts, with the Government aimed at maintaining the protection space. Border and detention monitoring has taken place regularly, and partners conducted awareness campaigns on the dangers of irregular departures by sea.



The provision of legal aid has continued in Cairo and been established in Alexandria, with almost 4,000 Syrian refugees receiving protection/legal counselling during the year. Other achievements include enhancement of child protection, and prevention and response to SGBV through the training to staff, provision of psychosocial services, and housing for refugees with acute protection needs, and community centres and child-friendly spaces. In addition, through access to detention facilities in some governorates, UNHCR was better able to communicate with beneficiaries in detention.

Communication with beneficiaries has been strengthened by the establishment of hotlines, thereby improving information flows to refugees and enabling faster responses to urgent protection incidents. The Government facilitated the release in December 2013 of most of the refugees in detention for attempting irregular departures, for which UNHCR provided coordination and support.

### CHALLENGES

New visa and security regulations have drastically slowed the rate of new arrivals of Syrian refugees in Egypt in the last quarter of 2013. There was also an increase in the arrests of Syrians, reportedly for violation of residency regulations and significant numbers have been arrested while trying to depart Egypt through irregular movement. Deportations to third countries at the border and from detention centres have taken place, in particular from detention centres.

### 2014 RESPONSE OUTLINE

Humanitarian partners will strengthen their presence and assistance in Greater Cairo and in other governorates to provide services and support to refugees. Presence at borders and in detention centres will be reinforced; and assistance to those in detention will continue to increase. Advocacy work will continue for a more lenient application of the new visa regime. The humanitarian response focuses on prevention and response to SGBV, including through the provision of legal assistance, protective spaces, and psychosocial support to victims. Protection of children will be enhanced by the expansion of Community-based Protection networks, and of child and youth friendly spaces. Psychosocial support and cash grants for vulnerable families with children will also be provided. Humanitarian staff will be trained in resettlement criteria and methods for identifying refugees at a heightened risk within the community.

## FOOD SECURITY

### 2013 ACHIEVEMENTS AND IMPACT

The distribution of food assistance to Syrian refugees began in February 2013. The programme has been significantly scaled up since then, and by the end of 2013 food vouchers were being provided to around 80,000 Syrian refugees and 3,000 PRS. A total of 411,000 individual food vouchers were distributed during the year.

More than USD 9.1 million was injected into the local economy through the voucher programme, and host communities—particularly women—actively involved in the distribution process. A system was put in place to monitor food insecurity and negative coping strategies as well as to provide a feedback mechanism for beneficiaries and partner supermarkets.

### CHALLENGES

Challenges are predominantly related to the security situation and increasing anti-Syrian sentiment in host communities including security incidents affecting staff movement and distribution plans. The implementation of the e-voucher system and support to small-scale quick impact projects in the host communities will help address these challenges.

### 2014 RESPONSE OUTLINE

The Food Security Sector plans to reach 140,000 Syrian refugees and 6,000 Palestine refugees from Syria by December 2014. Assistance will be shifting from geographical targeting applied in 2013 to vulnerability targeting based on household-level assessments. The programme in Egypt is in the process of transitioning to e-vouchers, and is preparing to move to a common assistance delivery platform, providing a single card to beneficiaries with the means to cover their food, cash and other NFI needs. Community-driven quick impact projects will be implemented in the poorest host communities with high concentrations of Syrian refugees.



*Voucher distribution in Damietta.*

WFP



## EDUCATION

### 2013 ACHIEVEMENTS AND IMPACT

In 2013, some 32,000 children enrolled in primary and secondary education. More than 30,000 education grants have been provided to an approximately equal number of boys and girls; assisting families in paying for costs related to enrolment. Additional funds were provided to more than 1,500 of the most vulnerable children, and to over 45 children with disabilities and specific needs in specialized schools. In addition, 4,000 Syrian refugees benefitted from adult education.

Education facilities and informal education centres were also assessed and assisted. An education working group was established and regularly attended by all partners, as well as a representative from the Ministry of Education. The Ministry of Education has agreed to allow students who do not have residency to take mid-term exams, with their results to be held until their parents finalize the residency process.

### CHALLENGES

Differences in the dialect and curriculum represent a major barrier for enrolment and retention of Syrian children. In addition, overcrowded classrooms, elements of discrimination, harassment, distance to available schools and problems with transportation, as well as security for adolescent girls represent major challenges.

### 2014 RESPONSE OUTLINE

The response will provide support to improve and rehabilitate schools in areas heavily populated by Syrian refugees, benefiting around 85,000 children from host communities. Strong monitoring systems will be put in place for learning achievements and teacher professional development, and training will be provided to 100 teachers. A plan to improve schools for thousands of host-community and refugee children will be implemented. Key issues such as regulation of non-formal education, specialized education, psychosocial support, enrolment of pre-school children in nurseries and kindergartens, and addressing gender issues will also be targeted through access to education. Cooperation with the Ministry of Education will continue and be further expanded.



Mirvette Abed Rabo

*Syrian refugee children in Egypt.*

## HEALTH

### 2013 ACHIEVEMENTS AND IMPACT

Access to health services for Syrian refugees has improved and the health programme has facilitated refugees access to public and NGO-based health services. Syrians benefited from almost 45,000 visits to primary health care and almost 25,000 visits to secondary, tertiary and emergency care through humanitarian partners. Special attention was also dedicated to reproductive health services, with almost 3,000 antenatal care visits undertaken.

The sector conducted capacity-building activities, including training more than 500 Ministry of Health staff, and also provided equipment to 33 Ministry of Health primary health care facilities in Cairo, Giza, Alexandria and Damietta.

### CHALLENGES

Humanitarian partners face a key challenge to cover the needs of Syrians residing in remote areas in various governorates. In addition, limited capacity and expertise of local NGOs in the coordination and delivery of health services affect plans to expand access to health services. There is also a need to further intensify support and coordinate the access to public health services and support government-run facilities in refugee-dense areas.

### 2014 RESPONSE OUTLINE

The strategy will focus on expanding the capacity and geographical coverage of primary health care, supporting the public health system through training of staff and the procurement of equipment and supplies, strengthening the capacity of health partners providing health services to Syrian refugees, and establishing a service delivery mechanism in remote governorates/districts to meet the demand for health services and the geographical spread of refugees, and to overcome the limited capacity of implementing partners in remote areas. Furthermore, the response will support the three national polio immunization campaigns to ensure immunization of more than 13 million under 5 children in Egypt, including refugees.



*A mother and child in Egypt.*

UNHCR | S. Baldwin

## BASIC NEEDS AND LIVELIHOODS

### 2013 ACHIEVEMENTS AND IMPACT

The self-reliance programme for Syrian refugees in Egypt began in mid-2013 with encouraging results, and as of August 2013 the capacity of field teams had significantly increased in order to respond to the emerging needs of Syrian refugees. The project enables Syrian refugees in Egypt to be self-reliant and reduces dependency on financial assistance. Some 3,600 refugees with the potential to become self-reliant have been identified so far, and community-based protection mechanisms have been developed to accompany wage and self-employment risks. Meanwhile, more than 550 refugees have been registered in job placement services, 580 received entrepreneurship, vocational and technical training, and 261 accessed self-employment or wage-earning employment opportunities.



*Livelihoods in Egypt.* Catholic Relief Services

Cash assistance has been regularly provided to 55,610 of the most vulnerable individuals, and one-off/emergency payments were distributed to 25,298 individuals as of November 2013. Humanitarian partners assess eligibility of beneficiaries of cash assistance based on a 14 pre-set criteria. Partners also conduct home visits to complete the selection of beneficiaries and provide counselling. As well, transitional and emergency housing has been provided to 161 households facing evictions or risk of eviction.

### CHALLENGES

With humanitarian partners mainly present in Damietta, Alexandria, Giza and Cairo, the scattering of Syrian refugees in Egypt and their presence in remote governorates is one of the major challenges. The deterioration of protection space for refugees and increase in rents has limited the capacity of Syrian households in finding accommodation, and respond to their basic needs. Several evictions have been reported. The political and security situation in Egypt also represented a challenge, impacting the implementation and delaying distribution in some areas.

### 2014 RESPONSE OUTLINE

The number of partners working in this sector will increase and focus on three main objectives: ensuring the refugee population has sufficient basic items, improving self-reliance and livelihood, and establish, improve and maintain shelter and infrastructure. Assisting vulnerable households and promotion of co-existence and inclusion with the host community will continue to be priorities. Unconditional and conditional cash-based interventions will continue, and job -matching and self-reliance programmes will be expanded. A shelter strategy has been developed, and emergency accommodation will be provided and expanded for vulnerable families in transitional and temporary apartments.

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