

# HELPING TO SAVE LIVES AND REBUILD COMMUNITIES

UNHCR Syria Mid Year  
Report 2016



**UNHCR**  
The UN Refugee Agency  
مفوضية الأمم المتحدة لشؤون اللاجئين

# CONTENT

Foreword from the UNHCR Representative in Syria .....	01
Humanitarian Snapshot .....	03
UNHCR Presence in Syria .....	04
Challenges and Constraints Faced by UNHCR .....	05
Whole of Syria Approach .....	06
Protection .....	08
Core Relief Items .....	17
Shelter .....	23
Health .....	26
Field Offices .....	28
Sector Approach .....	40
Refugee Programme .....	44
Capacity Building for UNHCR and Partners .....	47
Donors and the Funding Level .....	48
Partners in 2016 .....	49
Reaching Global Audiences .....	50
Further Reading .....	51
Contact Information .....	52



# FOREWORD

## FROM THE UNHCR REPRESENTATIVE

The crisis in Syria entered its sixth year in March and humanitarian needs are staggering, with 13.5 million people in need of life saving aid and nearly five million refugees fleeing across the borders, often making perilous journeys, some even losing their loved ones along the way. There are also 6.5 million internally displaced, with 5.9 million people living in hard-to-reach areas and besieged areas without regular access to humanitarian assistance. The impact of the conflict in Syria is complex and wide ranging, and amongst the many heartbreaking things, it has caused forced displacement, sudden destitution, crumbling infrastructures, the breakup of families and whole communities, as well as the collapse of the normal social structures in some areas.



The protection needs of the Syrian population are massive and agencies face huge challenges in terms of access and reach to meet their needs. UNHCR together with other UN agencies and partners advocate on the behalf of IDPs to ensure that they receive the protection that they are entitled to under international humanitarian law and that the public is well informed on the issues they face. As such, in 2016 UNHCR reached over 693,688 individuals with Protection and Community Services interventions, including capacity building of UNHCR partners and outreach volunteers, targeted material assistance, socio-economic activities, recreational activities, psychosocial support (PSS), legal aid, gender-based violence (GBV) referral, child protection services, community based initiatives, as well as awareness raising sessions on various issues, ranging from residency procedures to prevention of GBV and early marriages. In addition, in order to provide community services and legal aid and maximize the outreach across key governorates hosting the majority of IDPs, UNHCR signed project partnership agreements with 25 partners, including with our main partner the Syrian Arab Red Crescent (SARC), international and national NGOs, as well as local partners.

We have used, and will continue to use, every avenue available to provide protection to the most vulnerable people throughout Syria. One such example is UNHCR supporting the opening of 22 new community centres across eight governorates in the first six months of the year where our partners and service providers now pool their resources to serve IDPs under one roof and provide standardized services inside these centres. This brings the total number of operational community centres to 52 in ten governorates, with each serving approximately 1,000 beneficiaries per month with a variety of protection services. I have personally visited these centres and was delighted to see the great work being carried out there and look forward to seeing many more throughout the country.

Despite the very difficult, challenging and at times, volatile operating conditions, UNHCR, continues to also provide other types of humanitarian assistance to those in need throughout Syria. By the end of June 2016, UNHCR had dispatched 2,576,409 Core Relief Items (CRIs) through its regular programme, inter-agency cross line and cross border missions, as well as airlifts, to 1,728,127 needy individuals in 12 out of the 14 Governorates. We have also ensured access to healthcare for 322,527 individuals and provided shelter assistance to 32,452 beneficiaries. We have responded to the fresh internal displacement of hundreds of thousands of people, many of them multiple times, due to the escalating conflict, fierce clashes and turmoil in many parts of Syria, such as Idlib, Rural Damascus, Homs, Hassakeh, Daraa and Aleppo, to name but a few. Throughout these displacements, UNHCR and its partners responded quickly, identifying those most in need and prioritizing them for the distribution of CRIs, such as shelter material, blankets, mattresses, plastic sheeting, kitchen sets, hygiene sets, jerry cans and solar lanterns. We have also continued to deliver assistance in areas that are besieged and very hard to reach and I must commend the determination of UNHCR and other humanitarian staff to deliver assistance to the most in need.



©UNHCR/B.Diab 2016

The winter conditions in Syria are very harsh, with temperatures often falling as low as minus 13 degrees centigrade in many areas throughout the country, causing great suffering. As we move towards the end of 2016, we in UNHCR are already planning our winter response, targeting over one million vulnerable people with winter clothing, sleeping bags and solar lamps. During last years winter UNHCR reached over 1.2 million people with winter assistance and we are planning to reach 1 million during the forth coming one. In addition, following the positive impact of our shelter kits project on the ability of IDPs to secure and improve shelters in Aleppo, UNHCR is planning to extend this intervention to other areas, such as Rural Damascus, Homs and Sweida. To this end, a total of additional 6,500 kits has been planned for the second half of 2016.

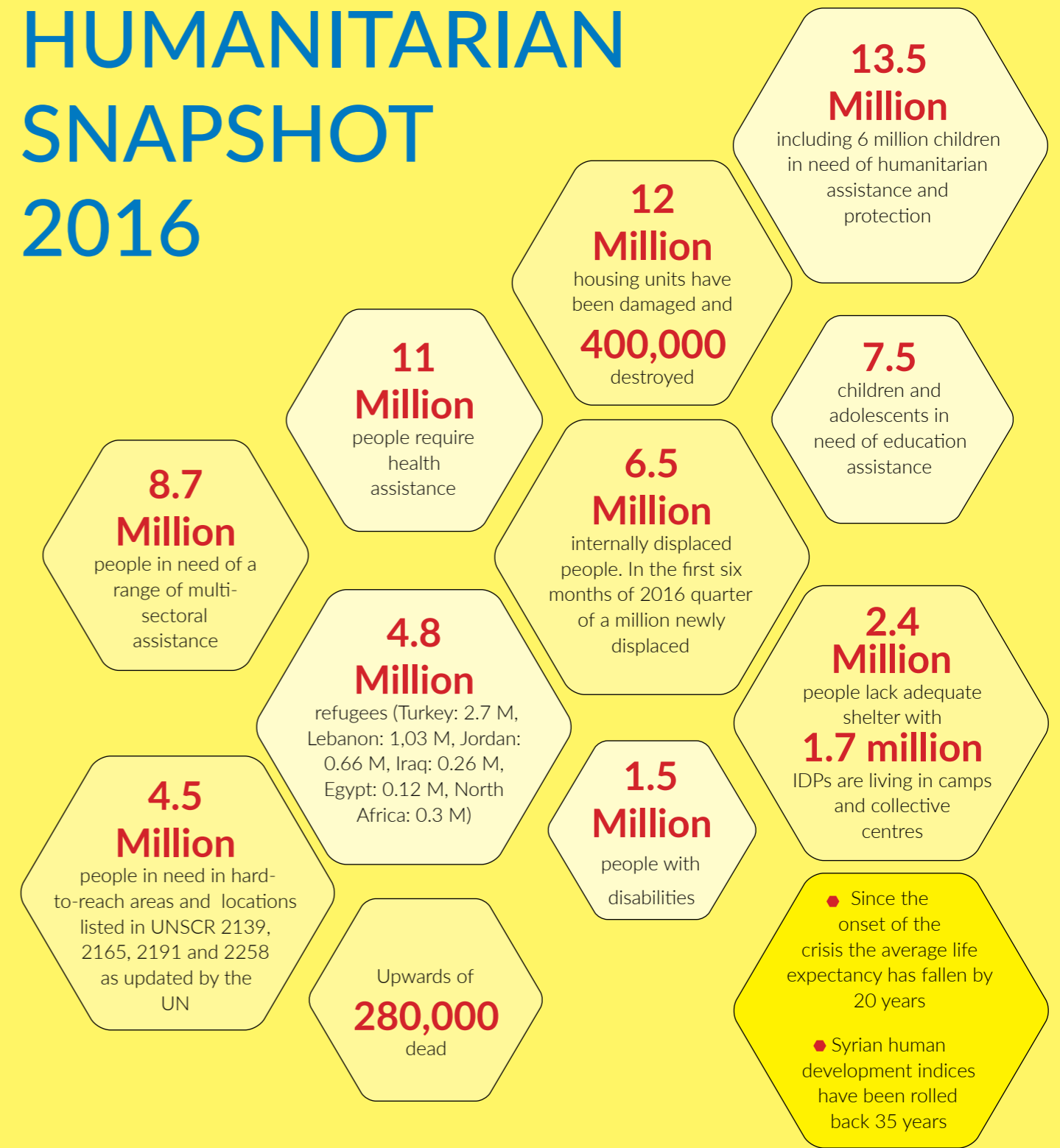
While the conflict rages on, with millions displaced internally, and externally as refugees, and the destruction in many parts of the country continues, Syrians are hopeful that peace will return to their beautiful country and that they can rebuild their lives and livelihoods.

Despite everything that is happening, there are many heartwarming stories that bring the hope, joy, strength and determination contained in this report: people returning to their homes, tradesmen who lost everything starting to work again after receiving our livelihood tool kits, individuals undertaking vocational training and opening small businesses with the UNHCR-supported small loans or start up grants, as well as everyday milestones and other daily life occurrences that show strength and a determination to go on no matter what.

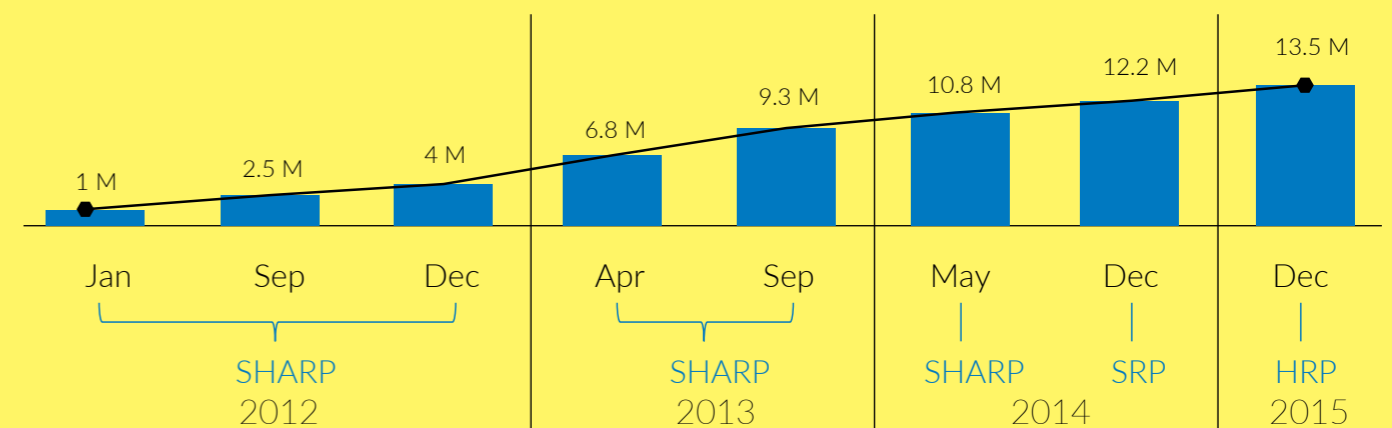
Being in Syria now close to one year, I have witnessed firsthand the resilience, pride, dignity and adaptability of the Syrian people, especially the internally displaced. We, the UNHCR Syria family, resolve that, despite the lingering war and its bitter reality, we will continue to reach those in need with our dedicated staff and our partners, regardless of their location, and will strive to lessen the hardships of the people of Syria. I hope that peace will soon come to Syria and look forward to the day when I will see UNHCR assisting in the rebuilding of this beautiful country.

**Sajjad Malik**  
Representative UNHCR Syria

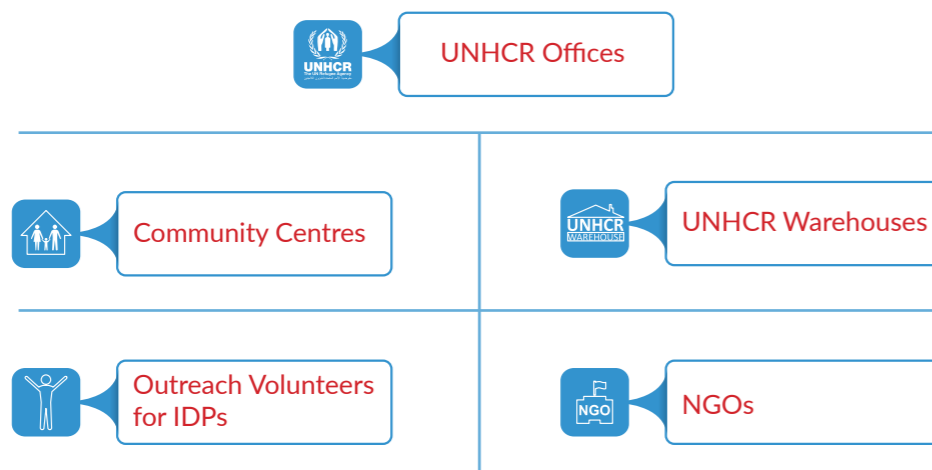
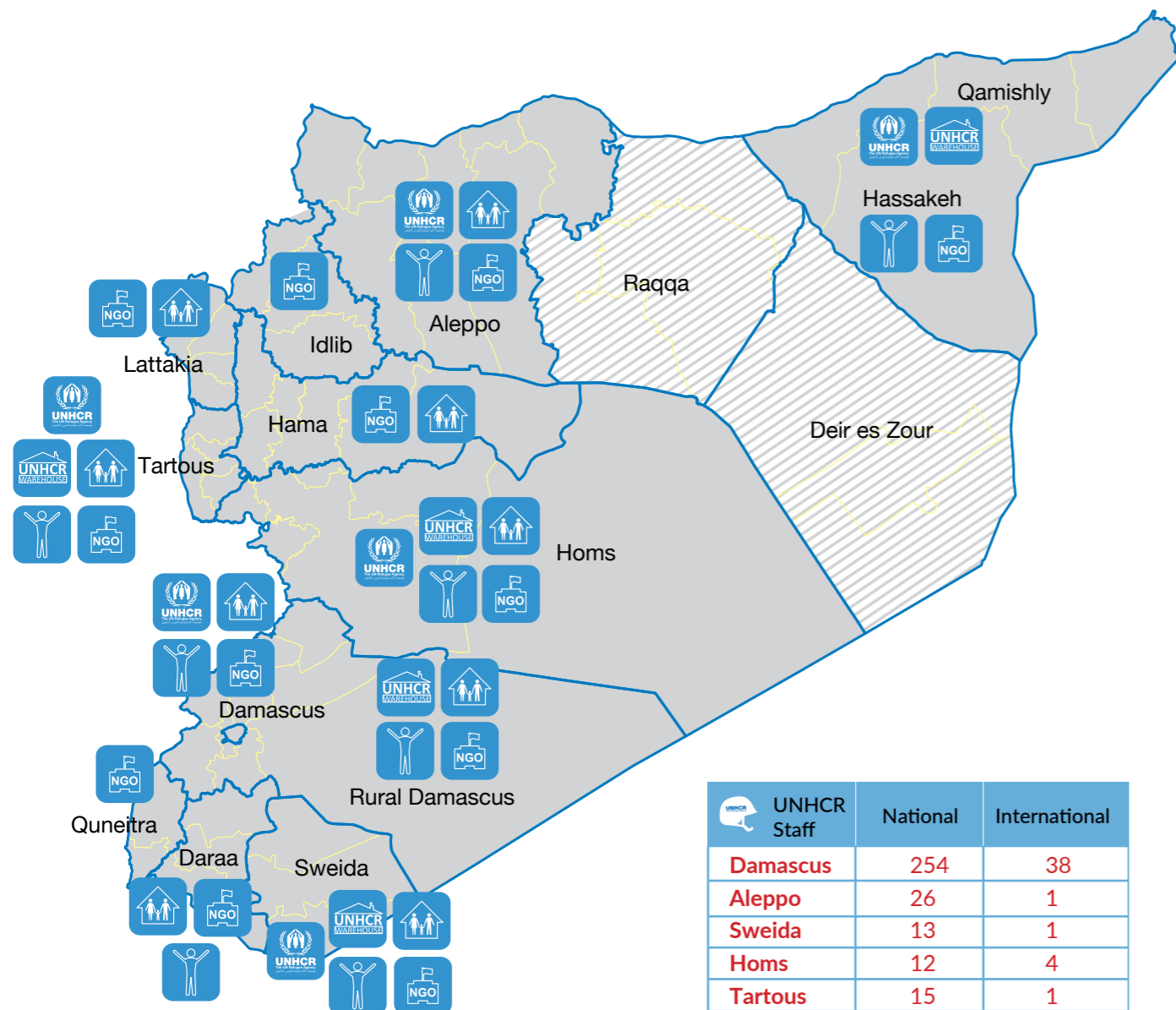
# HUMANITARIAN SNAPSHOT 2016



## POPULATION IN NEED OF ASSISTANCE



# UNHCR PRESENCE IN SYRIA



# CHALLENGES AND CONSTRAINTS FACED BY UNHCR



## General Insecurity:

Risk of collateral damage from gunfire, rockets and mortars, IEDs VBIEDs and PBIEDS as well as the increased risk of kidnapping. For example recently, a car bomb exploded 200m away from UNHCR offices in Kafarsouseh in Damascus causing damage and casualties. Also in April a UN humanitarian Convoy heading to Arrastan, in the Homs Governorate was hit by a mortar causing damage to one of the convoy trucks. Luckily no injuries were reported.

## Access:

Most recently there have been shifts in Idlib, Daraa, Aleppo, Palmyra, Rural Damascus and Hassakeh resulting in limited/restricted access to humanitarian assistance. In addition to these, the continued closure of both the Naseeb crossing with Jordan and the Nusaybeen crossing with Turkey has impacted negatively on UNHCR's logistic operations.

## Use of sophisticated weaponry, indiscriminate attacks in densely populated areas:

For example, on 19 and 21 May, a total of five mortars hit the Shahba Hotel in Aleppo city where UN agencies operate and UN international staff reside. No injuries were reported but it was decided to move all agencies to a temporarily safe haven in the New Shahba area. These type of attacks continue on a regular basis not only in Aleppo, but also in Damascus and Homs.

## Grave violations of International Humanitarian Law and Human Rights Law continue causing casualties and displacement whilst hindering access to key locations within Syria:

Given the constraints in terms of humanitarian access, insecurity, the danger and sensitivities involved in carrying out sustained protection interventions in the midst of conflict, especially in areas controlled by ISIS, and the limited protection capacity on the ground it is clear that despite best efforts the protection needs of the conflict affected population remain significantly unaddressed.

## Funding Constraints :

In 2016, UNHCR needs USD 330 million to implement its Response Plan for Syria. However as of 30 June, UNHCR Syria Office only received 27% of the funding requirement which is USD 91 million, leaving a funding gap of USD 239 million. UNHCR's programmes have been severely affected, leaving millions of people at risk.

# WHOLE OF SYRIA APPROACH



©UNHCR/SARC 2016

Since September 2014, humanitarian actors operating inside Syria from Damascus or across the Turkish and Jordanian borders decided to embark on a “Whole of Syria” (WOS) approach in an effort to improve the effectiveness and operational reach of their collective responses. In implementing this plan, humanitarian actors have committed to respecting the humanitarian principles of humanity, neutrality, impartiality and independence. Whole of Syria (WoS) refers to the overarching single coordination framework that joins together humanitarian operations in five hubs – the country operation in Syria, and cross-border operations and remote humanitarian programmes based out of Turkey, Jordan, Lebanon and Iraq – in order to maximize efficiency, reduce duplication and ensure greater accountability, effectiveness and reach of the response to humanitarian needs within Syria.

As part of the WoS approach, the 2016 Syria Humanitarian Response Plan (HRP) was developed, based on the Syrian 2016 Humanitarian Needs Overview (HNO) in consultation with all stakeholders including the Syrian Government, as an overarching framework for the humanitarian response inside Syria. It covers the period from 01 January to 31 December 2016, aiming to address large-scale humanitarian needs throughout all 14 governorates. The crisis requires an urgent political solution, and pending such a solution, humanitarian actors will continue to work together to extend a lifeline to the most vulnerable people in Syria while aiming to enhance protection and strengthen both individual and community-level resilience across the country. The humanitarian community will endeavour to use all modes of humanitarian delivery to access the most vulnerable groups and the most severely affected areas through the most direct routes.

**UNDER THE 2016 HUMANITARIAN RESPONSE PLAN UNHCR IS SECTOR LEAD IN PROTECTION AND COMMUNITY SERVICES, CAMP COORDINATION AND CAMP MANAGEMENT AND NON FOOD ITEMS /SHELTER**

The Humanitarian Response Plan revolves around three strategic objectives:

- Support saving lives, alleviate suffering and increase access to humanitarian response for vulnerable people and those with specific needs.
- Enhance protection by promoting respect for international law, IHL and HRL through quality principled assistance, services and advocacy
- Support the resilience of affected local communities, households and individuals within the humanitarian response by protecting and restoring livelihoods and enabling access to essential services and rehabilitation of socio-economic infrastructure.

And it plans to achieve these objectives based on:

- Prioritization based on severity of needs
- Improvement of humanitarian access
- Flexibility of humanitarian programming
- Focus of multi-sector programming for the most vulnerable groups
- Emergency response preparedness
- Protection mainstreaming
- Strategic use of country-based pooled funds

The 2016 Syria Humanitarian Response Plan included 11 sectors/clusters: Food Security and Agriculture, Shelter/NFIs, Health, Education, Homs Water Sanitation and Hygiene (WASH), Protection and Community Services, Early Recovery and Livelihoods, Nutrition, Coordination and Common Services, Camp Coordination and Camp Management (CCCM), Logistics and Emergency Telecommunications'. Of these UNHCR is sector lead in Protection and Community Services, CCCM and NFI/Shelter and has responded by deploying dedicated Sector Coordinators and extra staff to ensure an effective response. Humanitarian actors responding inside Syria under the Syria Response Plan (SRP) needed over US\$3.18 billion to assist up to 13.5 million people in need, setting specific targets for each sector. However, despite the scale-up of the response, critical gaps remain. For 2016 UNHCR needs USD 329.4 million to implement its HRP for Syria. However as of the mid-year mark, UNHCR Syria Office has only received 27% of the funding requirement which is USD 91 million, leaving a funding gap of USD 238 million which will severely affect UNHCR programmes and impact hugely on UNHCR's ability to respond leaving millions of people at risk.



# PROTECTION



©UNHCR/Z.Mreyoud 2016

Along with its partners from International and National NGOs, UNHCR continues to promote the protection of internally displaced people reaching 693,688 beneficiaries since the beginning of 2016. The UNHCR Protection services included assessments, capacity building of UNHCR partners and outreach volunteers, targeted material assistance, socio-economic activities, recreational activities, psychosocial support (PSS), legal aid, SGBV referral and response, community-based initiatives as well as awareness raising sessions.

## LEGAL AID

With 6.5 million displaced in Syria, large numbers of people have lost their personal status documents such as birth certificates and identification cards. In addition, more and more children are being born in areas where they are not registered due to lack of services, access or insecurity. This often results in people being subject to harassment, extortion, exploitation and loss of access to basic services such as education and health. UNHCR in cooperation with its partners Al Taalouf, The Syria Trust, DRC and SARC, provides IDPs with legal aid through trained lawyers and advocates with the Directorate of Civil Affairs of the Ministry of Interior in order to ease the procedures of re-issuing critical documents that have been lost or destroyed. Accordingly, UNHCR's legal support projects implemented by UNHCR's partners assisted 1,350 IDPs to obtain, renew and restore their critical civil documents, including personal IDs, family booklets, birth certificates, etc. UNHCR also designed flyers and distributed them to IDPs in cooperation with its partner The Syria Trust. The flyers raise awareness on the importance of birth registration and the consequences for non-registration such as the lack of access to services and challenges in school enrolment.

In the first six months of 2016, UNHCR provided legal aid with the assistance of 114 lawyers to 26,927 IDPs from the affected population as follows:



## CHILD PROTECTION



©UNHCR/A.Nasser 2016

Separated families, unaccompanied children, children with disabilities in addition to school drop-outs, child labor, exploitation and child recruitment are all concerns that have been significantly increasing in the course of time due to the conflict in Syria. In order to respond more effectively to these, UNHCR increased its number of partners from six to fourteen and ensured that Protection was mainstreamed in all recreational and child friendly activities. In addition, UNHCR continued its provision of training to partners on case management and identification of children protection concerns. Child Protection in coordination with its partners are running 37 Child Friendly Spaces (CFSs) around Syria responding to children's rights to protection, psychosocial well-being, and non-formal education. The purpose of CFSs is to support the resilience and well-being of children and young people through community organized, structured activities conducted in a safe, child friendly, and stimulating environment. Recreational activities as well as children's clubs and child welfare committees in various locations including schools are an effective tool to identify various protection issues, such as children with special needs, children with Psychological Social Support (PSS) needs, serious medical conditions and bullying. In the first six months of 2016 over 40,775 children, youths and family members benefited from CFS services.

## SEXUAL AND GENDER-BASED VIOLENCE (SGBV)

Due to the crisis in Syria, many norms regulating social behavior have been weakened and some traditional social systems have broken down. This has led to increased levels of Sexual and Gender-Based Violence (SGBV) such as child marriage and domestic violence as well as sexual violence which is still underreported due to stigmatization, shame or fear, social acceptance and impunity of perpetrators. In 2016, the number of SGBV partners increased from four to thirteen, with most survivors identified through the PSS services, awareness sessions and the outreach volunteers. UNHCR also responded to this issue through building the capacity of its partners' staff and volunteers in order to carry out proper identification, counseling and referral of survivors, enhance the network of services as well as raise awareness among IDPs on the occurrence of SGBV and available services.

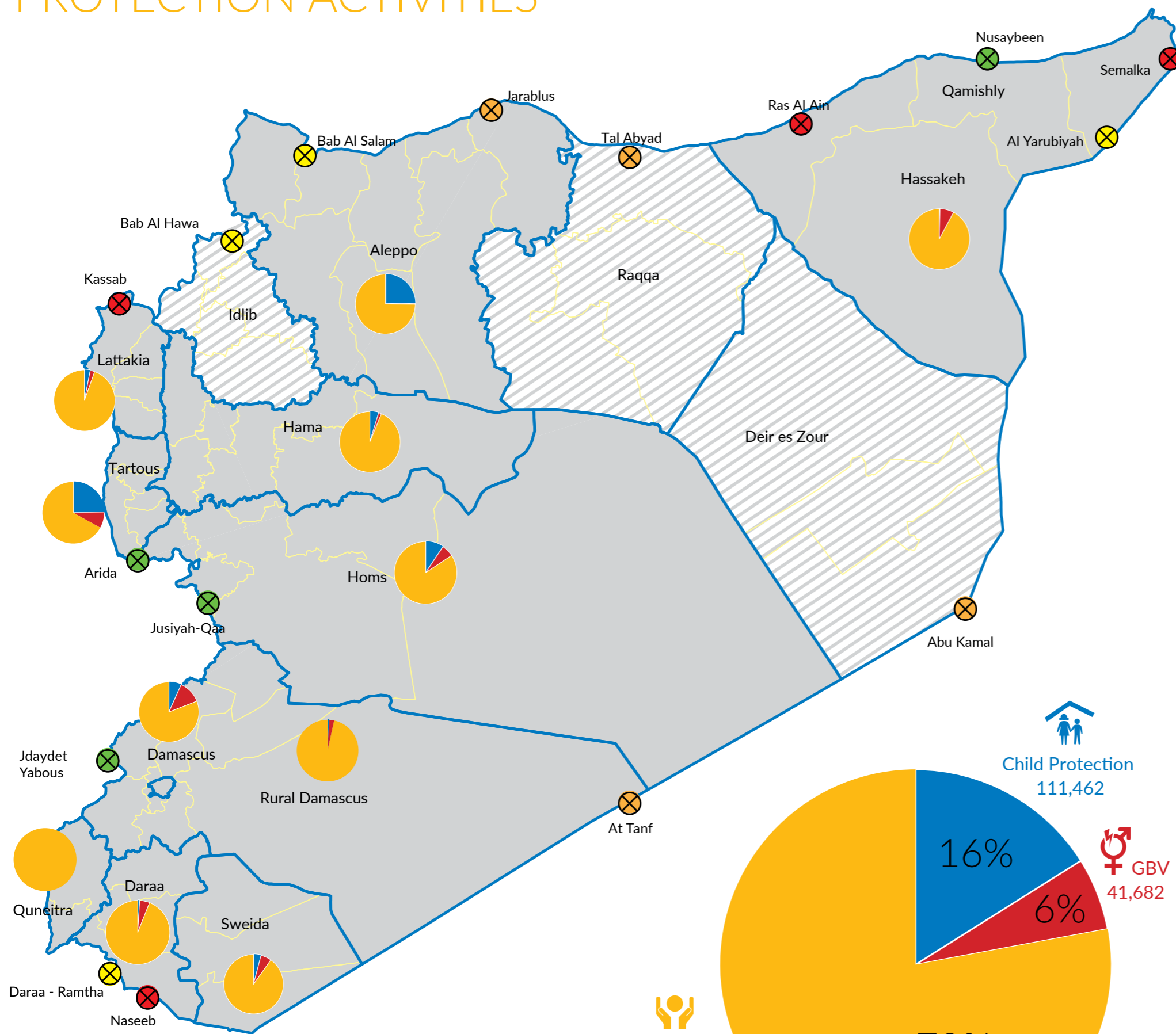
Since January 2016, UNHCR and partners have identified and supported 1,333 survivors of SGBV through case management in the community centres, provided training on Basics of SGBV for 157 frontline workers and training on SGBV case management for 52 social workers in the community centres. Additionally 41 gynecologists were trained on clinical management of rape. Furthermore, 2,297 awareness sessions addressing 26,422 IDPs were conducted in collective shelters or through the community centres in different governorates.



SGBV Session for girls in UNHCR supported, SARC Community Centre Homs

©UNHCR/Z.Mreyoud 2016

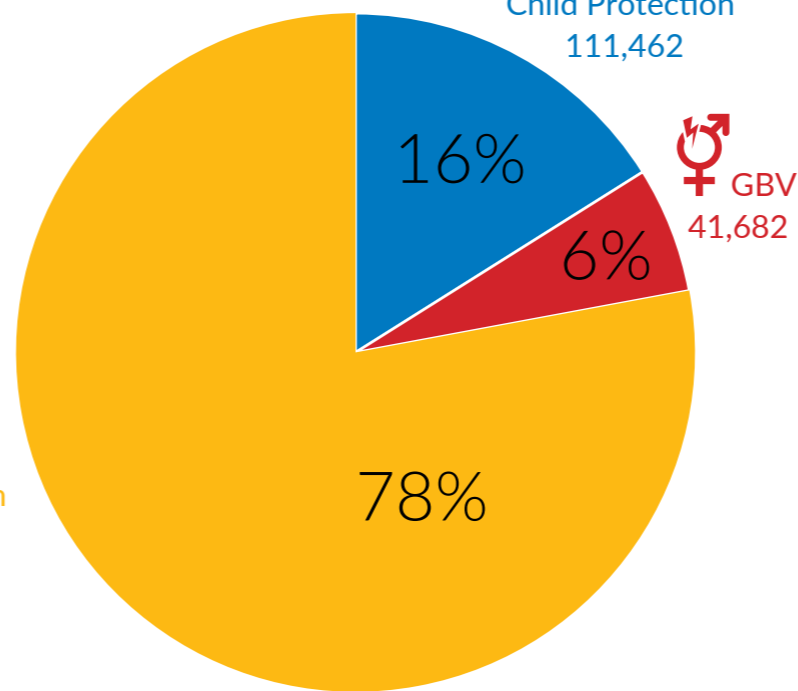
# PROTECTION ACTIVITIES



Protection  
540,544

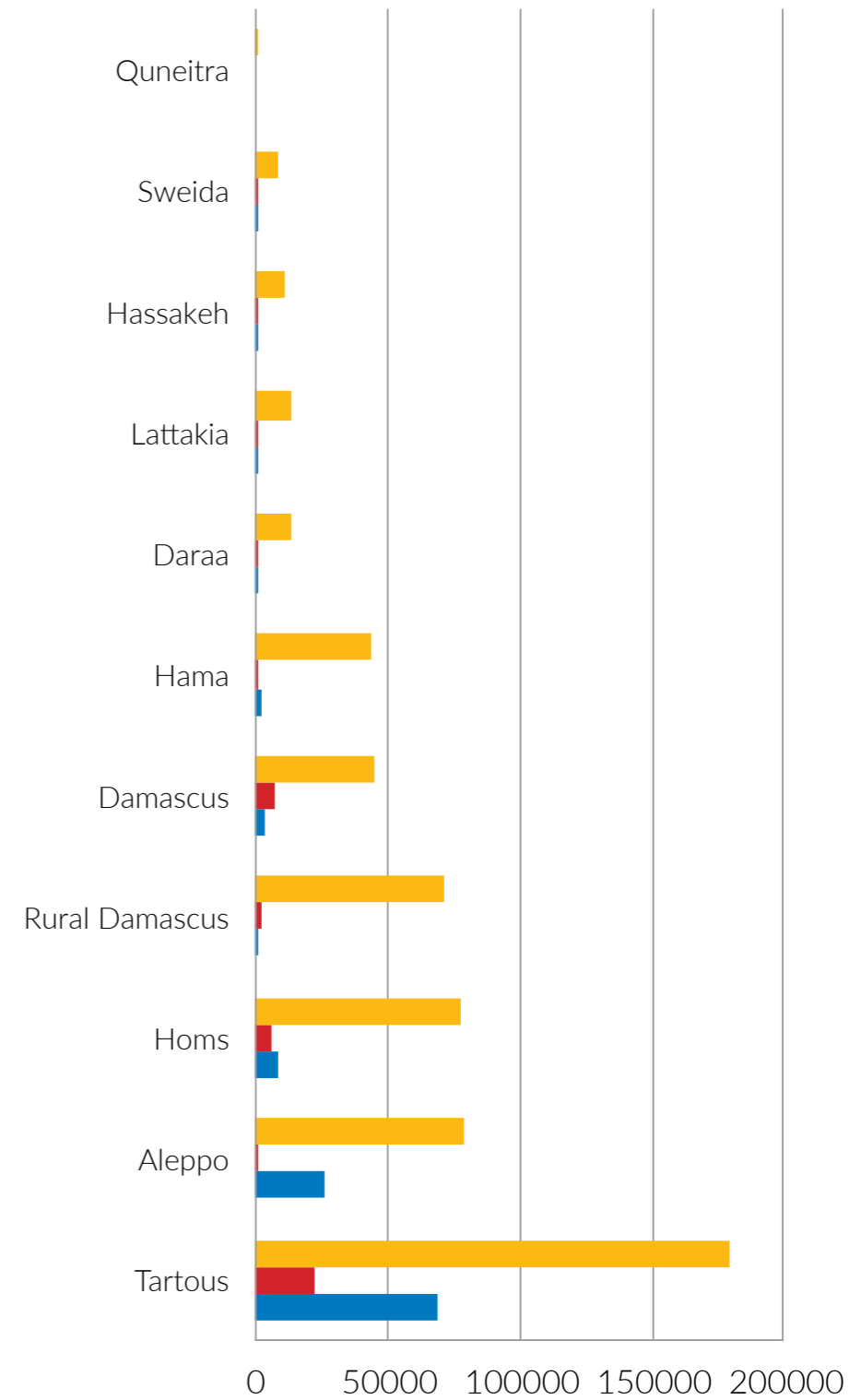
Child Protection  
111,462

GBV  
41,682



693,688  
BENEFICIARIES REACHED

221,388 Women  
 54,252 Men  
 226,846 Girls  
 191,202 Boys





## COMMUNITY-BASED PROTECTION



©UNHCR/Homs/Z.Mreyoud 2016

UNHCR increased its support to the community-based activities and worked hand in hand with the affected populations to improve their lives through the following programmes:

### Community Centres

The community centres proved to be an effective tool to access and outreach beneficiaries in the most challenging contexts and assist persons with specific needs while promoting peaceful coexistence, social cohesion and community participation. All interventions of the community centres are de-signed in line with UNHCR's Age, Gender and Diversity Mainstreaming (AGDM) approach. Attention is given in particular to persons with specific needs. Since the beginning of 2016, UNHCR supported the opening of 22 new community centres in cooperation with its partners Al Nada, Tamayouz, The Syria Trust, DRC, GOPA, SSSD, SARC, Namaa, Al Taalouf, Al Birr, Child Care, Aoun and Al Batoul in Damascus, Rural Damascus, Homs, Hama, Lattakia, Tartous, Sweida, Daraa and Hassakeh. PSS activities were fully integrated this year in the community centres through the establishment of case management systems and specialized PSS ORVs as well as an in-kind assistance programme providing assistive devices for persons with disability. Focal points were also trained to initiate the home-base rehabilitation programme that benefited over 400 children with specific needs and their families. **The number of operational community centres reached 52 in ten governorates in Syria against the target of 80 planned for 2016. Through these community centres over 1,000 beneficiaries per month are supported by UNHCR and its partners with a variety of Protection services.**



©UNHCR/Sweida 2016



©UNHCR/Homs/Z.Mreyoud 2016

### Outreach Volunteers

The role of UNHCR volunteers is not limited to reaching the IDP population, but also to support them, ensure their participation, identify their vulnerabilities, advocate for their right to have access to humanitarian services, explore local capacities and provide proper support including care giving to persons with specific needs, information dissemination and awareness. So far in 2016, more than 811 outreach volunteers were recruited in 10 governorates where they received Protection Induction training. **The number of outreach volunteers has reached 1,231 in ten governorates against the target of 2,000 by the end of the year.**

## Community-Based Initiatives (CBIs)

UNHCR Syria recognizes the important role of CBIs as a suitable approach to respond to some of the challenges identified by the affected communities. The communities involved in these initiatives become in charge of designing, managing, implementing and monitoring their own initiatives.

In the first six months of 2016, UNHCR supported a total of 99 CBIs in eight governorates benefiting approximately 25,000 affected individuals in the field of education, health, shelter, child protection, livelihood, child friendly spaces, women empowerment and rehabilitation of places. In addition, seven voluntary youth groups were also supported in three governorates in order to create community-based protection mechanisms by enabling young people to address protection challenges in their communities. Moreover, upon success of the Youth Initiative Fund last year, UNHCR re-launched this project in May this year which was accepted as one of 25 out of 77 offices participating in this global call for proposals. The project aims to rebuild solidarity and social cohesion between displaced and host communities, thus improve their adaptability and resilience affected by the conflict.



©UNHCR/Damascus 2016



©UNHCR/Damascus 2016



©UNHCR/Damascus 2016



©UNHCR/Damascus 2016

### Community-Based Organizations (CBOs)

UNHCR continues to provide grants to qualified local NGOs in the country for implementation of quick impact projects offering assistance to local communities in the field of vocational training, education, PSS and women and children empowerment, with focus on persons with specific needs. So far in 2016, three CBOs are currently under implementation in Aleppo supporting manufacturing and distributing assistive devices for persons with disabilities, a vocational training centre and women support programmes. Two training workshops were also conducted in cooperation with GOPA in Damascus, Rural Damascus and Lattakia.



©UNHCR/GOPA/Tartous2016



©UNHCR/GOPA/Tartous2016

## SELF-RELIANCE/LIVELIHOOD AND EDUCATION

### Vocational Training

UNHCR surpassed its target for the year of 14,000 beneficiaries in the first six months alone for the vocational and life skills trainings organized by UNHCR partners in community centres, collective shelters, private institutes and public vocational schools. The courses included hairdressing, computer, language courses, graphic design, cosmetics, knitting, sewing and painting. **UNHCR also distributed this year 2,000 livelihood kits (carpentry kit, plumber kit, etc.) to IDPs who lost their means of living.**

#### 📍 Sanaa: From Trainee to Trainer in Homs



Sanaa Razzouq is an IDP from Salheya village in Qusair, Rural Homs. She has a degree in literature and is a mother of three girls and a boy. Before the crisis, she was a housewife and she used to knit and do some crochet and tricot for her family as a hobby.

In April 2011 she left Qusair and rented a house, but after her husband was killed in 2015 due to the fighting she could no longer afford the rent and now lives in a borrowed house that she maintains in return for living there.

During the crisis, she started teaching crochet and tricot to the people of her village in order to support her family but when she heard of the UNHCR supported vocational training in Homs, through the SARC brochures distributed throughout the community, she attended the course.

It became very clear that she already had knowledge about crochet and tricot but insisted on gaining more so she would have sufficient experience to make a living from it by training people. Because of her passion for job and the ability to teach others, she is now a trainer on the course in the SARC run community centre and is determined in the future to start her own business in order to better support her family.

### Productive Unit

Productive units are playing an important role in linking displaced, widowed and affected women with the local market after on-the-job training. In 2016 so far, over 283 women were able to find jobs and be active members leading their role within a family.

### Small Start-Up Business Grant

UNHCR through implementing partners have **given over 160 business grants so far in 2016**. These grants were provided to empower the most affected IDPs in Syria following comprehensive business training that tackles market research, project management, feasibility study, drafting business plan and submitting projects.

#### 📍 Qamar Becomes Independent for the First Time



Qamar Darwish is a 25 year-old woman from Tartous who has been working as a hairdresser and beautician for almost five years. One day, through an ORV, she learnt about the UNHCR supported vocational training programme organized by partner GOPA and decided to enroll in the eight-month vocational training course at the professional beauty institute in Tartous. As Qamar was an ambitious person, full of potential, UNHCR supported her financially through a business startup grant. "I can't believe that I'm no longer working for someone and that I managed to rent my own private beauty salon and buy my own equipment and tools. 'Thank you GOPA and UNHCR for your support!' she adds with eyes full of optimism.

### Schools Rehabilitation

In 2015 more than 5,000 schools were out of service in Syria as a result of the protracted crisis making the rehabilitation of schools a top priority. UNHCR participated in the rehabilitation of four schools through its partners since the beginning of the year.

In addition, **supplementary training remedial and catch-up classes benefited over 30,000 primary and secondary students in collective shelters**, public schools and community centres where teachers were trained in coordination with the Ministry of Education on child protection and PSS.



## MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT



Photo Exhibition, UNHCR Representative admiring the art of children with special needs at the "We print a smile with our colours" project.



A total of 236,482 IDPs benefited from the Mental Health and Psychosocial Support Services (MHPSS) embedded in community centres and primary health care services in ten governorates. The activities included; (a) community and family support to 164,056 IDPs, ranging from soft PSS structured recreational activities targeting children, adolescents and mothers to awareness raising sessions and PSS support in education; (b) non-specialized services to 31,779 IDPs were also provided, including case management, group PSS counseling by psychologists; and referral to specialized services by psychotherapists and/or psychiatrists. Assistive medical devices and other in kind assistance were also provided by UNHCR in five governorates to around 40,647 IDPs in need through community centres and primary health care clinics.

## World Autism Day



©UNHCR/Swida 2016



©UNHCR/Tartous 2016

World Autism Day was celebrated in April this year with UNHCR as the lead Protection agency organizing activities throughout Syria to raise awareness about the Autism Spectrum Disorder as well as spreading awareness about integrating autistic children into the community.

UNHCR and its partners organized many different activities including Psychosocial Support (PSS), awareness sessions for parents, training workshops for persons with disabilities, mainstreaming UNHCR vocational training products with a community based NGO dealing with autism, SGBV awareness sessions for mothers of autistic and disabled children focusing on protection from sexual harassment as well as many recreational activities such as painting, sports and playing games. These activities took place in Damascus, Rural Damascus, Homs, Hama, Hassakeh, Daraa, Sweida and Aleppo.

## CORE RELIEF ITEMS CRIs

Core Relief Items (CRIs) also known as Non Food items (NFIs) are items other than food used in humanitarian contexts, when providing assistance to those affected by natural disasters or war. When people are displaced due to conflict they become vulnerable, often fleeing and losing everything, including their homes and supportive social networks. In addition due to the cyclical nature of displacement in Syria the loss of NFIs means that the affected population often need repeated assistance. Thus distributed items often need to be replaced because they have been lost, damaged, have exceeded their life-span or were left behind during displacement. UNHCR contributes to the physical and psychological health of displaced populations through the provision of Core Relief Items (CRIs) which assist maintaining their dignity and providing for some of their basic needs. In Syria, UNHCR's CRI kits include essential household items such as mattresses, blankets, plastic sheets, containers for water, cooking utensils and hygiene kits. In addition, UNHCR and its partners can add other items to the kits during times of extra hardship, such as rechargeable fans in very hot summers and portable heaters and winter clothes during the harsh winters in Syria.

To fulfil the growing needs of the displaced throughout Syria who often flee their homes with nothing but the clothes on their backs and ensure that UNHCR distributes lifesaving CRIs to as many of the 6.5 million IDPs as possible, UNHCR runs a huge supply chain operation involving forecasting, planning, and budgeting to local, regional or even global procurement. UNHCR also tries to support the local economy and source and procure some CRIs in Syria, such as sleeping bags sourced, manufactured and distributed in Aleppo. However, despite this, many goods remain unavailable because of limited production capacity due to the crisis.

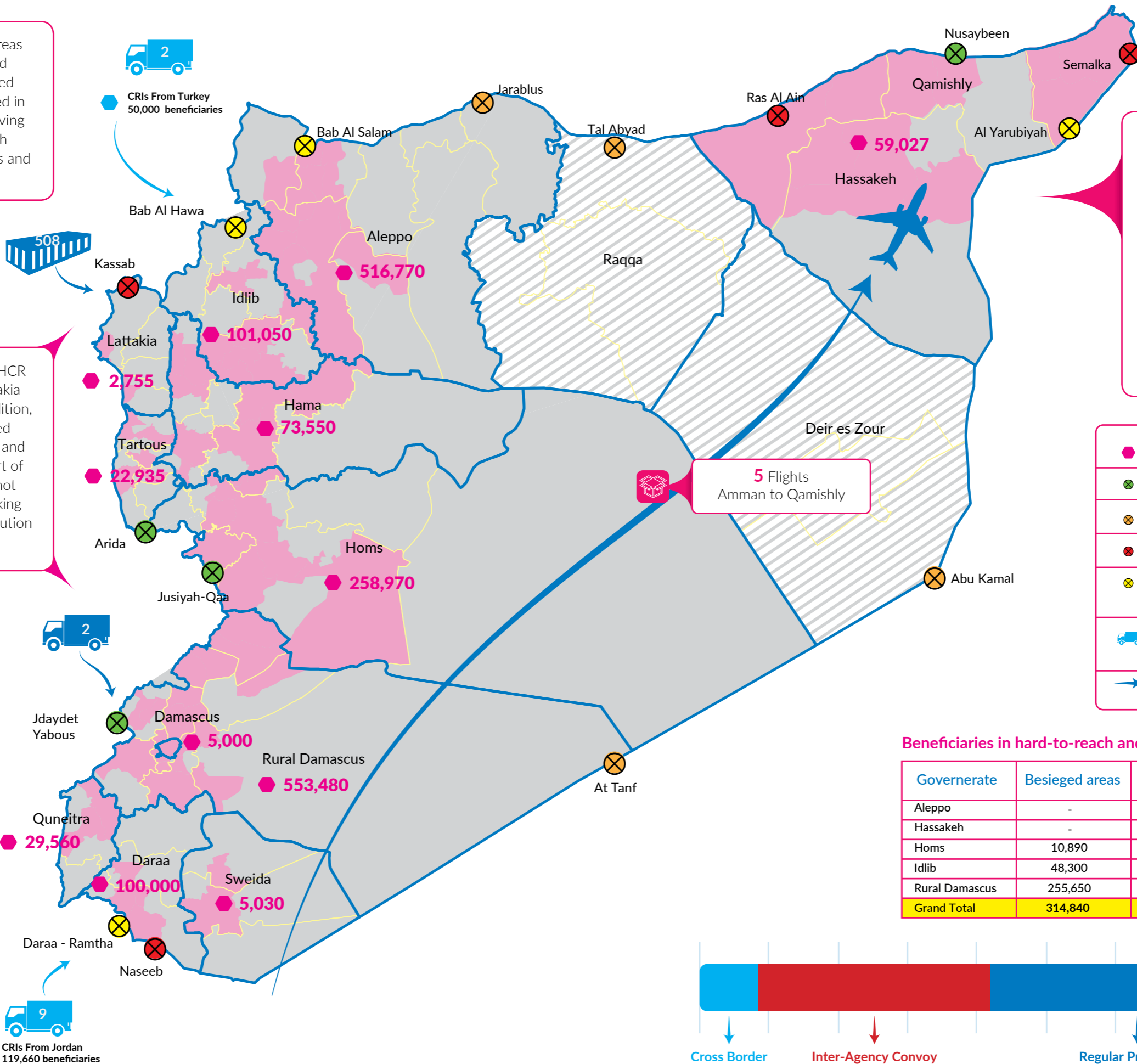
**SO FAR IN 2016 UNHCR IN SYRIA REACHED 1,728,127  
VULNERABLE PEOPLE WITH MORE THAN  
2,576,409 CORE RELIEF ITEMS**



©UNHCR/Rural Damascus/B.Diab 2016



UNHCR reached 33 hard-to-reach areas in Aleppo, Homs, Hassakeh, Idlib and Rural Damascus, including 12 besieged areas. These cross line missions resulted in 708,726 vulnerable beneficiaries receiving CRIs. The access was gained through UNHCR missions, inter-agency missions and regular programmes



From 01 January to 30 June 2016, UNHCR imported 508 containers through Lattakia port containing CRIs and vehicles. In addition, two trucks from UNHCR have entered Syria through Lebanon with generators and ICT items. These were organized as part of UNHCR regular programmes and do not include the cross border operations taking place pursuant to Security Council Resolution 2165

With the closure of the Nusaybeen crossing with Turkey due to insecurity and the inaccessibility of the Hassakeh governorate by road UNHCR emergency stocks there were dangerously low. As a result UNHCR has carried out humanitarian airlifts from both Damascus and Amman to Qamishly carrying hundreds of tons of aid for nearly 60,000 individuals

	CRI Beneficiaries
	Opened Crossing Point
	Semi-Open Crossing Point
	Closed Crossing Point
	Border-Crossing as per UNSCR 2165
	Cross Border Movements pursuant to UNSCR 2165
	Coming-in CRIs



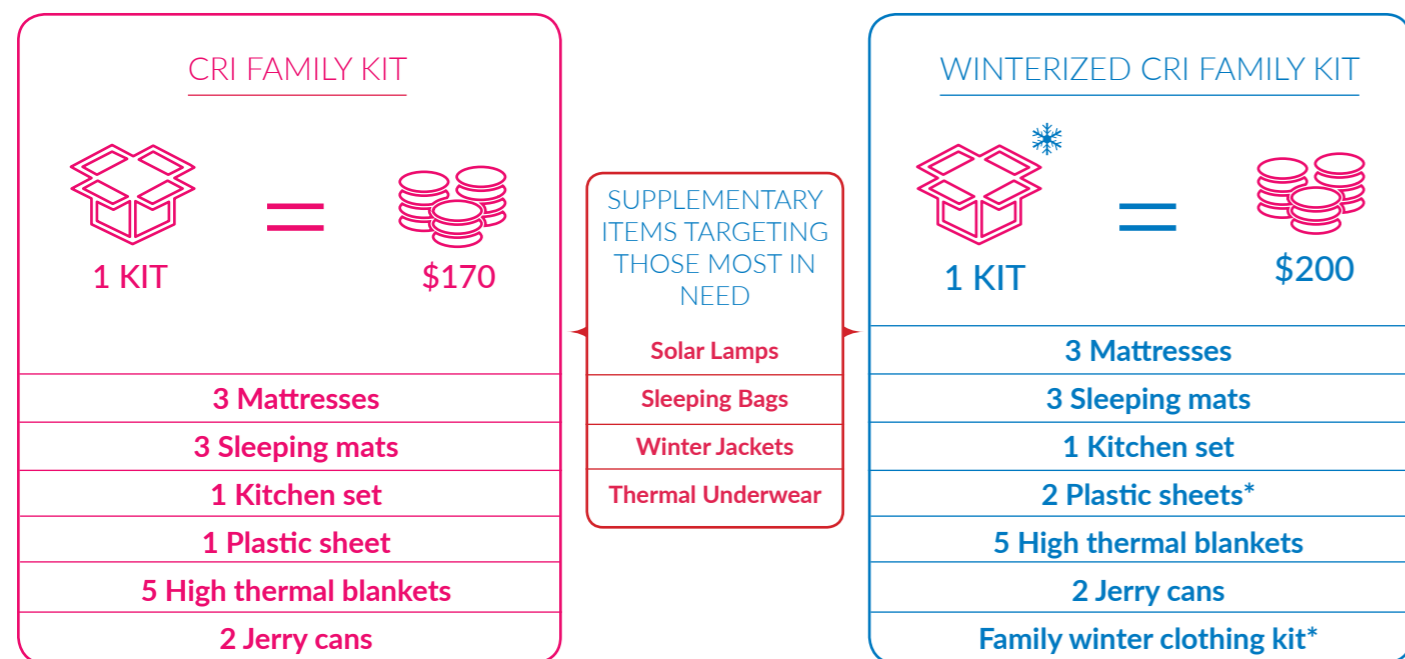
Through UNHCR Syria **1,728,127 individuals** were assisted with CRIs

**Beneficiaries in hard-to-reach and besieged areas**

Governorate	Besieged areas	Hard-to-reach areas	Grand Total
Aleppo	-	67,040	67,040
Hassakeh	-	6,736	6,736
Homs	10,890	173,330	184,220
Idlib	48,300	-	48,300
Rural Damascus	255,650	146,780	402,430
<b>Grand Total</b>	<b>314,840</b>	<b>393,886</b>	<b>708,726</b>



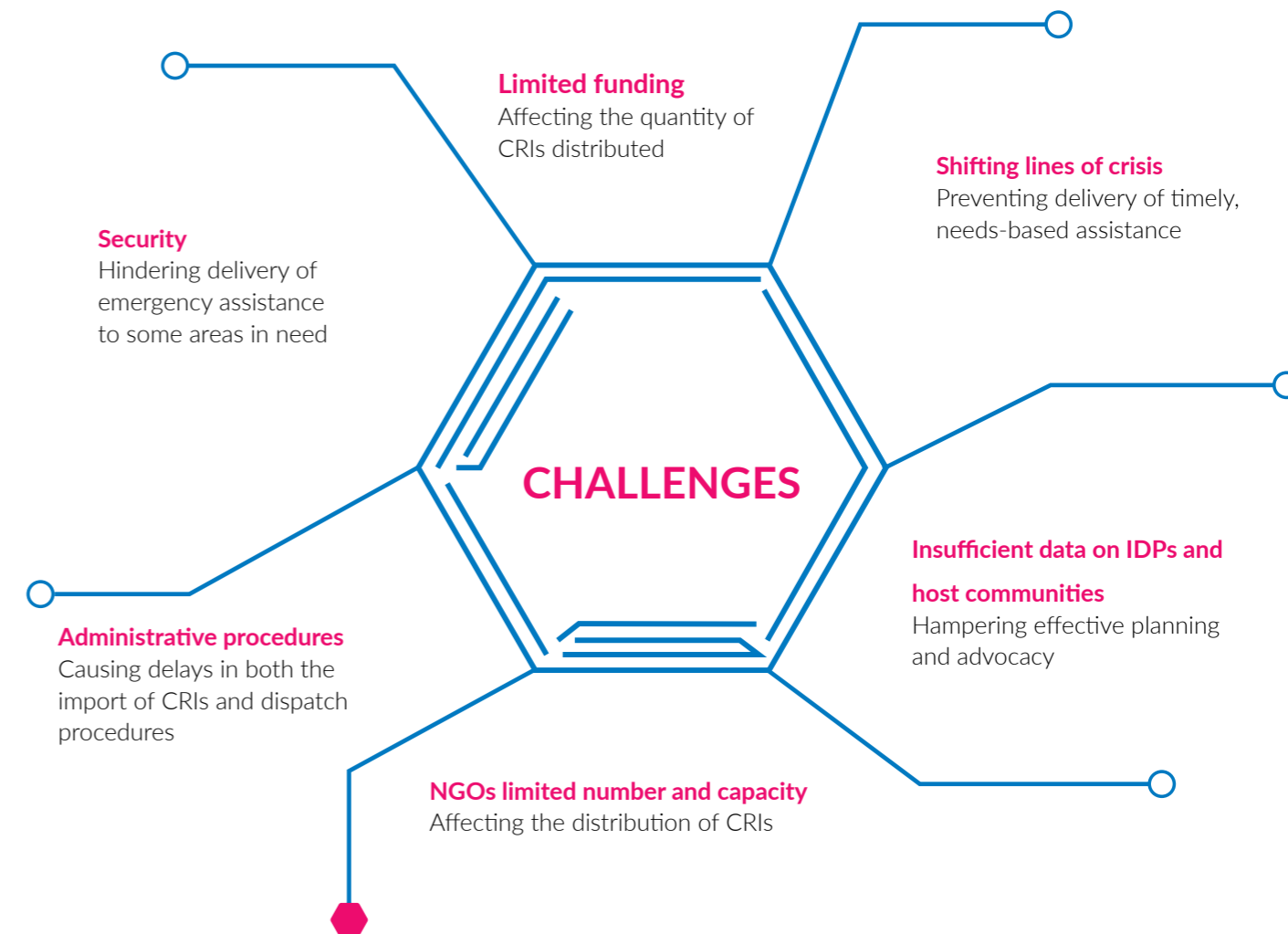
## CRI KITS



Security Council resolution 2165, passed on the 14 July 2014 asserts that United Nations agencies and humanitarian partners could, with notification to the Syrian authorities, use the border crossings at Bab Al Salam, Bab Al Hawa (Turkey), Al Yarubiyah (Iraq) and Al Ramtha (Jordan) in addition to those already in use, 'to ensure that assistance, including medical and surgical supplies, reached people in need throughout Syria through the most direct routes'. This builds on an earlier resolution UNSC 2139 that came into place on 22 February 2014 which demanded that all parties put an end to all forms of violence and attacks against civilians and facilitate the expansion of humanitarian relief operations. In addition, Security Council resolution 2191 was adopted unanimously on 17 December 2014 and extended through UNSC resolution 2258 on 22 December 2015 confirmed that United Nations agencies and humanitarian partners could continue with notification to the Syrian authorities, to use these crossings until 10 January 2017.

These Security Council Resolutions are important tools in recalling the obligations of all parties under International Humanitarian Law and International Human Rights Law and provides leverage to negotiate safe and unhindered access to the growing number of internally displaced people and civilians in besieged and hard-to-reach areas. Core principles of International Humanitarian Law and International Human Rights Law underpin humanitarian action, including cross-line and cross-border operations, to ensure continued neutrality, impartiality and independence.

So Far in 2016 a total of 11 cross-border convoys took place: 2 through the Bab Al Hawa crossing in Turkey and 9 through Al Ramtha crossing in Jordan. These missions provided CRIs for 169,660 individuals in the Daraa, Quneitra, Hama, Idlib and Aleppo governorates.



## WINTERIZATION

The winter conditions in Syria are very harsh with temperatures often falling as low as minus 13 degrees centigrade in many areas throughout the country causing great suffering to many Syrians, especially in contested and hard-to-reach areas. In March 2016, the UNHCR 2015 / 2016 Winterization Programme with a prioritized target of 750,000 people concluded, surpassing its target by 64%, **reaching 1,155,010 individuals with 1,258,540 winter items.**

The standard winterized kit was composed of winter clothes, high thermal blankets and plastic sheets. The programme prioritized newly displaced individuals, people in hard-to-reach areas, people with specific needs and vulnerabilities, such as unaccompanied minors or elders, single women as well as people with disability, mental health problems or serious medical conditions and chronic diseases.

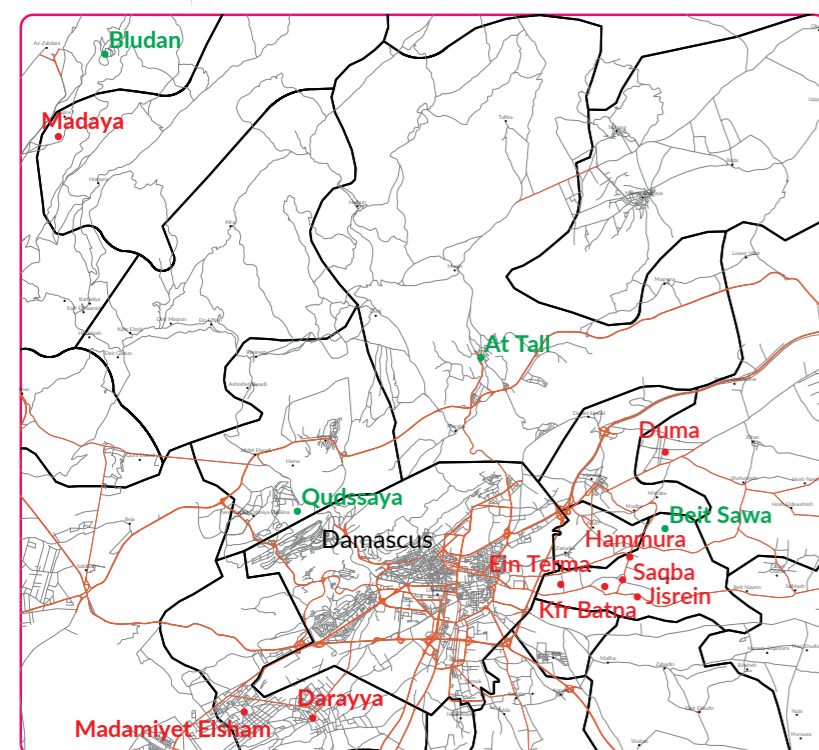
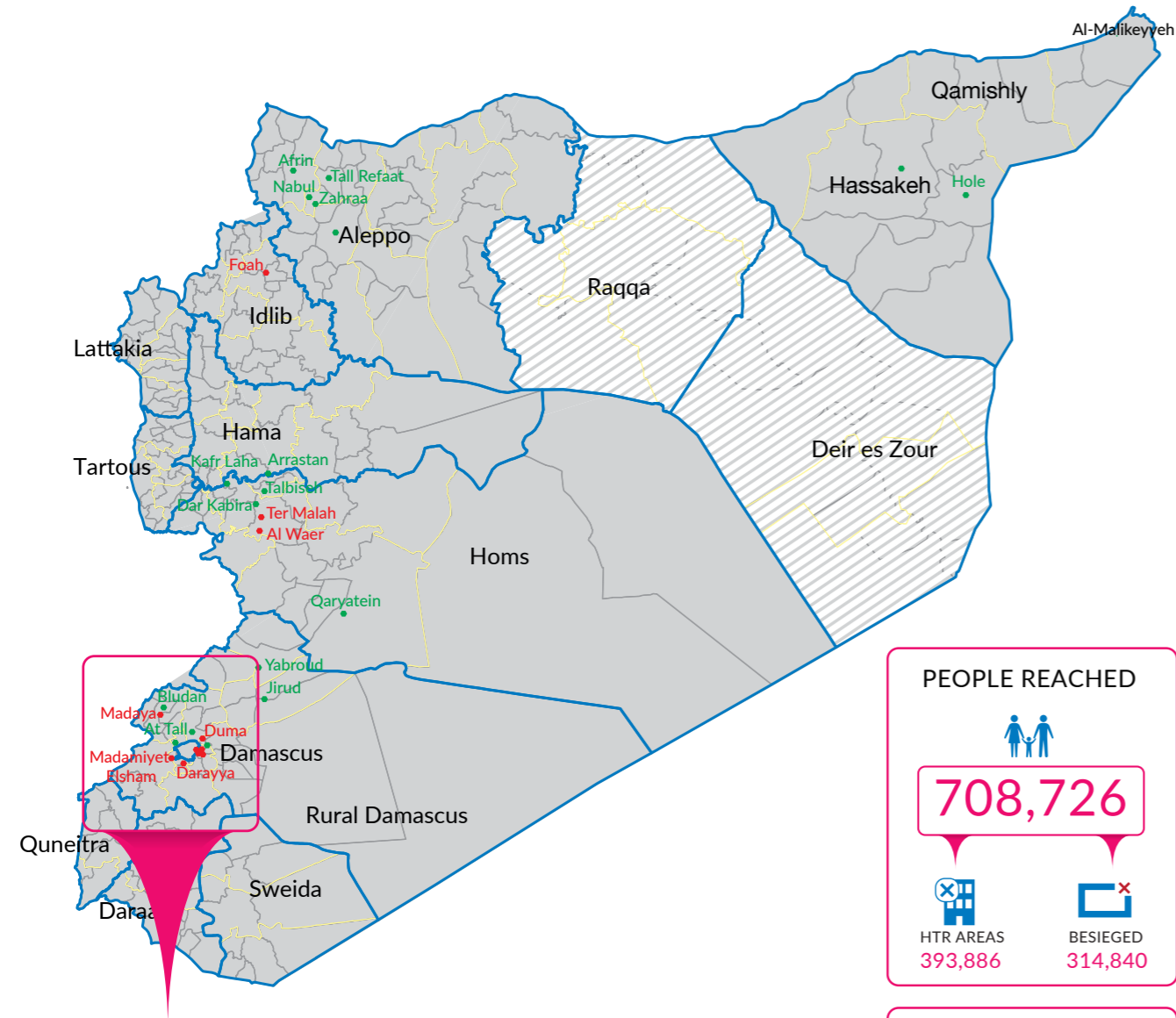
In addition, in Aleppo a supplementary winter package was agreed upon to cover 20,000 individuals residing in skeleton and unfinished buildings with sleeping bags which were sourced and manufactured locally as well as shelter kits consisting of timber, plywood and a tool kit which enabled the residents to reinforce and adjust their shelters to changing climate conditions. Shelter Sector partners assisted with the distribution of the kits and provided technical support on its usage.

## Winter Approaches Again

Winter is again coming and UNHCR is already planning for the procurement, delivery and distribution of more winterization kits. However, all this takes money and with a substantial shortfall in funding, if present trends continue, many people will not get blankets or warm clothes, and without these the vulnerable are more at risk of serious harm or even death. UNHCR's preparation for the upcoming winter is ongoing with a target for 2016 / 2017 of one million people and as such is appealing to donors to help in order to alleviate suffering and save lives of the most vulnerable people in Syria.



# SUPPORT TO HARD-TO-REACH AND BESIEGED AREAS



# SHELTER



## THE PROVISION OF EMERGENCY SHELTER RESPONSE

This response includes re-upgrade and rehabilitation of public and private collective shelters, distribution and installation of shelter kits as well as the upgrade and replacement of tents in tented settlements. To date, UNHCR has reached a total of 32,452 individuals covering eight governorates.

One example of this intervention, was the distribution and installation of 4,000 shelter kits in Aleppo which was completed at the end of May benefiting 18,328 individuals, particularly persons with special needs such as female headed households, the elderly and the disabled.

Following the positive impact of the shelter kits' project on the ability of IDPs to secure and improve shelters in Aleppo, UNHCR is planning to extend this intervention to other areas such as Rural Damsacus, Homs and Sweida. Therefore, additional 6,500 kits have been planned for the second half of 2016.



## THE PROVISION OF LONG TERM, SUSTAINABLE AND PERMANENT SHELTER RESPONSE

So far in 2016, UNHCR in coordination with partners completed the guidelines for the Owner-Oriented Shelter Support response which enabled implementation of various interventions to support the return of IDPs to their original homes.

2,365 beneficiaries, mainly returnees to the old city of Homs, have been supported with enhancements and repairs on their properties in order to facilitate their return back home. There is a growing demand for this response due to the increasing numbers of IDPs returning to their premises, and this, coupled with the vision of UNHCR to continue with a more sustainable approach toward shelter has led to the expansion of the project in other governorates, as well as the increase in the response in Homs old city for the rest of 2016.



©UNHCR/Homs 2016

## FERHAN: A BITTERSWEET RETURN TO HIS HOME IN THE OLD CITY OF HOMS



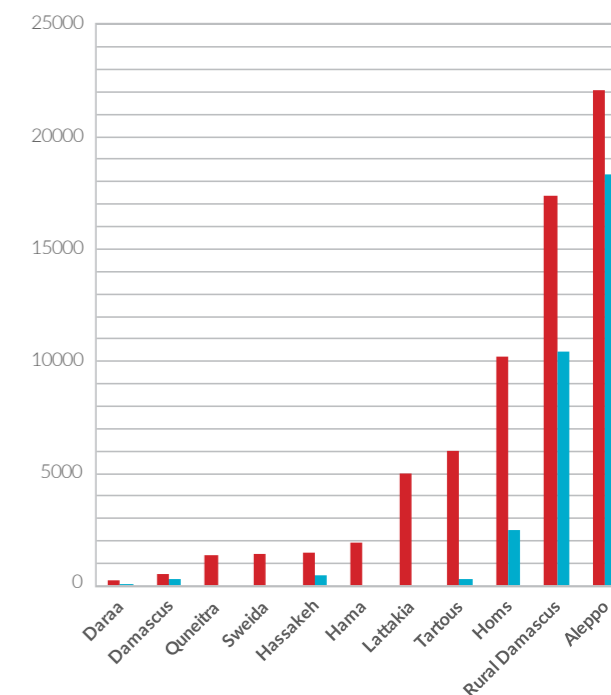
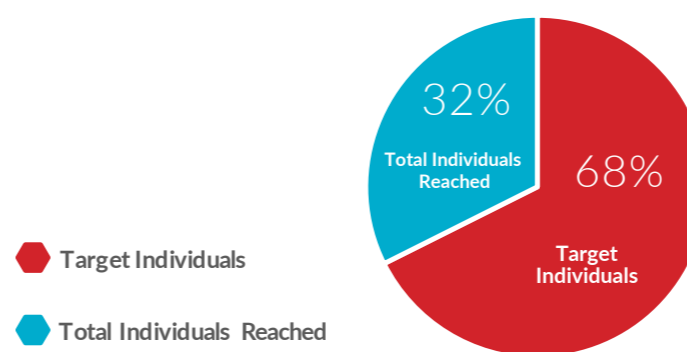
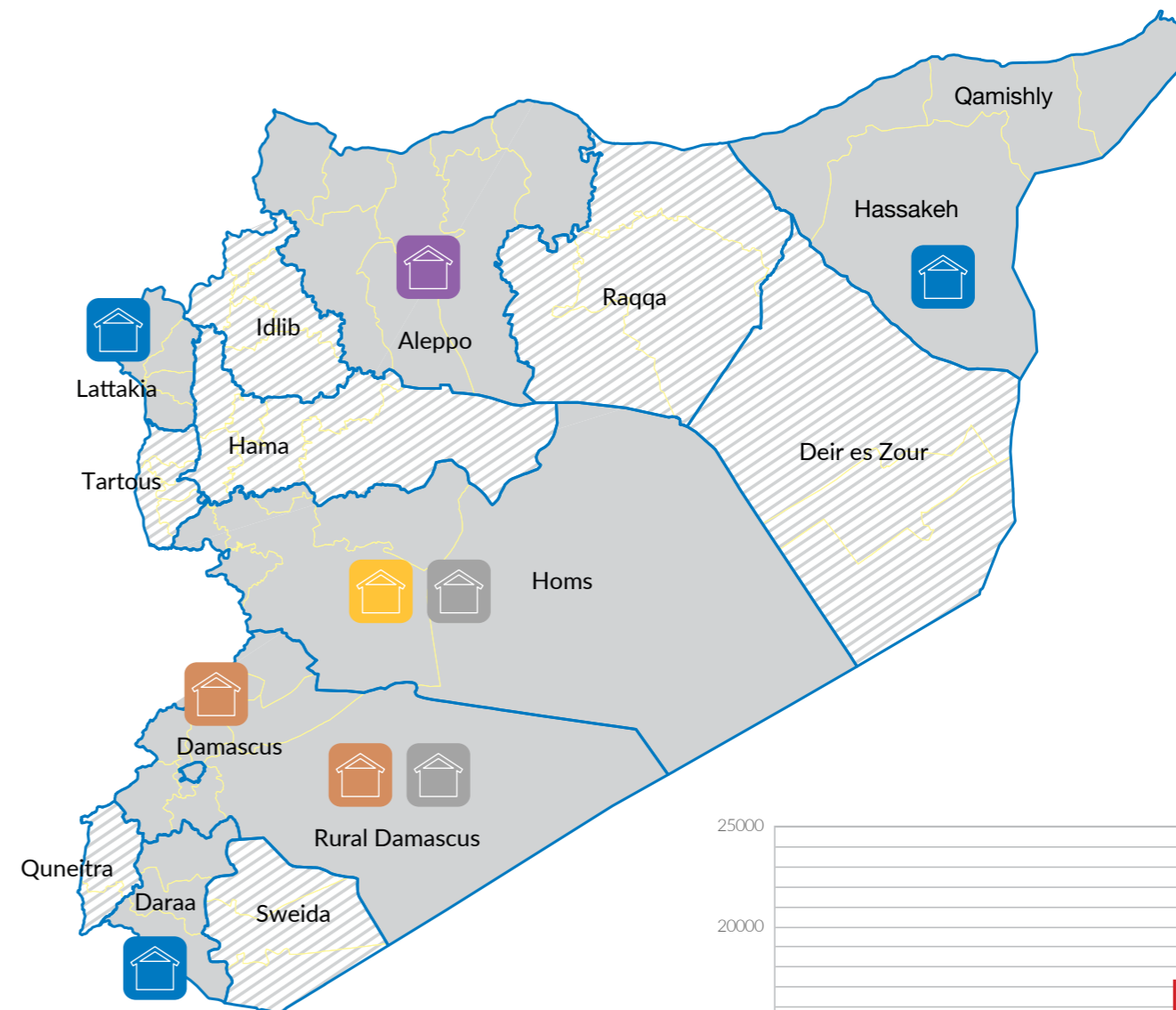
©UNHCR/Homs/Z.Mreyoud 2016



Farhan and his young daughter

©UNHCR/Homs/Z.Mreyoud 2016

'This is where the mortar landed' Ferhan tells us as we stand together on the impact site in the courtyard of his home in Homs old city. In 2012 his wife and baby son were sitting there when a mortar landed on them killing them instantly and injuring him. Displaced, he and his four daughters then had to stay in a shelter in Homs city for the next four years. However, in June 2016 because of a UNHCR funded rehabilitation project implemented by partner Al Birr targeting homeowners to return to their houses, Ferhan and his daughters finally returned home. The cleanup of the area, new windows and doors installed and electricity and plumbing works were just some of the work carried out to ensure comfort for him and his daughters. 'It is tough for me to stand here sometimes because of the memory of my wife and son, however, for sure, my daughters and me are better off and happier here in our own home' he says. 'My priority now is to raise my daughters and keep them safe, thank you Al Birr and thank you UNHCR for all your help'.



Activity	Target Individuals	Total Individuals Reached
Collective Shelter Rehabilitation	3,588	850
Re-Upgrade of Collective Shelters	6,377	1,134
Owner-Oriented Shelter Support	11,050	2,365
Private Shelter Upgrade	16,820	9,775
Establishment & Support to O&M Units	9,900	0
Provision of Emergency Shelter Kits	20,000	18,328
<b>Grand Total</b>	<b>67,735</b>	<b>32,452</b>

The conditions that characterized forced displacement in Syria has impacted hugely on the health and well-being of individuals and communities. Conflict and displacement combined with the lack of access to adequate shelter, sanitation, food and safe water have undermined people's ability to prevent and respond to health-related risks in their environment. After six years of continuous conflict in Syria, healthcare services have deteriorated dramatically due to damaged health facilities, power outages as well as shortages of lifesaving medicines, medical supplies, qualified healthcare professionals, specialized medical staff, skilled-birth attendants, ambulances, equipment and medical supplies which all led to an increased number of preventable deaths. The number of people seeking mental health care is also increasing especially those exposed to violence, loss of, or separation from, family members and friends and who have become eventually prone to post-traumatic stress disorders, psychosomatic illness, depression and anxiety.

In the first half of 2016, UNHCR continued to support primary health care services and emergency life-saving medical and surgical interventions to respond to the population's health needs through its implementing partners including SARC, Hama Social Care and the Al Taalouf charity association as well as national authorities, national associations and international partners to reduce suffering and minimize mortality rate in Syria.

## TECHNOLOGY HELPING PATIENTS IN HAMA

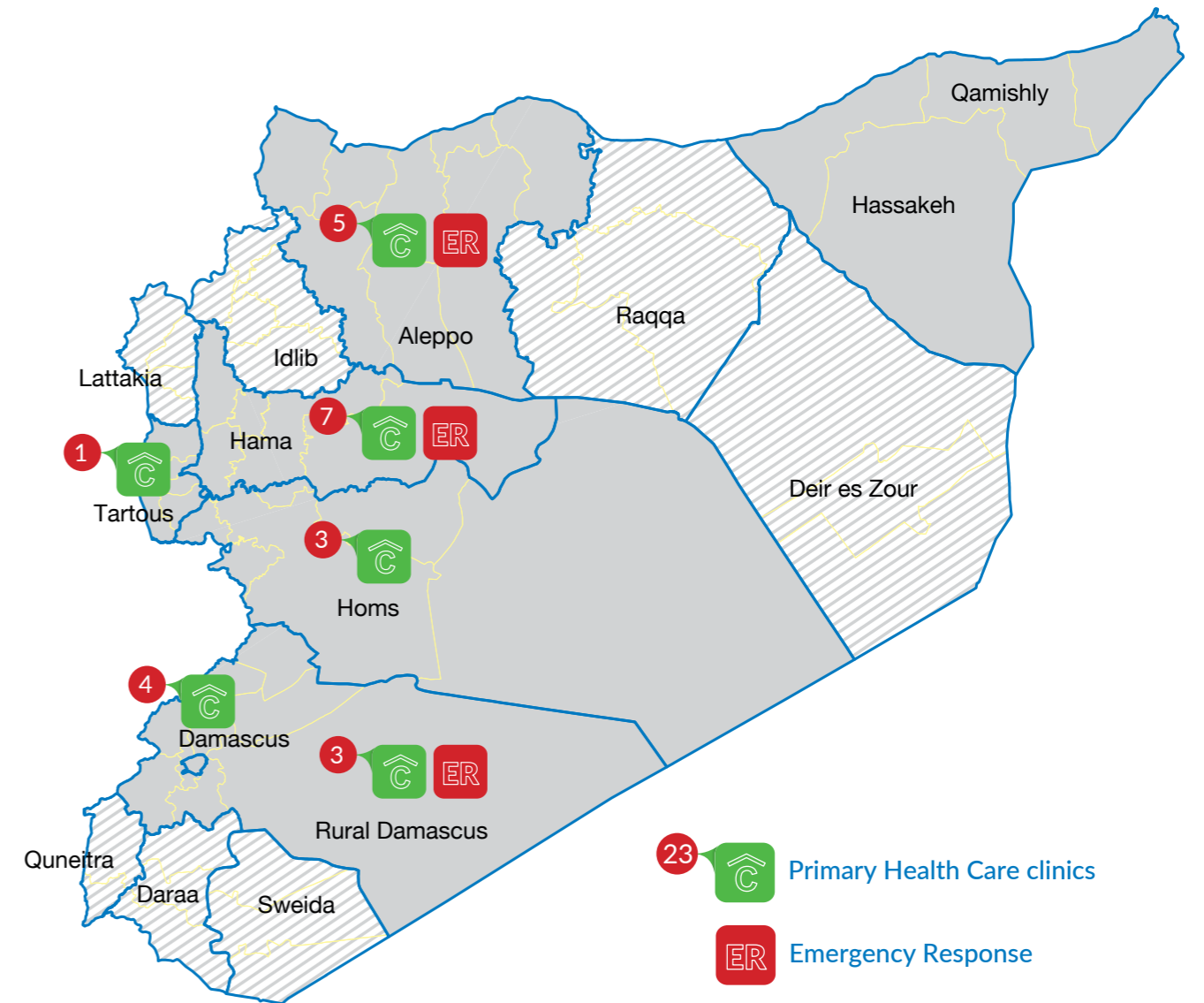


Barcode technology has been around for years. We see it in shops and supermarkets. But in the UNHCR supported Primary Healthcare clinics in Hama run by partner the Social Care Society, it is now being used in an innovative way in their pharmacy. All drugs and medicines that enter the clinic are given an individual barcode which is linked to the drug, its date of arrival, expiry date. When prescribed this barcode is then scanned and linked to the patient's file in order to keep up to date and accurate information to ensure accurate and efficient care. This system ensures that the beneficiary receives the right amount of medicine, avoids over or under prescribing, ensures a record of medication is available to the doctors there when consulting with patients as well as ensuring accountability to donors.

The seven health centres in Hama have seen a massive increase in patients over the past three years due to huge amounts of IDPs from Aleppo, Idlib, Raqqa and Deir es Zour, going from 12,500 beneficiaries in 2014 to nearly 100,000 in the 2016.

## UNHCR RESPONSE

UNHCR approach to health aims mainly to protect affected communities from risks to their health and well-being. Therefore, UNHCR provides free access mainly to Primary Health Care (PHC) as most affected communities cannot afford paying for health care and medication. So far in 2016, 322,527 individuals benefited from the following UNHCR health services:



- 1 **Outreach services**  
Many IDPs are unable to access available health care services due to insecure environments, long distances, and lack of affordable transport, disability or fear of stigmatization. Through its outreach volunteers, UNHCR conducts regular checks on the well-being of affected individuals who are housed in their communities.
- 2 **Medicines**  
In January, two international shipments of medicines procured by UNHCR and valued at over US\$740,000 reached Syria and were donated to UNHCR implementing partner SARC. Both refugees and IDPs benefited from these essential medicines through SARC clinics around the country.

- 3 **Primary Health Care (PHC) Clinics**  
UNHCR supported 23 primary health clinics in six governorates: Damascus, Rural Damascus, Hassakeh, Aleppo, Homs and Hama. Since the beginning of the year, 322,527 individuals benefited from the PHC services.
- 4 **Mental Health and Psychosocial Support (MHPSS)**  
MHPSS services were provided in cooperation with UNHCR partners and SARC and integrated in community centres and many UNHCR supported clinics.
- 5 **Emergency Referral**  
UNHCR provided the support to life-saving medical and surgical interventions through its partners in Damascus, Aleppo and Hama. Around 2,071 individuals benefited from emergency interventions.



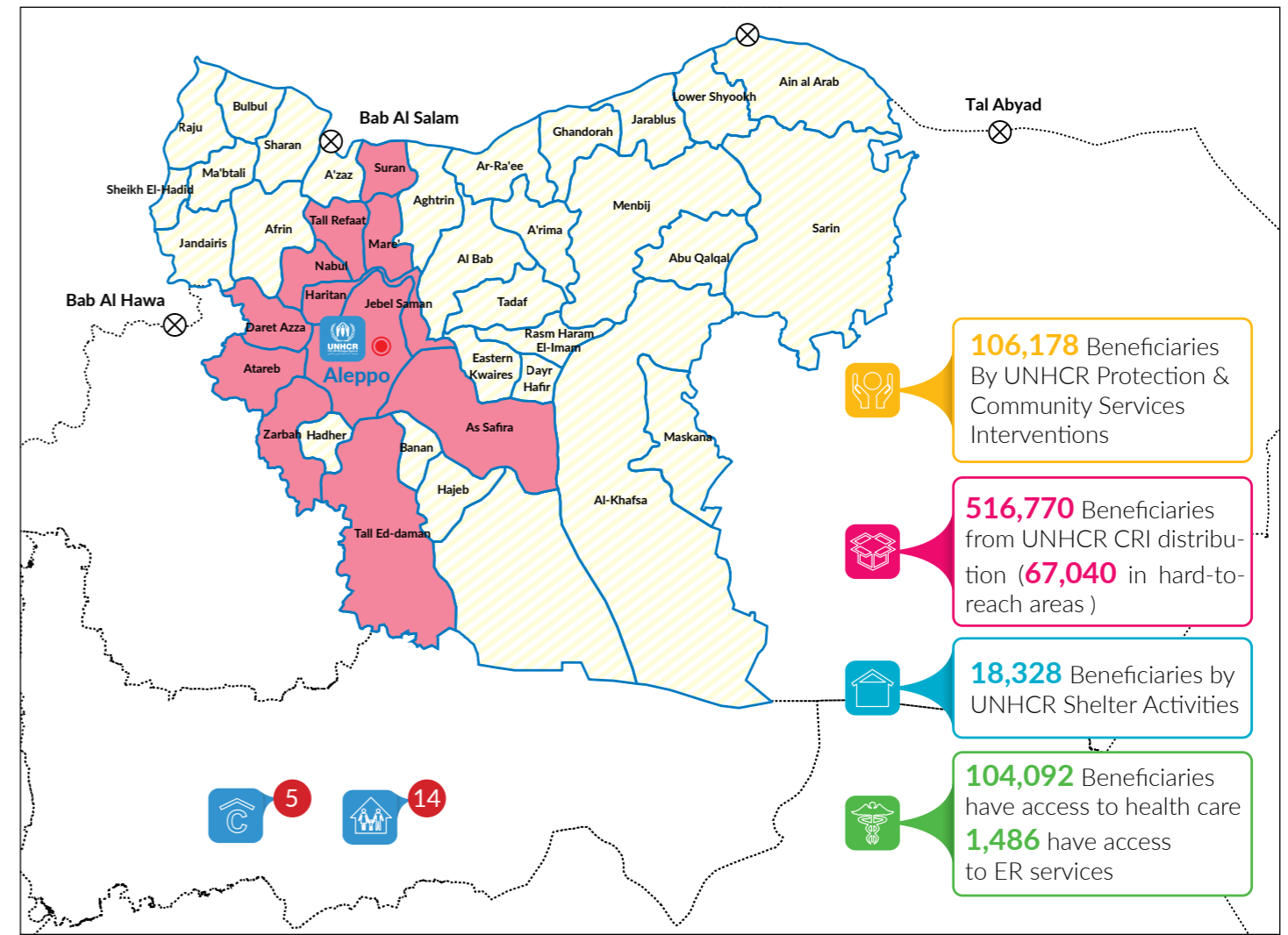


# ALEPPO

## COVERING THE NORTHWEST OF SYRIA

In the first six months of 2016 UNHCR FO Aleppo have:

- Assisted more than 6,000 IDPs, in coordination with its partner Al Taalouf with legal services.
- Facilitated training courses on Child Protection Case Management, Community Based Child Protection and Basic Child Protection for 115 trainees from UNHCR, partner organizations, local NGOs and governmental entities of Department of Social Affairs and the Department of Education.
- Expanded livelihood activities through partners Namaa and The Syria Trust providing vocational training to nearly 6,000 beneficiaries and livelihood tool kits for 630 new businesses (hairdressing, sewing, carpentry, etc).
- Opened nine new community centres, seven with Al Taalouf, one with SARC and one with The Syria Trust.
- Provided 134,494 beneficiaries with primary health care including radiology, laboratory services through UNHCR partners Al Taalouf and SARC in four health facilities. In addition 369 patients benefited from surgeries in the UNHCR supported Al Taalouf hospital.
- Increased deliveries to hard-to-reach areas in Aleppo significantly with 79,540 individuals/15,908 families in various areas such as Nubul, Zahraa, Orem, Afrin, Tal Refaat and Shiekh Maqsoud supported with CRIs. In total so far this year, UNHCR Aleppo field office reached nearly half a million IDPs through out the governorate with CRIs.
- Focused on the installation of 4,000 much needed shelter kits in substandard shelters.
- New community-based initiatives and small scale interventions were completed jointly with SARC benefiting 20,979 individuals/4,070 IDPs families.



### UNHCR Shelter Kits a Huge Success in Aleppo



Due to very harsh winter conditions it was decided to provide supplementary assistance in the form of a Shelter kit to cover 20,000 individuals residing in 100 skeleton buildings, pending more durable shelter interventions. The package consisting of timber, plywood and a tool kit which enabled the residents of the skeleton buildings to reinforce and adjust their shelters to changing climate conditions. So far in 2016 over 18,000 people previously living in terrible, cold and damp conditions in unfinished buildings have benefited from the shelter kits.

#### Shelter Kits: A Guide for Beginners

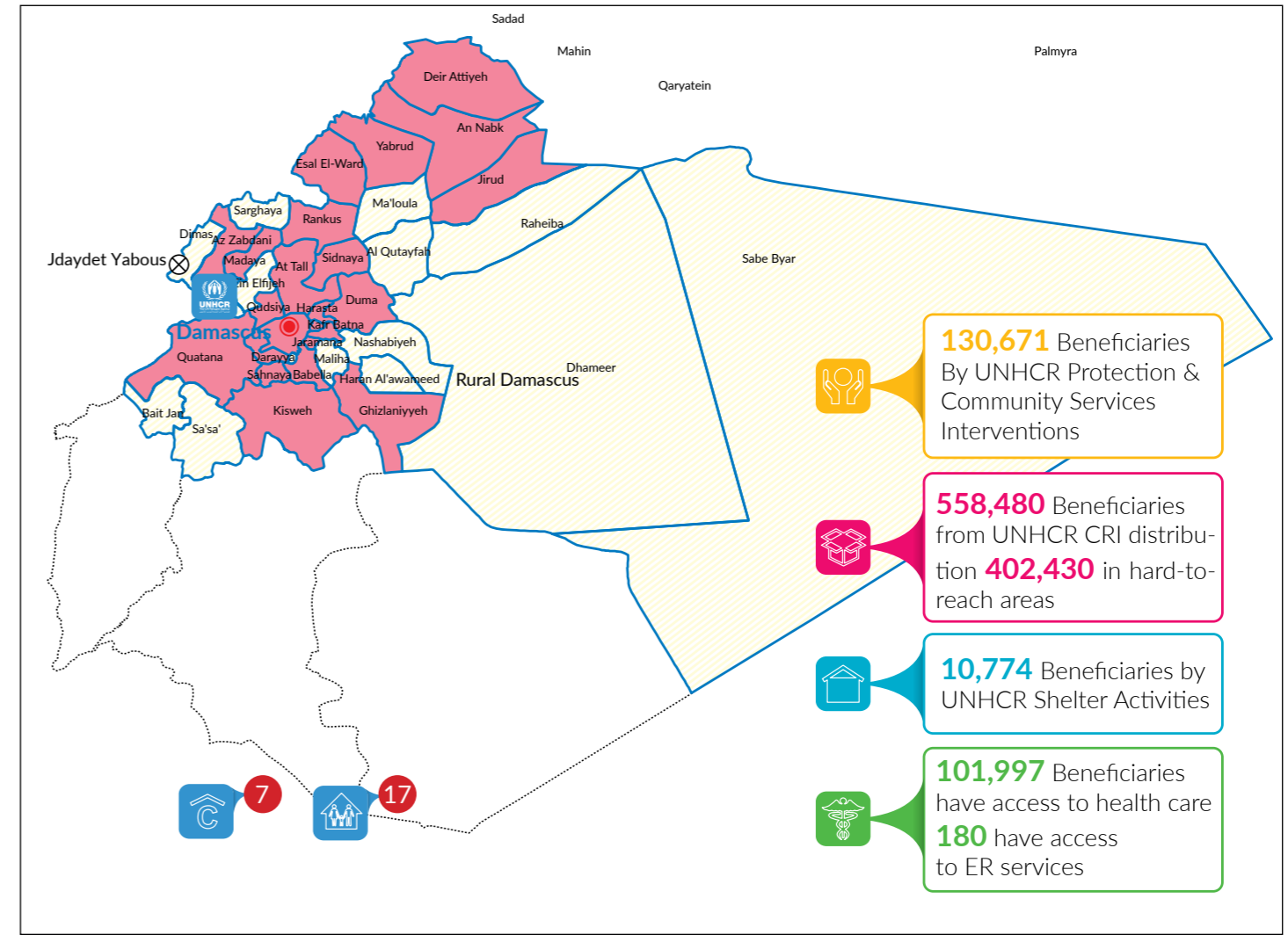
- Scanning done by ORVs for the families in the unfinished buildings, the kits then transported to the work locations.
- Once the project supervisors take stock of the needs in each room, the needed items are brought to the apartment in the unfinished building.
- The workers then prepare the needed tools and materials to start the work such as ensuring the temporary electrical generators are operating, cutting the plastic sheets etc, and the carpenters cut the wood and medium density fireboard (MDF) sheeting to size.
- With the assistance of other workers and beneficiaries they fix the plastic sheets on the wooden frames.
- After that, the carpenters place the wooden frames on each wall by using drills and concrete nails.
- The MDF sheets are fixed from inside to provide isolation and protection, and the doors are then hung and lock and handles installed. The remaining small openings between walls and wooden frames are then filled using spraying foam.
- The finished shelter is private, safe and protected then handed over to the family, normally with great excitement.



## COVERING THE CAPITAL AND SURROUNDINGS

In the first six months of 2016 UNHCR Damascus have:

- Reached Al Mleha in Rural Damascus which had not been reached since the beginning of 2013, with hygiene kits, blankets, plastic sheets, kitchen sets, sleeping mats and baby diapers.
- Dispatched CRIs for 10,000 IDPs residing in 60 skeleton buildings in Jaramanah, Rural Damascus,
- Facilitated, with its partner SARC, a cleaning campaign in the shelter located in Adra City in Rural Damascus and distributed CRIs for 5,000 people and winter clothing to the IDPs there.
- Established with its partner SARC, four collective shelters in Mneen city to assist families returning after their displacement due to fighting in March. In addition UNHCR dispatched CRI kits for 2,500 of the returnees.
- Responded to the needs of IDPs living in skeleton buildings in Maraaba city in Rural Damascus through the dispatch of CRIs for 8,500 individuals.
- Assisted with CRIs, 1,973 IDPs relocated by the Government from the Sweida governorate to Herjallah village in Rural Damascus. These IDPs from the Eastern Governorates came across the desert were found at the borders between Syria and Jordan before being relocated..
- Succeeded, after lengthy negotiations, in achieving a ground level agreement with authorities for access through SARC to hard-to-reach areas such as Esal Al Ward, Sarkha, Al Jobeh and Ras Al Maarah in the Yabroud district in Rural Damascus. UNHCR provided 18,000 blankets, 3,600 plastic sheets and 881 hygiene kits as well coordinated with UNICEF and WFP to deliver food and winter kits.
- Dispatched CRIs for 12,500 internally displaced people to the hard-to-reach Al Tal city in Rural Damascus.



## Solar Lamps Enhancing Protection in Qudssaya



Mohammed, his wife, parents and five children fled the fighting in East Ghouta in 2012 and settled in Qudssaya, Rural Damascus. In trying to improve their situation he studies in the university of Damascus as well as working as a peddler. After a recent mission to Qudssaya, the family told UNHCR that they found the CRIs distributed by UNHCR items to extremely good quality and very useful. They mentioned the solar lamp as their favorite saying it was now an indispensable item, due to frequent electricity cuts. The family use the solar lamp most of the time to charge their phones and at night it allows the children to continue studying and doing their homework into the night.



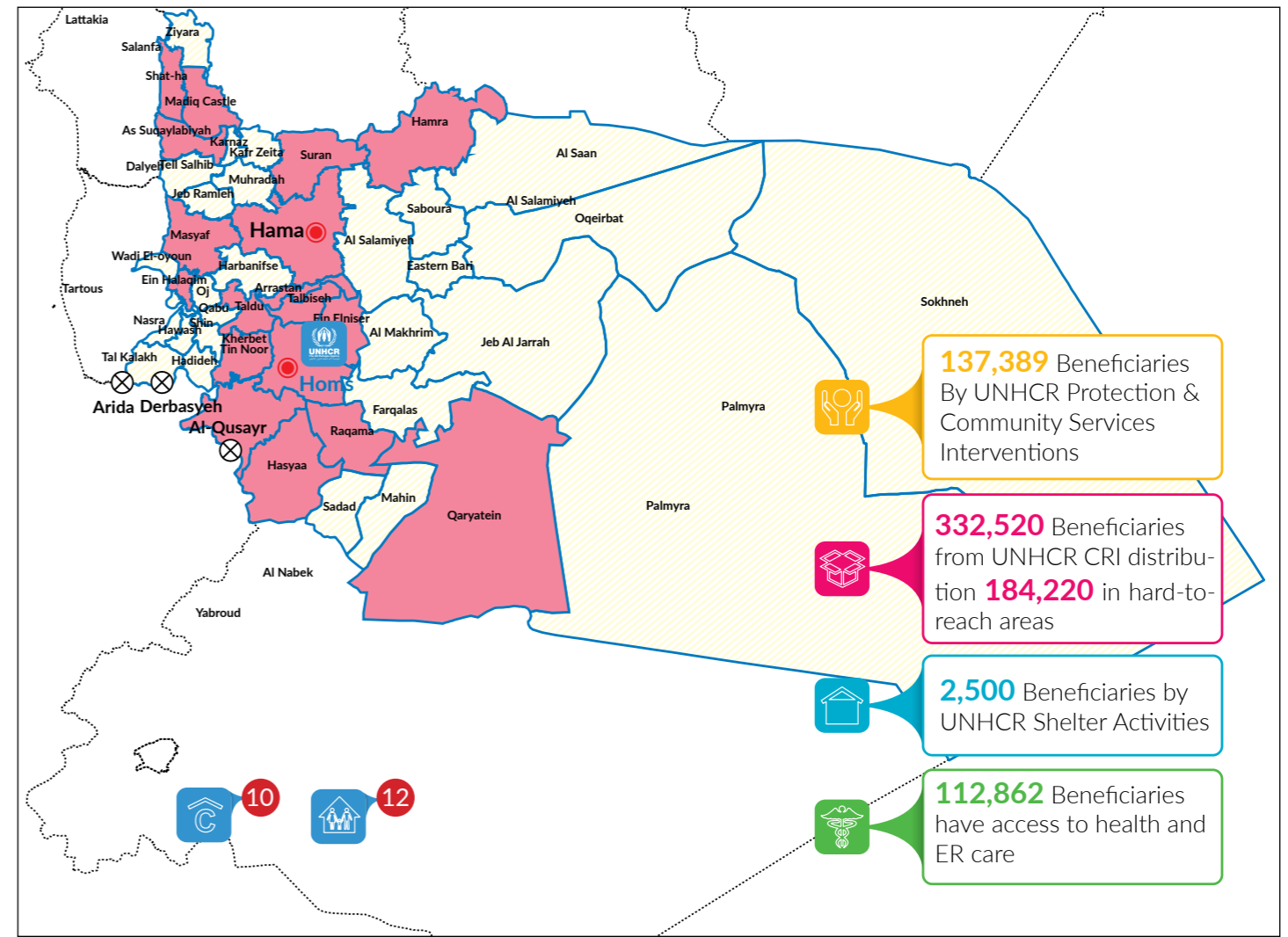
# HOMS

©UNHCR/Hama/Z.Mreyoud 2016

## COVERING CENTRAL SYRIA

In the first six months of 2016 UNHCR FO Homs have:

- Participated in 15 inter-agency missions, benefiting 226,000 individuals who reside in hard-to-reach and besieged areas. Assistance included adult and baby diapers, sanitary napkins, hygiene kits, jerry cans, education kits, plastic sheets, solar lamps, blankets and winter clothing.
- Launched the new modality of training entitled 'operational PSS' for MHPSS focal points. The training aimed at covering gaps and the training needs of staff and partners as well as building their capacity to better support PoCs.
- Established, in coordination with partners, six new community centres in Homs and Hama providing services such as vocational training, counselling, PSS, educational remedial classes, CBIs and child friendly spaces.
- Began the distribution of livelihood kits and solar lamps in addition to other CRIs, dispatching to the Homs and Hama governorates during June, solar lamps benefiting over 10,000 people and livelihood kits benefiting 423 plumbers and carpenters who had lost their tools during displacement.
- Covered 102 shelters in the Homs and Hama governorates benefiting 2,456 families who also received UNHCR CRIs distributed on a regular basis.
- Rehabilitated through its partners Aoun, Al Birr and Child Care, 300 apartments in the Old City of Homs to encourage displaced people to return to their homes.
- Established in February, after discussions with the government authorities, the protection working group. UNHCR, as protection sector lead, implemented a number of activities such as an SGBV referral pathway in coordination with UNFPA, as well as providing training on both protection and child protection to governmental entities and implementing partners providing protection services



### Um Hani and her Delicious Sweets



Making delusions sweets

©UNHCR/Hama/Z.Mreyoud 2016



UNHCR team buying the shop

©UNHCR/Hama/Z.Mreyoud 2016

During a follow up visit to Um Hani in her sweet factory in Homs the smells were intoxicating as was the welcome the UNHCR team received. Um Hani has opened this business with a livelihoods grant from UNHCR and has built up a significant local customer base with a number of shops in Homs selling her sweets as well as regular local customers who call to her bakery to buy the sweets when they are still hot. UNHCR provided a grant for the cooking equipment, fridge and raw materials as well as three months' rent for the premises. Um Hani is now self-sufficient and after starting with just herself and one other, she now has six women working for her, all displaced from different governorates, with a further ten girls undertaking training there. She tells us 'when we were looking for a place to start we also wanted the women to be able to bring their children with them so we kept looking until we found a place with a garden so they can play or do homework when the ladies work' she goes on to say 'business is very good and we are hoping to take on more staff in the future, thanks to the help of UNHCR'.

At this stage the UNHCR colleagues from Damascus could not resist the temptation anymore and purchased all the available sweets to bring back to the capital.

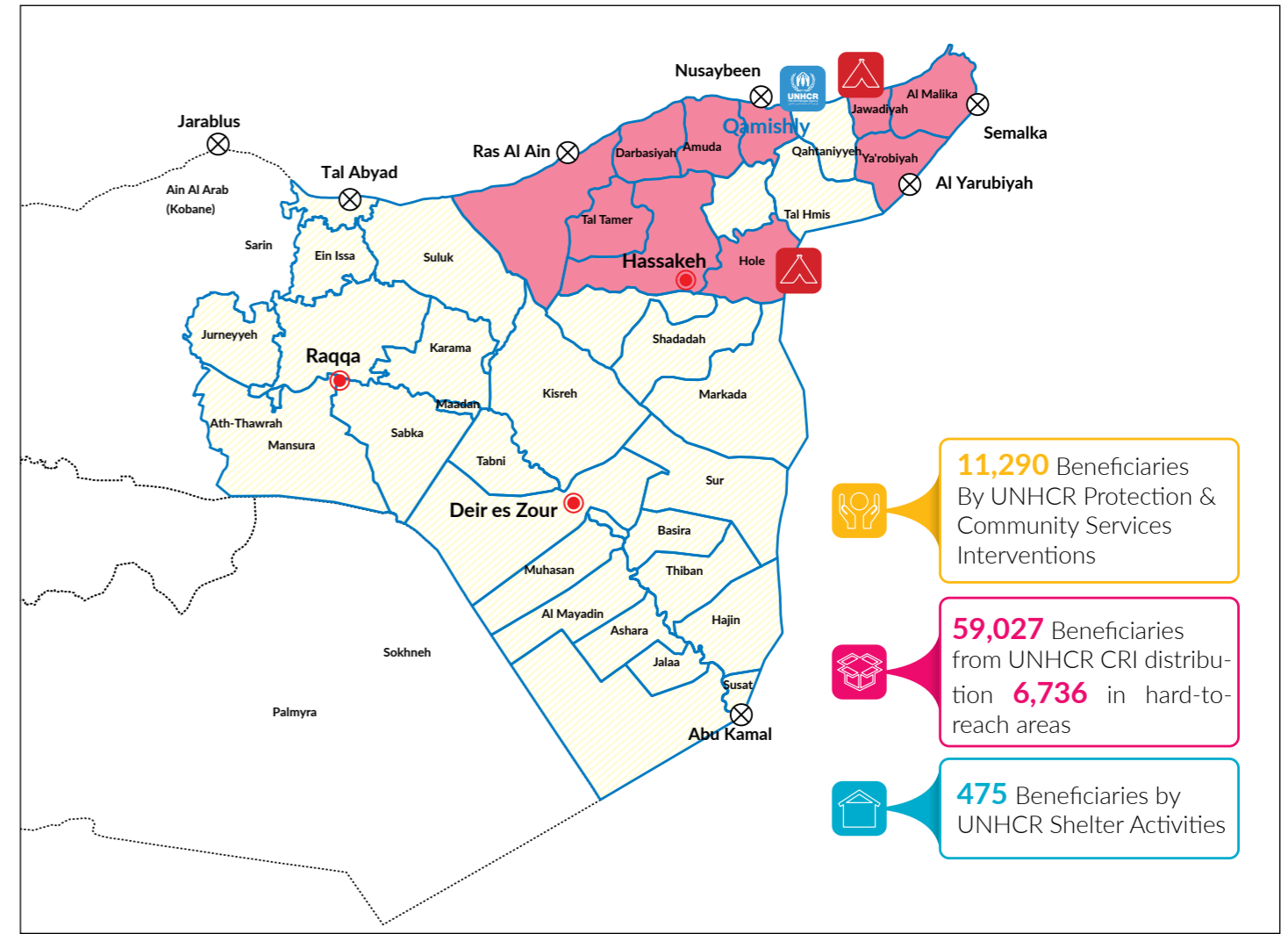


# QAMISHLY

## COVERING THE NORTHEAST OF SYRIA

In the first six months of 2016 UNHCR FO Qamishly have:

- Covered the largest refugee population in Syria through three refugee camps: Newroz, Roj and Al Hol in the Hassakeh governorate which host over 10,000 refugees.
- Coordinated the monthly distribution of food, hygiene and sanitary items as well as responding with a full package of CRIs for all new arrivals. UNHCR has also overseen the completion of the Newroz camp construction work.
- Rehabilitated four collective shelters in Hassakeh city through UNHCR's partner SIF benefiting 400 individuals. Rehabilitation works included partitioning the living rooms, sewage and water installations, painting and electricity.
- Coordinated five rotations of airlifts from Damascus which transported 700 family tents, 6,300 kitchen sets and 10,000 sanitary napkins in early 2016. A second five rotations of airlifts landed in Qamishly airport early June carrying 16 tons of humanitarian assistance from Jordan to replenish UNHCR warehouse there.
- Responded rapidly to skin disease (mainly scabies and Leishmaniosis) outbreak among IDPs in unfinished buildings in Qamishly through the distribution of hygiene items benefiting nearly 1,000 individuals.
- Managed the identification of IDPs through distribution partners, identifying 47,622 individuals.
- Provided CRIs including winterization and hygiene kits to 43,716 individuals/8,289 families in nine locations in Hassakeh through the Ihsan Association.
- Provided cash for food assistance to 11,933 refugees, financial assistance for 8,157 individuals and a one-time cash grant for 5,270 Iraqi refugees



### UNHCR Qamishly Coordinates Airlifts from Damascus and Jordan



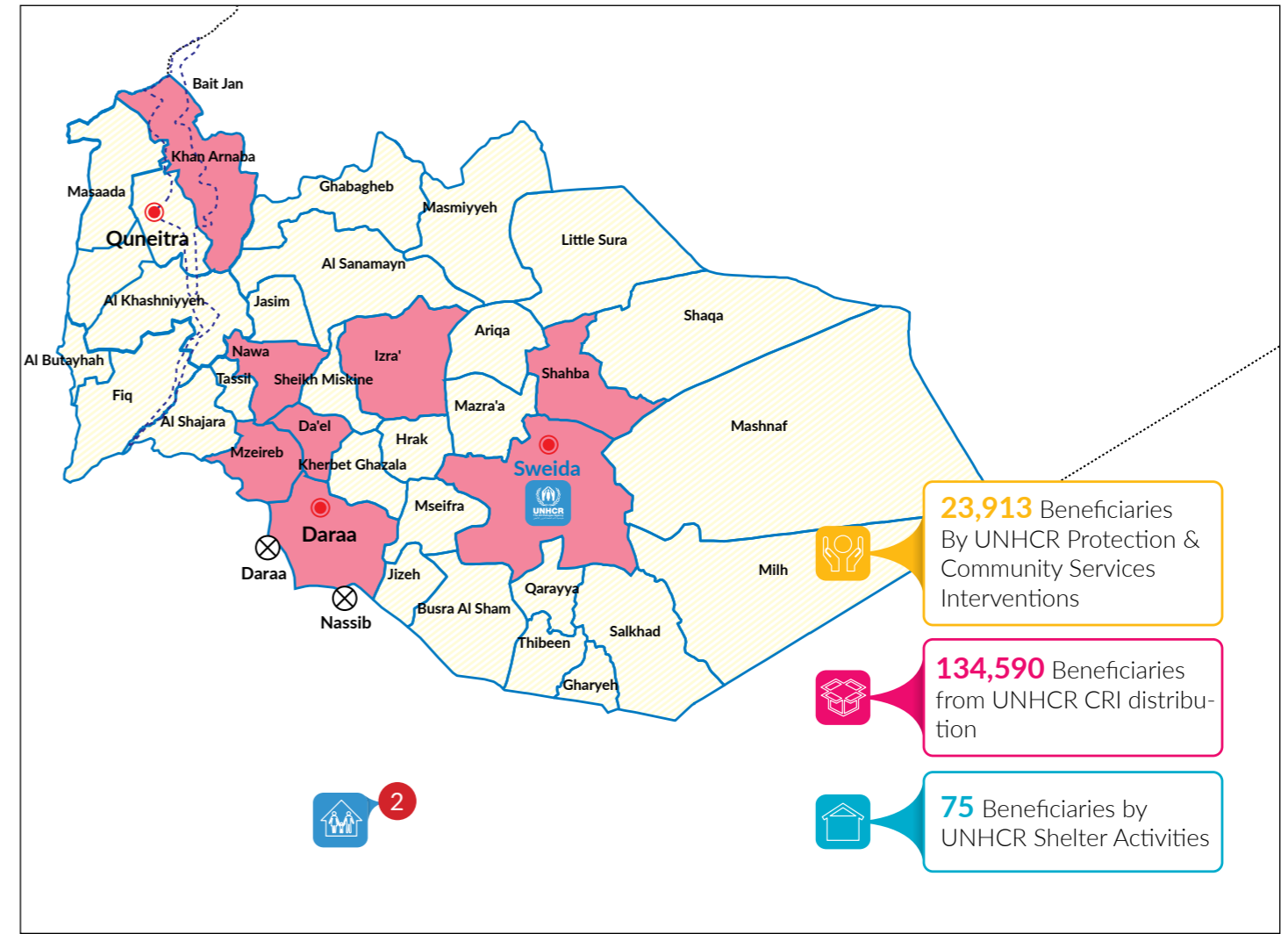
In January 2016, UNHCR FO Qamishly coordinated five airlifts to Qamishly from Damascus to Hassakeh governorate which delivered 700 tents, 6,300 kitchen sets and 10,000 sanitary napkins as part of contingency planning in the event of large displacements. Since February there has been nearly 50,000 people displaced due to fighting in the Hassakeh governorate with refugees arriving from conflict in Iraq regularly. Because of this, the closure of the Nusaybeen border crossing with Turkey and the inaccessibility of the Hassakeh governorate by road UNHCR emergency stocks there began to become dangerously low. So once again, after lengthy approval procedures, the landing approval for Air Operations to Qamishly carrying humanitarian assistance from Amman, Jordan was finally granted in May. Thus UNHCR FO Qamishly coordinated another set of airlifts beginning on the 26 May which carried blankets for 13,000 people. Further successful airlift operations were carried out on 01, 02, 03 and 04 June with over 160 tons of blankets, plastic sheets and kitchen sets transported and immediately moved to the Qamishly warehouse.



## COVERING SOUTHERN SYRIA

In the first six months of 2016 UNHCR FO Sweida have:

- Increased the number of lawyers in the Sweida governorate and expanded the programme to serve beneficiaries in Daraa and Quneitra governorates.
- Trained outreach volunteers ORVs in Daraa and Sweida on the identification of beneficiaries' needs, basic child protection and, Psychological Social Support (PSS) as well as organizing 40 focus group discussions within their areas of responsibility.
- Conducted over 150 Sexual and Gender Based Violence (SGBV) campaigns in Daraa and Sweida covering topics like the difference between gender and sex, sexual harassment, early marriage, violence and empowering women.
- Distributed CRIs to 134,590 beneficiaries in Sweida, Daraa and Quneitra.
- Responded rapidly to displacement towards Izraa from Sheikh Miskine with CRIs for 5,000 individuals/1,000 families and with CRIs for 4,000 individuals/800 families displaced from eastern Badeyah.
- Rehabilitated a special education institute for children with mental and hearing disabilities, the playground for children in the Rassas collective shelter and a centre for survivors of Sexual and Gender Based Violence.
- Provided primary health care support for the Al Birr primary health care clinic at Ain Al Zaman.



### Ziad: An Outreach Volunteer with a Difference

Ziad Morshed began working as an Outreach Volunteer with UNHCR Partner GOPA in Sweida in March 2016. Previous to this he had worked in a number of NGOs which dealt with people with disabilities and since joining the GOPA team in Sweida he has also specialized in assisting persons with disabilities with access to healthcare, medicines and Psycho Social Support. Ziad tells us that 'because I have a disability myself, and have faced and can relate to the many issues affecting persons with disabilities, people trust me and will be comfortable talking openly with me about things they may be shy to discuss with others.'

Ziad also works with other ORVs to raise awareness about disability issues and sensitize them about their dealings with the disabled and their families when working in the community. He would also like to get more training in the future in the area of Social Work, especially in Protection and Disability Rights. As he says 'I want to give as much as I can to help people in the future.'

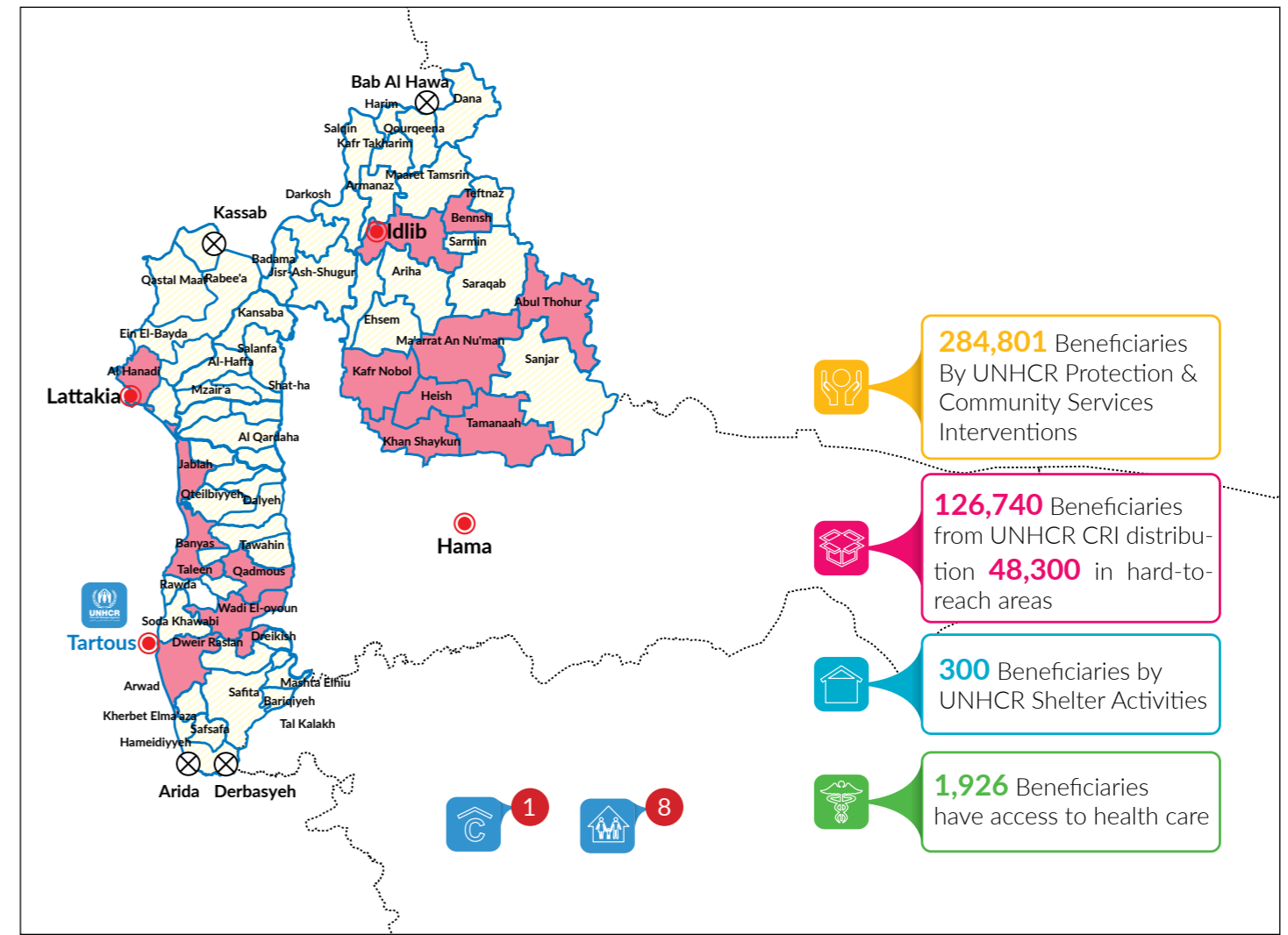




## COVERING THE WESTERN SYRIA

In the first six months of 2016 UNHCR FO Tartous have:

- Established five new community centres, completed twelve new Community Based Initiatives (CBIs) and expanded the outreach volunteer network to 161 volunteers.
- Launched the Protection Working Group in Lattakia after extensive coordination and advocacy efforts with the local authorities and local NGOs. The Working Group serves as a forum to discuss Protection-related issues and meets on a monthly basis in the presence of Lattakia Governor.
- Assisted IDPs in applying to obtain identification cards. For example 5,000 identification cards were received by the civil registry department in Tartous from the civil registry in Aleppo.
- Signed an agreement with the Governorate of Lattakia to support the Lattakia IDP Registration Project which is an initiative aiming at providing overall information on IDPs for general monitoring as well as providing specific information to facilitate preparation of local assistance to IDPs.
- Expanded the legal aid programme for refugees with 17 new lawyers recruited and trained on International Protection and Legal Aid.
- Distributed core relief items in the form of emergency response, winterization and resilience kits. 126,740 individuals benefited from CRIs in the Tartous, Lattakia and Idlib governorates. In addition, 46,165 individuals in Tartous and 10,165 individuals in Lattakia received winterization kits.

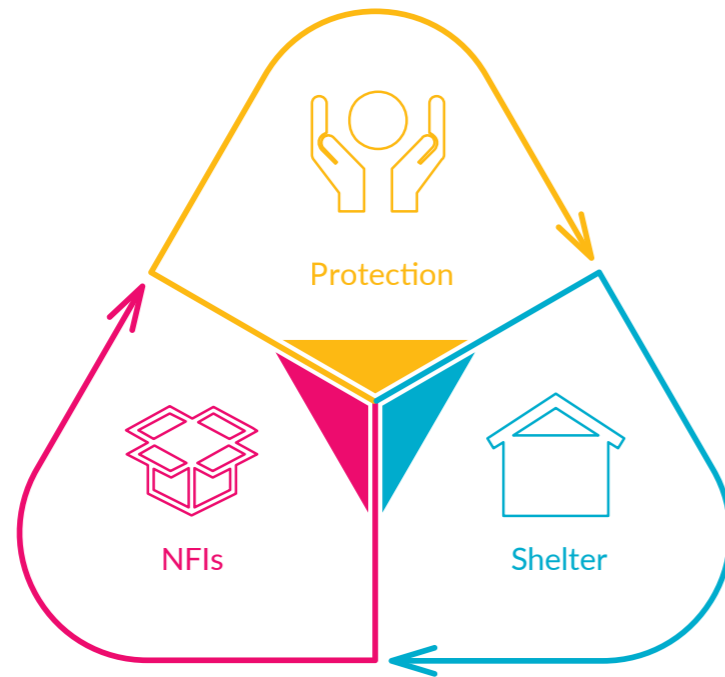


### Fashion: From Hobby to Business



Zarifa Balo moved from Aleppo to Tartous in 2013 and was at a loss of what to do next. Fashion had always been her hobby from a very young age so she decided to pursue a career doing what she loved best. She began by volunteering for on the job training with a private Fashion Company and when she heard, through UNHCR Outreach Volunteers, about the UNHCR supported small business loan scheme administered through GOPA she applied and was successful in securing funding. With this she finally realized her dream of opening a fashion design and sewing workshop for women's dresses specializing in particular in wedding dresses, in Tartous city. To minimize costs she opened the business in a room in her house and used the living room as a reception and display area for clients and business is booming. And Zarifa is not stopping there, she is so confident in her designs that her ambition for the future is to expand her business to an extent where she will begin exporting her creations outside Syria. Looking at her fierce determination we are sure she will succeed!

# SECTOR APPROACH



UNHCR is the lead agency for three Sectors in Syria: the Protection and Community Services, the Shelter and the Non-Food Item (NFI) Sectors. It is also an active member of the health and education sectors. UNHCR, in its role as the sector lead agency, has contributed significant resources to sector management and the development of the 2016 Humanitarian Needs Overview and the Humanitarian Response Plan.

©UNHCR/Tartous/M. Alkassem 2016

# THE PROTECTION AND COMMUNITY SERVICES SECTOR (PCSS)



In the first six months of 2016 the Sector provided **3,100,004** services to persons in need of protection and community services in Syria

Over 40 partners and institutions are involved in the Sector, including 29 Syrian NGOs, 4 Governmental institutions, 4 International NGOs and 4 UN Agencies.

©UNHCR/Rural Damascus/A. Nasser 2016

The Protection and Community Services Sector (PCSS) brings together protection and community services actors in Syria to ensure effective coordination of the response to the needs of the persons affected by the crisis, avoid duplication, share best practices and develop strategies and joint responses to address protection challenges. The Sector provides advice to the Humanitarian Coordinator and the Humanitarian Country Team on protection advocacy and interventions, and assists other Sectors to mainstream protection principles and standards in their humanitarian response. The PCSS is led by UNHCR and currently has 17 members, including UN agencies, National and International NGOs. It has two sub-working groups; Child Protection (CP), led by UNICEF with 17 members, and Gender Based Violence (GBV), led by UNFPA with 19 members.

## The Sector's five main objectives are:

1. To increase the protection of affected people at risk from the consequences of the crisis through sustained advocacy, risk mitigation and enhanced protection responses.
2. To strengthen the capacity of national community-based actors to assess, analyze and respond to protection needs.
3. That girls and boys affected by the crisis, with a focus on those most at risk in prioritized locations, have access to effective and quality child protection responses in line with the CP Minimum Standards in Humanitarian Action.
4. To ensure survivors of GBV have access to quality comprehensive GBV services, and measures are in place to prevent and reduce risks of GBV.
5. To reduce the impact of explosive remnants through risk education activities.

## The PCSS in the first half of the year

- Reached **16,527** people with Legal Assistance services, which is more than double of the services provided during 2015 (6,827).
- Strengthened Community-based responses with the number of Community Centres now standing at **51** in nine Governorates, while the total number of outreach volunteers ascribed to the Community Centres reached **1,231**.
- Provided Child Protection services for **2,092,795** beneficiaries.
- Accessed **19** besieged and hard-to-reach locations through interagency convoys where Protection risks were identified with an estimated population in need of **524,000**.
- Assisted **243,305** people through GBV interventions.
- Distributed over **350,000** protection leaflets in 24 sub districts to raise awareness on rights.

Sector Lead Co-ordinator: Pablo Zapata /zapata@unhcr.org

# NFI SECTOR

Non-Food Item (NFI) support remains a primary need for the crisis-affected population, with an estimated 5.3 million people in need of this kind of support. Access to and availability of NFIs remains limited. A number of drivers, including the conflict, economic and financial measures imposed on Syria, economic decline and reduced availability of basic services have all contributed to the exacerbation of the humanitarian situation. UNHCR is the lead agency for the NFI sector and co-chair this group with the Syrian Arab Red Crescent (SARC). Partner agencies include other UN agencies UNICEF, UNDP, UNRWA, UNFPA, and the IOM, International NGOs such as the Danish Refugee Council (DRC) and Première Urgence (PU), as well as national NGOs such as GOPA and The Syria Trust. This group works together with SARC, MoSA, MoLA and the General Authority for Palestinian Refugees in Syria to respond to new displacements.



©UNHCR/Rural Damascus/B.Diab 2016



In the first six months of 2016 Inter-Agency and UNRWA operations have reached a total of 844,325 people in hard-to-reach and besieged areas in the Rural Damascus, Homs, Hama, Aleppo and Idlib governorates. Throughout Syria 2,663,756 people were reached with 5,522,975 individual NFIs.

Since 2012, the NFI Sector member agencies have been responding to the needs of IDPs and conflict-affected persons. In 2016 the Sector has seen a welcome increase in access to besieged and hard-to-reach areas which has enabled the sector member agencies to deliver hundreds of thousands of essential household items to the people in need.

## The Sector focuses on six core areas of response:

1. Respond to sudden emergencies, as well as provide more sustainable solutions by focusing on saving and sustaining lives through providing NFI kits and construction materials/tools.
2. Link other sectors and engage proactively with the Protection, CCCM, WASH, Livelihood and Early Recovery and Education sectors.
3. Ensure adequate and affective contingency planning to respond to the sudden displacements.
4. Support the household needs of IDPs through NFI response at emergency level through NFI distribution, and at a sustainable level through cash-based interventions to support the resilience and early recovery of affected communities.
5. Further emphasize coordination efforts, through creation and maintenance of efficient coordination mechanisms within the sector, inter-sectors and inter-agency as well as continued interaction with other relevant parties such as governmental counterparts, SARC and ICRC. Coordination was also strengthened at the sub-national level by establishing the local SWG, and extending to the regional coverage through the WoS approach.
6. Build the capacity of actors responding to the humanitarian crisis in Syria, including NGOs, local NGOs, and other stakeholders.

## Gaps & Challenges

- Access to population in need (especially besieged and hard to reach areas).
- Clearance procedures.
- Reliable information and credible assessments.
- A clear monitoring approach and reports.
- Limited data (and/or access to/sharing of data on needs).
- Limited beneficiaries' data base being made available to actors (leading to inability to properly monitor/ verify assistance delivery).
- Limited capacity (training needs, skills, knowledge) of local partners.

Despite this, the Sector has taken considerable steps forward since the beginning of the year, significantly increasing the amount of people reached in hard-to-reach and besieged areas and making progress in needs assessment and assistance monitoring. Furthermore, an increase in Information Management capacity has also seen several new reporting tools being developed and a generally better structure to data management. The Whole of Syria (WoS) coordination and linkages have also been strengthened during the first 6 months of the year. In addition, several new items have been introduced in addition to the standard items which has allowed sector members more flexibility in targeting vulnerable groups with specific items.

Sector Coordinator: Joel Andersson / anderssj@unhcr.org

# SHELTER SECTOR

UNHCR is also the lead of the Shelter Working Group together with Ministry of Local Affairs (MoLA) which includes UNRWA, Première Urgence, UN Habitat, DRC, NRC, Adra, Secours Islamique France, Medair, GOPA and the IOM. This group works together with MoLA and the General Authority for Palestinian Refugees in Syria to map the needs in the country and provide a comprehensive response to the extent possible.



In 2016, so far the Sector has reached **43,706** individuals using various shelter solutions. These include:

- The upgrading of public and private collective shelters for **15,652** IDPs.
- Supporting the management and maintenance of shelters which accommodate **3,517** Palestinian refugees.
- The provision of emergency shelter kits for **20,533** people.

## Response

The shelter sector response is to enhance existing and potential shelter with the aim of decreasing displacement and ensuring that IDPs are able to return to their homes and enjoy their rights according to international standards of Human Rights law.

## The Sector focuses on six core areas of response:

1. Responding to emergencies and providing life-saving, life-sustaining support.
2. Rehabilitation of public structures as collective shelters.
3. Upgrade of unfinished private buildings.
4. Owner- / tenant oriented shelter assistance to repair their premises.
5. Strengthening awareness of IDP's and host community on Housing Land Propriety Rights through awareness session by legal aid partners.
6. Enforcing ongoing capacity building efforts to enhance the governmental response to the IDP crisis.

## Gaps and Challenges

- Security concerns for humanitarian personnel hindering operations.
- Suddenness and unpredictability of displacements following tensions and conflict.
- Limited partner capacity.
- Complexity of formal requirements and administrative procedures.
- Limited number of NGOs in Syria as well as their limited operational capacity.
- Reliable identification and verification of specific needs, vulnerabilities and beneficiary groups.
- Limited availability of sites and structures for transitional solutions or upgrading for temporary use by IDPs.

Sector Coordinator: Nadia Carlevaro / carlevar@unhcr.org



*"Today the number, complexity and protracted nature of today's conflicts mean that forced displacement has now reached a level unprecedented since the founding of the UN itself; substantially over 60 million people are now uprooted around the world.... Instead of burden sharing, we see borders closing, instead of political will there is political paralysis. And humanitarian organizations like mine are left to deal with the consequences, while at the same time struggling to save lives on limited budgets"*

United Nations High Commissioner for Refugees Filippo Grandi, World Refugee Day 2016

# REFUGEE PROGRAMME



Before the crisis, Syria used to host large numbers of refugees which accounted for 12% of the Syrian population. These numbers have decreased dramatically to approximately 30,000 after the crisis due to the insecurity and the limited resources in the country. After several years of continuously diminishing new asylum requests, 2015 and 2016 saw a sharp increase in registrations from Iraq as a result of violence and conflict linked to the territorial take-over of by the ISIS and the counter-insurgency launched by the Government of Iraq and its allied forces.

Refugees have been harshly impacted by the crisis. Refugees residing in contested areas have been displaced internally, resulted in family separation, and exposed children, women heading households, elderly and persons with disabilities to heightened risks. Prior to the conflict, informal economic and social support mechanisms maintained the livelihood of refugees although they had no formal right to employment. Loss of such mechanisms due to the conflict has resulted in refugee families becoming once more fully reliant on humanitarian assistance and support provided by UNHCR. They are exposed to the effects of armed conflict like any Syrian citizens. While the government's policy on admission and legal stay remains favorable, the protection environment is compromised by a range of risks compounded by the forcible relocation of refugees who resided in contested areas. Tightened security procedures at checkpoints as well as lack/ loss of identify documents are limiting the freedom of movement of the refugees and affect their access to assistance and public services limits and expose them to risks of harassment and exploitation. UNHCR, through its contracted lawyers, provides legal aid to refugees and asylum-seekers (legal counseling, interventions before courts and administrative bodies and awareness raising among the PoC on their rights and duties).

## UNHCR RESPONSE

### 1 Reception and registration

The first point of access for assistance from UNHCR facilities is through reception and registration facilities which are available in Damascus, Aleppo and Hassakeh. During this phase, appointments are issued, documents are collected, registration forms are projected and referrals are made. So far in 2016, 4,820 new individuals have been registered including 4,085 asylum-seekers. However, operational challenges such as access and an additional influx of over 6,000 Iraqis in the Hassakeh governorate has delayed the implementation of the decision to register the 10,000 Iraqis as asylum-seekers residing in the two camps there.

### 2 Status determination

In the first six months, UNHCR finalized individual refugee status determination procedures for 1,226 individuals (483 cases), of which 30% (360 individuals, 150 cases) were recognized and 70% (866 individuals, 333 cases) were rejected.

### 3 Resettlement

UNHCR filled the available quotas by submitting 93 cases (342 individuals) while a total of 40 cases (156 individuals) departed Syria for resettlement and 31 cases (86 individuals) are pending transfer to the Emergency Transit Centre. In order to meet the submission target of 800 individuals by the end of 2016, enhanced advocacy with resettlement countries will be undertaken to secure additional quotas.

### 4 Legal Assistance

909 refugees and asylum-seekers benefited from legal assistance in the first half of 2016, mostly with a view to obtaining civil status documentation and residency permits.

### 5 Outreach Volunteers (ORVs)

A total of 48 refugees are part of the ORV network in Damascus, Rural Damascus and Aleppo governorates with 20 more planned for Hassakeh governorate pending administrative clearance. Thematic ORV teams were established and trained to identify and address specific protection issues including PSS, SGBV and child protection.

### 6 SGBV

Refugees continued to benefit from MHPSS services and specialized care provided by multifunctional teams of MHPSS professionals integrated into five Primary Healthcare (PHC) facilities. 21 SGBV cases were identified and referred to various service providers while 191 previously identified cases continue to be followed up. UNHCR conducted SGBV awareness-raising among communities to change attitudes and negative perceptions towards SGBV survivors. Such an example was the development of a leaflet titled "Dealing with teenagers" in response to requests from the community. UNHCR continues to support a safe house for SGBV survivors and their children, currently hosting 14 individuals and offering a range of activities aiming at empowering the survivors and allowing them to gradually reintegrate into their community.

### 7 Education/Training

In the first six months 84 refugees received vocational trainings based on vulnerability and market needs assessments while the provision of small business start-up grants is on-going. Also, in partnership with the Ministry of Higher Education, the Refugee Scholarship program continues to support 96 refugee students. Education grants will be distributed to school-age refugee children prior to school opening in September. Refugees are also benefiting from remedial classes and accelerated learning programs implemented in community centres.

## UNHCR SYRIA CONTINUES TO USE BIOMETRIC TECHNOLOGY TO ASSIST REFUGEES

In Syria, UNHCR uses biometric technology and issues secured laminated ID cards to assist refugees. The system verifies the identity of the persons of concern to UNHCR with an Iris scan, a feature that is completely unique to the individual and stays unchanged for lifetime. Then it records the collected data on special secured application providing a high level of protection and credibility for the registration system, which prevents any attempts of fraud or deception. Since the introduction of biometrics in April 2015, over 22,000 secure ID cards (77% Coverage) have been issued to assist refugees in order to access their rights. Full coverage however, is being constrained by the lack of access of POCs who reside in areas not controlled by the Government and other movement restrictions.

## UNHCR SYRIA CELEBRATES WORLD REFUGEE DAY 2016



On World Refugee Day celebrated every year on 20 June, UNHCR launched the global campaign #WithRefugee which included a call to action to mobilize civil society to support the refugee cause and help counter intolerance and political rhetoric. The campaign asks the public to sign up a petition to express solidarity for people who were forced to flee.

UNHCR in Syria facilitated several events throughout the country that engaged both the local communities and refugees highlighting the solidarity and acceptance among them. These activities which took place in Damascus, Sweida, Tartous, Latakia, Homs, Aleppo and Qamishly included the organization of cultural events for refugees to exhibit their heritage, handicrafts and even their different foods, the sharing of the Iftar meal with people from the host community and internally displaced people and even a friendly football game in Damascus joining staff from UN agencies in Syria against refugees who fled Somalia, Sudan and Iraq. They also included awareness integration sessions, recreational activities, competitions, theatre shows, face painting, music, dance, storytelling, puppets shows and handicraft activities.

## CAPACITY BUILDING FOR UNHCR AND PARTNERS



Many affected people in Syria are not aware of their rights and often do not receive the necessary protection support for many reasons including; partner's lack of expertise and inadequate planning and preparedness. With nearly five million people now having left Syria due to the conflict the brain drain of qualified people is huge. UNHCR Syria therefore believes that capacity building is an integral part of its humanitarian response.

In order to ensure partners provide appropriate protection services to affected communities, UNHCR invests in the capacity building of protection service providers in Syria to offer proper assistance to vulnerable people especially those affected by displacement. UNHCR capacity building promotes Protection mainstreaming mainly in the field of Sexual and Gender-Based Violence (GBV), Legal Awareness, Child Protection, Community Mobilization, Psychosocial Support (PSS), Code of Conduct as well as professional skills needed by humanitarian workers which would improve standards of work provided in the field.

In the first six months of 2016, training sessions and workshops were conducted throughout Syria targeting more than 2,583 Protection responders such as national authorities, humanitarian agencies, local and international NGOs, humanitarian workers and outreach volunteers.

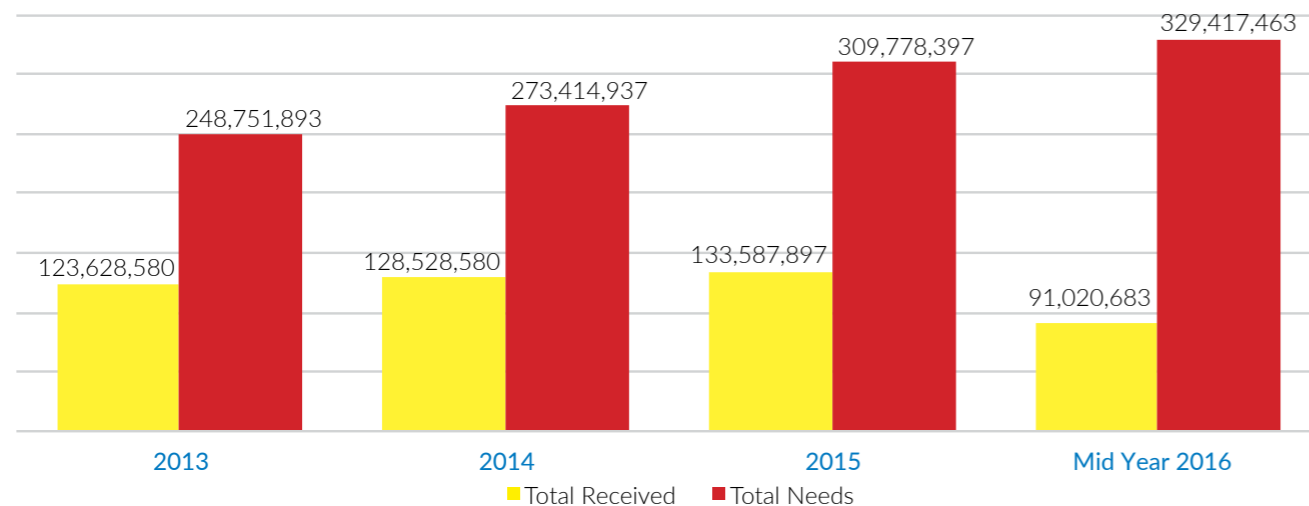
In addition, training for staff and partners was also organized by UNHCR in the areas of Reporting, Information Management, Photography and Communications in Damascus, Sweida and Tartous as part of a series of training courses which will continue throughout the remainder of 2016.



# DONORS AND FUNDING

By mid-2016, UNHCR Syria received a total contribution of \$91,020,683 representing 28% of its total funding needs, which is \$329,417,463 to implement its Humanitarian Response Plan for 2016 (HRP). This hampered UNHCR's overall scope of interventions inside Syria and resulted in a fewer number of beneficiaries targeted with humanitarian assistance. However, the operation did have sufficient resources for its prioritized activities. The top five donors during the reporting period were the governments of the USA, Germany, Canada, Japan and the EU. In addition, UNHCR continued to receive support from the private sector; however, this support was quite low representing only 3% of the total funds received.

## Funding History



## THANKS TO OUR DONORS



# PARTNERS IN 2016

	Adventist Development and Relief Agency		Greek Orthodox Patriarchate & All the East
	Al Batoul Charity		International Medical Corps
	Al Birr		Ministry of Higher Education
	Al Ihsan		Ministry of Local Administration
	Al Nada		Namaa
	Al Talaouf Charity Association		Premiere Urgence
	Al Tamayouz		SYRIAN Arab Red Crescent
	Aoun		Social Care Society
	Baraem		Secours Islamique France
	Child Care Society		Syrian Society for Social Development
	Danish Refugee Council		The Syria Trust for Development
	Deir MAr Yacoub		United Nations Office of Project Services

# FURTHER READING

UN High Commissioner for Refugees (UNHCR), Voices From the Field - UNHCR Syria End of the Year Report 2014:

<http://www.refworld.org/docid/54f814604.html>

UN High Commissioner for Refugees (UNHCR), Fresh Displacement, Changing Dynamics, UNHCR Responds – UNHCR Syria Mid-Year Report 2015

<http://www.refworld.org/docid/55e7f68a4.html>

UN High Commissioner for Refugees (UNHCR), 'Protecting and Supporting the Displaced in Syria' UNHCR Syria End of Year Report 2015

<http://reliefweb.int/report/syrian-arab-republic/protectingand-supporting-displaced-syria-unhcr-syria-end-year-report>

<http://www.refworld.org/docid/56cac3254.html>

UN High Commissioner for Refugees (UNHCR), UNHCR Syria in Focus - June 2016, available at:

<http://www.refworld.org/docid/578cc7b54.html>

UN High Commissioner for Refugees (UNHCR), UNHCR Syria in Focus - May 2016, available at:

<http://www.refworld.org/docid/57568b294.html>

UN High Commissioner for Refugees (UNHCR), Syria Protection and Community Services Sector Factsheet, June 2016, available at:

<http://www.refworld.org/docid/57a032384.html>

UN High Commissioner for Refugees (UNHCR), Syria - Emergency Shelter Sector Factsheet, June 2016, available at:

<http://www.refworld.org/docid/578e42c14.html>

UN High Commissioner for Refugees (UNHCR), Syria - Emergency NFI Sector Factsheet, June 2016, available at:

<http://www.refworld.org/docid/578e42c14.html>

2016 Syrian Arab Republic Humanitarian Response Plan (HRP):

[https://www.humanitarianresponse.info/en/system/files/documents/files/2016\\_hrp\\_syrian\\_arab\\_republic.pdf](https://www.humanitarianresponse.info/en/system/files/documents/files/2016_hrp_syrian_arab_republic.pdf)

2016 Syrian Arab Republic Humanitarian Needs Overview (HNO)

[https://www.humanitarianresponse.info/en/system/files/documents/files/2016\\_hno\\_syrian\\_arab\\_republic.pdf](https://www.humanitarianresponse.info/en/system/files/documents/files/2016_hno_syrian_arab_republic.pdf)

# CONTACT INFORMATION

## ● DAMASCUS

Abdullah Bin Rawaha Street, Kafarsouseh,  
P.O.Box 30891, Damascus, Syria  
Tel: +963 11 2181  
Mobile: +963 932 1002736/  
Fax: +963 11 2139929  
Email: syrda@unhcr.org

## ● ALEPPO

Bldg. 42, Omayad Street, Old Shahbaa,  
P.O.Box 16506, Aleppo, Syria  
Tel: +963 212673661 /2  
Mobile: +963 932119131  
Fax: +963 212673667

## ● QAMISHLY

Ghazi Berro Building, Syahi Street, Qamishly,  
Hassakeh, Syria  
Tel: +963 52 427354  
Mobile: +963 988099183

## ● SWEIDA

Talae al Baath Street, Al Qousor District,  
Sweida, Syria  
Tel: +963 16 315959  
Mobile: +963 988 127398

## ● HOMS

Inshaat, Safir Hotel,  
Homs, Syria  
Tel: +963 312139971

## ● TARTOUS

Corniche, Porto Tartous,  
Tartous, Syria  
Tel: +963 43330990

## FOLLOW US

 UNHCRINSYRIA

 [HTTPS://GOO.GL/QUTZSW](https://goo.gl/QUTZSW)

 @UNHCRINSYRIA / @KHATEEBUNHCR

 UNHCRS

 UNHCRINSYRIA

 [HTTPS://GOO.GL/E1Y8GK](https://goo.gl/E1Y8GK)

 UNHCR-SYRIA.TUMBLR.COM

 UNHCRINSYRIA

Our website  
[www.unhcr.org/sy](http://www.unhcr.org/sy)

Issued by The Reporting Team  
at UNHCR Damascus Syria

Damien MC Sweeney, Chief Editor  
Nouar Al Shara, Editor  
Mohammad Al Kassem, Data management & GIS  
Zeina Mreyoud, Graphic Designer  
Maha Sulieman, Translator and Administrative Assistant



Written, designed, and produced in Syria by

**UNHCR SYRIA**

Reporting Unit, Damascus, Syria

[syrdareporting@unhcr.org](mailto:syrdareporting@unhcr.org)