

Working Towards a Better Future

UNHCR Syria End of Year Report 2016



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Foreword

From the UNHCR Representative



As the crisis in Syria entered its seventh year in March 2017, humanitarian needs continue to grow unabated, with 13.5 million people in need of assistance and nearly five million refugees having fled across the borders. There are also 6.3 million internally displaced, with 4.9 million people living in hard-to-reach and besieged areas without regular access to humanitarian assistance. Behind the staggering numbers, these are families and communities that have been torn apart, innocent civilians that have been killed or injured, houses that have been destroyed, businesses and livelihoods that have been shattered, infrastructures that have collapsed, as well as basic social services that have been badly damaged in some areas. People are increasingly facing difficulties in meeting their most basic needs, as four out of five Syrians are living in poverty and an estimated 69 per cent of the population living in extreme poverty.

In 2016, UNHCR implemented its strategy to extend its reach to provide protection to the most vulnerable people throughout Syria. As such, UNHCR supported the opening of 52 new Community Centers where partners and service providers now pool their resources to serve IDPs under one roof and provide harmonized packages of services. This brought the total number of operational community centres to 74 in eleven governorates, with each serving approximately 1,000 beneficiaries per month with a variety of protection, livelihoods support, life skills development and other services. I have visited many of these centers and proudly consider them important branches of our network enabling UNHCR to increase its outreach. We also recognize that for many different reasons we cannot always access every area or community and therefore UNHCR expanded its programme of outreach volunteers (ORVs) who are invaluable in assisting many vulnerable people who otherwise might be left without assistance. To ensure that UNHCR can work as close as possible with

the communities, in cooperation with its partners, UNHCR identified and trained 751 new volunteers, bringing the total to 1,773 across the country. In addition, in order to maximize its presence and its operational footprint across key governorates, UNHCR continues to strengthen its humanitarian assistance and its protection and community services through increased partnerships and integration of further activities in the response. In 2016, UNHCR Syria had partnership agreements with 17 national NGOs, five international NGOs, and UN agencies. UN also worked closely with the Ministry of Foreign Affairs, the Ministry of Local Administration, the Ministry of Social Affairs, the Ministry of Interior, the Ministry of Education, the Ministry of Higher Education and the Ministry of Health.

UNHCR as the protection and community services sector lead agency is coordinating the efforts of protection partners in the country to identify and mitigate protection risks, respond to the needs and enhance communities' coping mechanisms and support a protective environment. As such, in 2016 UNHCR reached over two million individuals with protection and community services interventions, including capacity building of UNHCR's partners and outreach volunteers, targeted material assistance, socio-economic activities, recreational activities, psychosocial support (PSS), legal aid, sexual and gender-based violence (SGBV) referrals, child protection services, community based initiatives, as well as awareness raising sessions on various issues, ranging from civil documentation procedures to prevention of SGBV and early marriages.

In a complex and most challenging context, UNHCR remained the lead agency and the main provider of humanitarian assistance, in the area of core relief items (CRIs) and shelter. In 2016, UNHCR dispatched five and a half million CRIs through its regular programme, inter-agency cross line and cross border missions, as well as airlifts, to four million needy individuals in 13 out of the 14 governorates. We delivered assistance in areas that are besieged and hard to reach and participated in 26 inter-agency convoys in 2016. UNHCR provided shelter assistance to 91,000 beneficiaries through the provision of emergency shelter kits, the rehabilitation of collective shelters, the upgrade of private shelters, and the provision of owner-oriented support. We ensured access to healthcare for nearly 700,000 individuals. We responded to the fresh internal displacement of hundreds of thousands of people, many of them multiple times, due to fierce clashes in many parts of Syria, such as Rural Damascus, northern rural Homs, Hassakeh, Daraa and Aleppo, to name 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. UNHCR also supported nearly 600,000 internally displaced Syrians who have returned to their homes spontaneously.

In an effort to improve the seasonal assistance provided to people to help them withstand the bitterly cold winter in Syria, UNHCR adapted the content of its kits and added new items, such as rubber boots, solar lamps, thermal under garments, winter jackets, sleeping bags, and in some instances stoves and firewood. The newly-adopted kits were drawn from the results of UNHCR's needs-based and participatory approach with partners and affected populations, and were distributed including during the emergency response in eastern Aleppo in December 2016. As winter draws to a close, more than one million Syrians have so far received essential items that keep people alive in sub-zero temperatures, exceeding the initial target set for this type of assistance.

With nearly half of the population displaced in the country and across the borders as refugees, and while the destruction in many parts of the country continues, Syria is now at a crossroad. Syrians hope that the recent peace initiatives will pave the way to a lasting and sustainable resolution. In the meantime, it is essential that the lifeline provided by humanitarian aid is maintained and that efforts to increase the resilience of the Syrian people are redoubled. To this end, UNHCR has prioritized livelihoods support to empower Syrians to rebuild their lives. UNHCR has provided small business loans, start up grants, vocational training and most recently has distributed thousands of livelihood kits to carpenters, plumbers, electricians, painters, hairdressers and other specialized practitioners who had lost their tools during displacement. These interventions had a huge positive impact on their lives and the lives of their families, both financially and psychologically. Building on this success, UNHCR, in partnership with UNDP, FAO and other agencies, is planning to invest more in livelihoods initiatives in 2017.

In my second year in Syria, I have had the immense privilege to visit many more places in various governorates, meet with local partners and with the resilient, proud and hard-working Syrian people. The important work that has been implemented could not have been achieved without the support of UNHCR's partners and technical departments and institutions; and I would like to sincerely thank all of them for their engagement and support to our humanitarian work. I wish also to commend the determination of UNHCR and other humanitarian staff to deliver assistance to the most vulnerable despite the risks in many places. It is my hope that through our joint efforts and cooperation, we will be able to collectively achieve more and to better assist the people affected by the crisis in Syria.

Sajjad Malik
Representative UNHCR Syria

Humanitarian Snapshot 2016

6.3
million
internally
displaced

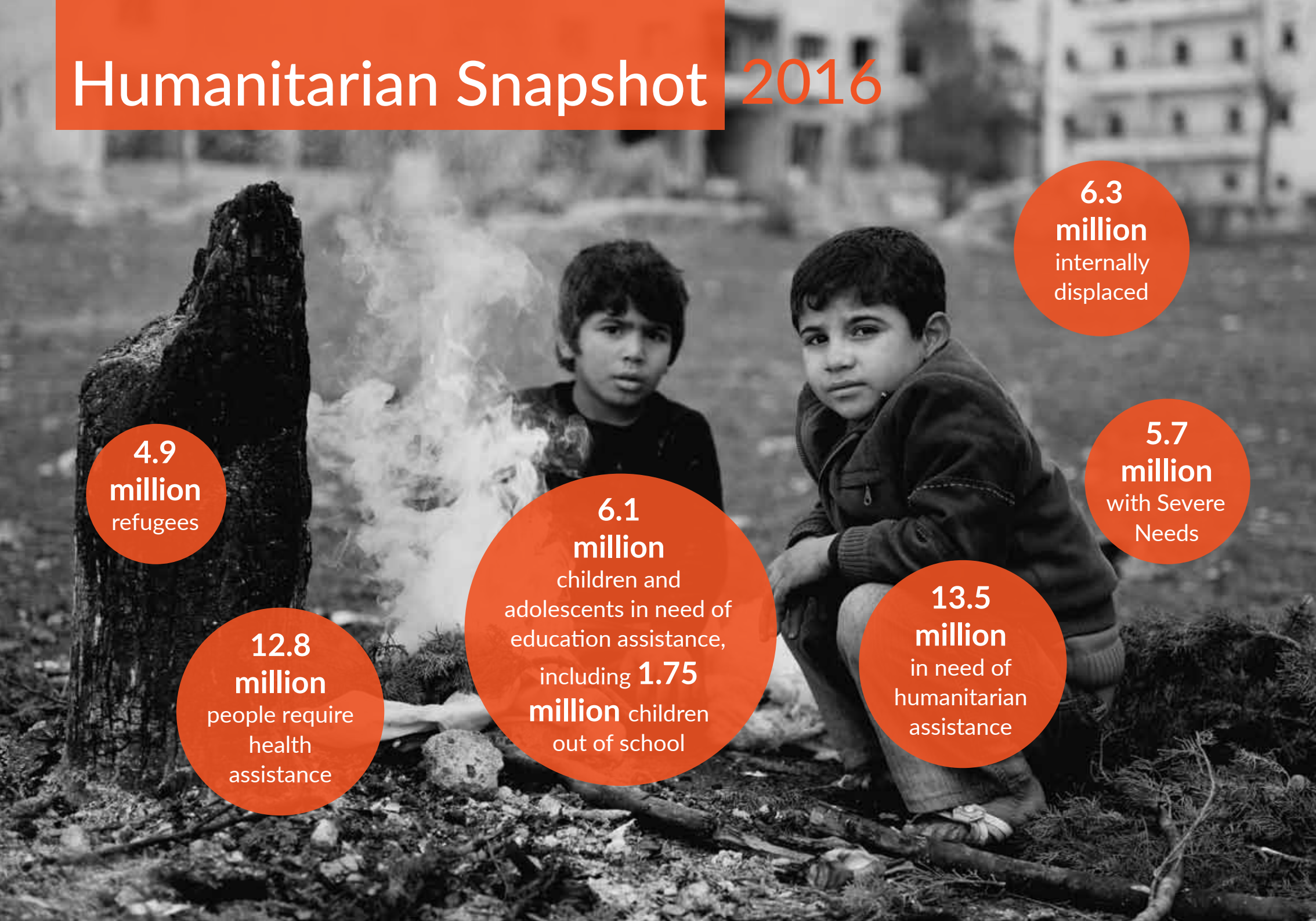
4.9
million
refugees

5.7
million
with Severe
Needs

12.8
million
people require
health
assistance

6.1
million
children and
adolescents in need of
education assistance,
including **1.75**
million children
out of school

13.5
million
in need of
humanitarian
assistance





58 % of public hospitals and **49 %** of public health centres are either partially functional or closed

Economic loss to Syria **US\$ 254.7 billion**

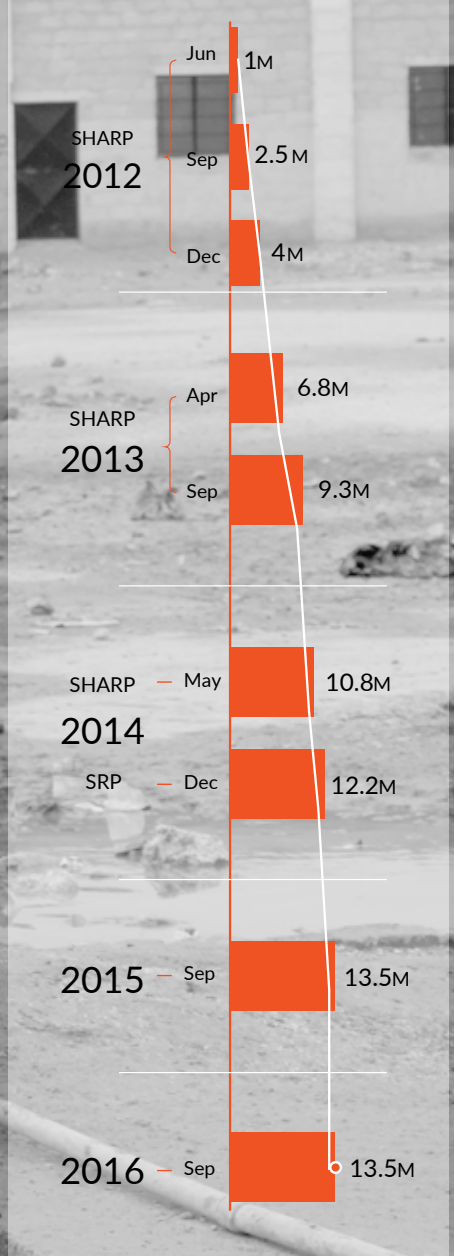
3.9 million people in need in hard-to-reach areas and locations listed in UNSCR 2139, 2165, 2191, as updated by the UN

4.3 million people in need of shelter interventions

9 million people in need of food, agriculture and livelihoods assistance, out of which 7 million are food insecure

1.2 million Housing units have been damaged and **400,000** destroyed

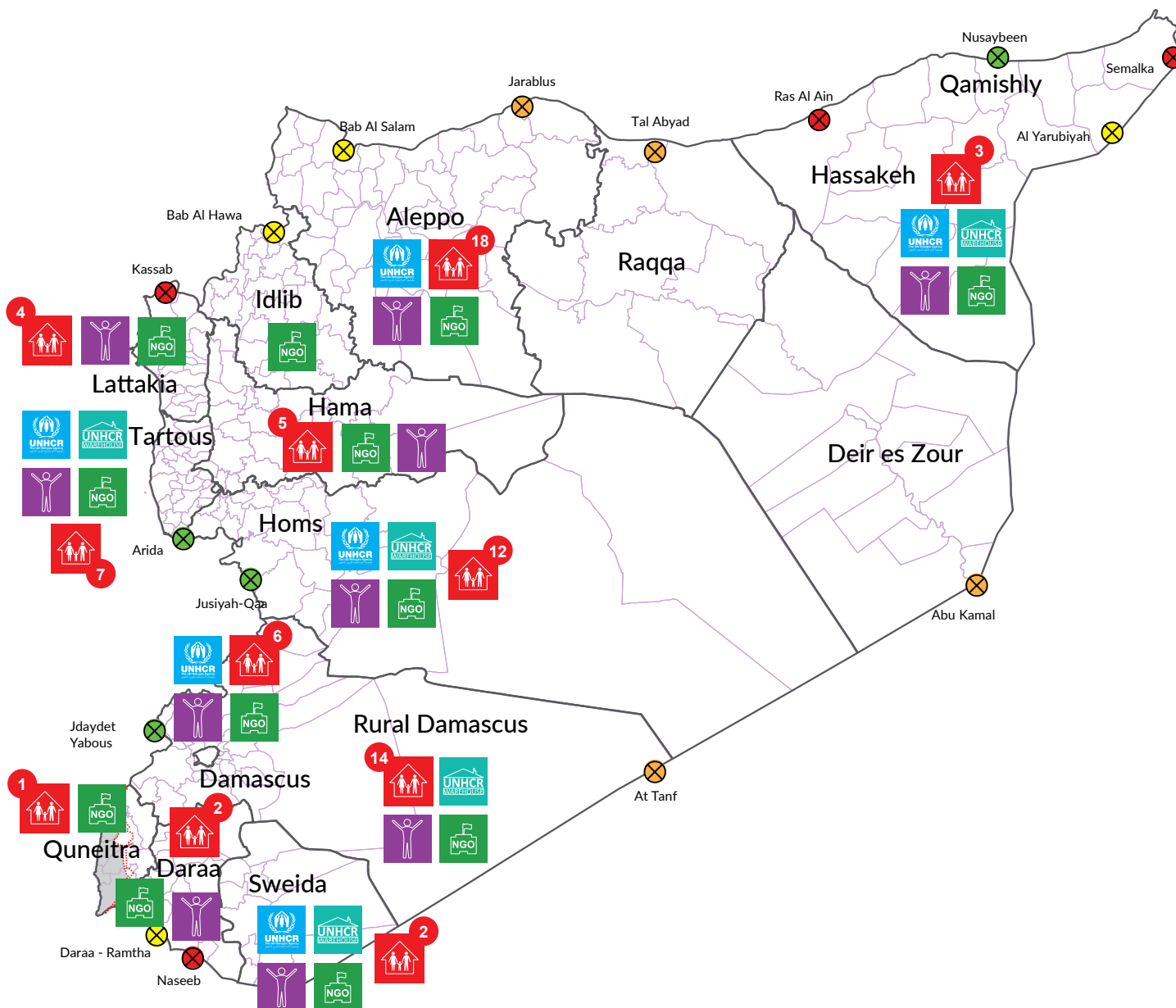
Population in Need of Assistance



Glossary

AOG	Armed Opposition Group	NFI	Non Food Item
CBI	Community-Based Initiative	NGO	Non-Governmental Organization
CBO	Community-Based Organization	O&M	Operation and Maintenance
CCCM	Camp Coordination and Camp Management	PCSS	Protection and Community Services Sector
CRI	Core Relief Item	PHC	Primary Health Care
DRC	Danish Refugee Council	PSS	Psychological Social Support
GBV	Gender Based Violence	PU	Première Urgence
GOPA	Greek Orthodox Patriarchy and All the East	SARC	Syrian Arab Red Crescent
HRL	Human Rights Law	SGBV	Sexual and Gender Based Violence
HRP	Humanitarian Response Plan	SRP	Syria Response Plan
ICRC	International Committee of the Red Cross	SSSD	Syrian Society for Social Development
ID	Identity Document	UNFPA	United Nations Population Fund
IDP	Internally Displaced Person	UNHCR	United Nations High Commissioner for Refugees
IHL	International Humanitarian Law	UNICEF	United Nations Children's Fund
IMC	International Medical Corps	UNRC/HC	United Nations Resident Coordinator Humanitarian Coordinator
IOM	International Organization of Migration	UNRWA	United Nations Relief and Works Agency for Palestinian Refugees
ISIS	Islamic State of Iraq and Al Sham	UNSC	United Nations Security Council
MHPSS	Mental Health and Psychosocial Support	VBIED	Vehicle-Borne Improvised Explosive Device
MoFA	Ministry of Foreign Affairs	WASH	Water Sanitation and Hygiene
MoLA	Ministry of Local Administration	WFP	World Food Programme
MoSA	Ministry of Social Affairs		

UNHCR Presence in Syria



UNHCR Staff	National	International
Damascus	253	31
Aleppo	26	4
Sweida	14	1
Homs	14	6
Tartous	18	1
Qamishly	28	4
Total	400	

	UNHCR Offices
	UNHCR Warehouses
	NGOs
	Community Centres
	Outreach Volunteers for IDPs

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 persisting. For example in April when a UN humanitarian convoy heading to Arrastan in the Homs Governorate, a mortar struck one of the convoy trucks. Luckily no injuries were reported. In July, a car bomb exploded 200m away from UNHCR offices in Kafarsouseh in Damascus causing damage and casualties, in the surrounding area. In addition, many places where UN staff reside and work have been hit by mortars and rockets on a number of occasions.

Access:

Due to the presence of ISIS the Raqqa and Deir es Zour governorates are not accessible to the UN. In addition there have been shifts in conflict lines in Idlib, Daraa, Aleppo, Palmyra, Rural Damascus and Hassakeh resulting in further restrictions on humanitarian access. In addition the continued closure of both the Naseeb crossing with Jordan and the Nusaybeen crossing with Turkey has impacted negatively on UNHCR's logistic operations.

On 20 September an inter-agency humanitarian aid convoy to Big Orem in Aleppo and the SARC warehouse there came under attack resulting in casualties, including the death of four commercial truck drivers (two of whom were contracted by UNHCR) and a number of SARC volunteers. Of the 13 fully loaded trucks carrying UNHCR assistance, five were totally damaged and two partially damaged. Notification of the convoy, which planned to reach around 78,000 individuals, had been provided to all parties to the conflict and the convoy was clearly marked as humanitarian. To mourn the volunteers who were killed during the Big



Orem incident, SARC suspended its activities in Aleppo for three days. Similarly the UN system suspended its cross-line deliveries temporarily, pending clarity on the security situation; however the suspension was lifted 48 hours later.

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 are yet to be fully met.

Decline in funding affecting the scope of UNHCR response: In 2016, UNHCR needed USD 379 million to implement its share of the Humanitarian Response Plan for Syria. However, only USD 124 million representing 33% of the funding requirements were received leaving a funding gap of USD 255 million severely affecting some of UNHCR's programmes and leaving millions of people at risk.

Whole of Syria Approach



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 were conducted 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.

Since its inception the WoS approach has made significant progress regarding information exchange and operational coordination, reducing overlap in coverage and facilitating the response through the most direct and effective modalities of assistance available.

2016 Humanitarian Response Plan

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 covered the period from 01 January to 31 December 2016, aiming to address large-scale humanitarian needs throughout all 14 governorates. The crisis requires 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.

Under the 2016 Humanitarian Response Plan UNHCR was sector lead in Protection and Community Services, CCCM and NFI/Shelter

The HRP revolved 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 through:

- Prioritisation 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, 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 HRP needed over USD 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, such as funding. For 2016 UNHCR needed USD 379 million, however, UNHCR Syria Office only received USD 124 million representing 33% of the funding requirements leaving a funding gap of USD 255 million which severely affected UNHCR programmes and impacted on UNHCR's ability to respond to the unmet needs of millions of people.

Winter

The 2017 HNO, on which the 2017 HRP is based, has revealed the wide range of complex and inter-linked protection needs with lack/loss of civil documentation, child recruitment (with children being recruited by armed groups at an increasingly younger age) and explosive remnants. SGBV, Psychosocial distress as a result of the crisis and related traumatic experiences was reported at a significant scale. Notwithstanding some positive signs, such as relative improvement in humanitarian access, to some areas, the protection of the civilian population will continue to be a major concern for UNHCR in 2017, while insecurity will remain a serious curtailing factor limiting humanitarian outreach and activities. Moreover, the sheer scale of the humanitarian needs will pose a serious challenge to humanitarian actors across all sectors with more funding badly needed to address these needs.

UN High Commissioner for Refugees Visits Syria



On 21 January 2016 the UN High Commissioner for Refugees, Filippo Grandi visited Syria and appealed to all parties to the conflict to allow regular, unimpeded and sustained access for humanitarian organizations to besieged and hard-to-reach areas. During his one day visit, he met with the Minister of Foreign Affairs, Deputy Foreign Minister and the Minister of Local Administration where he emphasized UNHCR's commitment to delivering aid to the internally displaced people throughout Syria and supporting refugees as well as thanking the Government of Syria for their assistance. He also pledged cooperation to increase livelihood programmes, on-line education and vocational training.

In addition, the High Commissioner met Internally Displaced Persons in the Um Attiah Al Ansaria Shelter in Damascus, a

former school which hosted 73 families, half of whom are children. After listening to them Mr. Grandi said: "In these hard times, it's truly inspiring to witness such resilience and courage, but an end to the crisis is called for to end the suffering endured by millions of people."

Also during his visit he handed over seven fully equipped ambulances to UNHCR partner, the Syrian Arab Red Crescent (SARC), at its Polyclinic Al Zahira, Damascus, in order to enhance its capacity to provide medical emergency response and perform life-saving health services and operations. He also took the opportunity to tour the medical centre and attend a psychosocial session for children. Al Zahira polyclinic is the largest of 10 SARC polyclinics providing health services to IDPs and refugees in Damascus, Rural Damascus, Aleppo, Homs and Tartous

with the support of UNHCR. In 2015, over 300,000 IDPs benefited from the primary health care services in these clinics.

The High Commissioner also met the UN team, international NGOs and national NGOs in Damascus as well as UNHCR staff from both Damascus and the field offices, who were both excited and encouraged by his visit. "It's only possible to understand the true scale of the crisis after you meet with people affected by it and listen to them first hand, hear their stories and try to offer them the specific help they need" said Sajjad Malik, UNHCR's Representative in Syria "for this reason we welcomed and encouraged the High Commissioner's decision to come to Syria."



Protection

UNHCR is mandated to lead and coordinate international action to protect refugees and find solutions to refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. UNHCR started its operations in Syria with the first Iraqi war in 1991 and expanded its operation exponentially with the massive influx of Iraqi refugees in the middle of the last decade.

However, in 2012 due to the escalating conflict, UNHCR expanded its operations to support the increasing number of internally displaced people in Syria. The objective of UNHCR's work with IDPs is to promote the protection of their human rights on an equal footing with other citizens, to mitigate protection risks resulting from the conflict and to respond to protection issues and humanitarian needs that directly relate to displacement.

In 2016, UNHCR's protection response strategy continued to follow a community-based approach, including community mobilization and self-reliance components, with an aim to reduce vulnerabilities and mitigate protection risks. This is done through psycho-social support, services for persons with specific needs including medical and non-medical material assistance, legal aid, in particular in relation to birth registration and documentation, education services for children who dropped out of school, SGBV prevention and response, child protection services, activities supporting livelihoods including vocational training with a view to improve skills and opportunities to generate income, and support to community-based initiatives as well as awareness raising around thematic issues and available services. Community Centres and, in a second layer, mobile units operating from the Community Centres, are a fundamental tool for the implementation of this strategy by helping to reach out to affected populations, assess protection risks and needs using a participatory age, gender and diversity approach, identify community resources, and offer services and support to the affected populations. In addition, UNHCR conducted capacity building for UNHCR partners, governmental staff and outreach volunteers (ORVs).



Community-Based Protection

Community Centres (CCs)

In 2016, Community Centres and their additional outreach capacity (mobile units and ORVs) have proven to be an effective approach to reach and assist conflict-affected populations in the most challenging contexts and to promote community participation. UNHCR supported the opening of 52 new Community Centres in cooperation with its partners Al Nada, Tamayouz, The Syria Trust, DRC, GOPA, SSSD, SARC, Namaa, Taalouf, Al Bir, Child Care, Aoun and Al Batoul in Damascus, Rural Damascus, Homs, Hama, Lattakia, Aleppo, Tartous, Sweida, Quneitra and Hassakeh. This brings the total of operational UNHCR supported CCs to 74, each of whom reach over 1,000 beneficiaries per month with a variety of protection services.

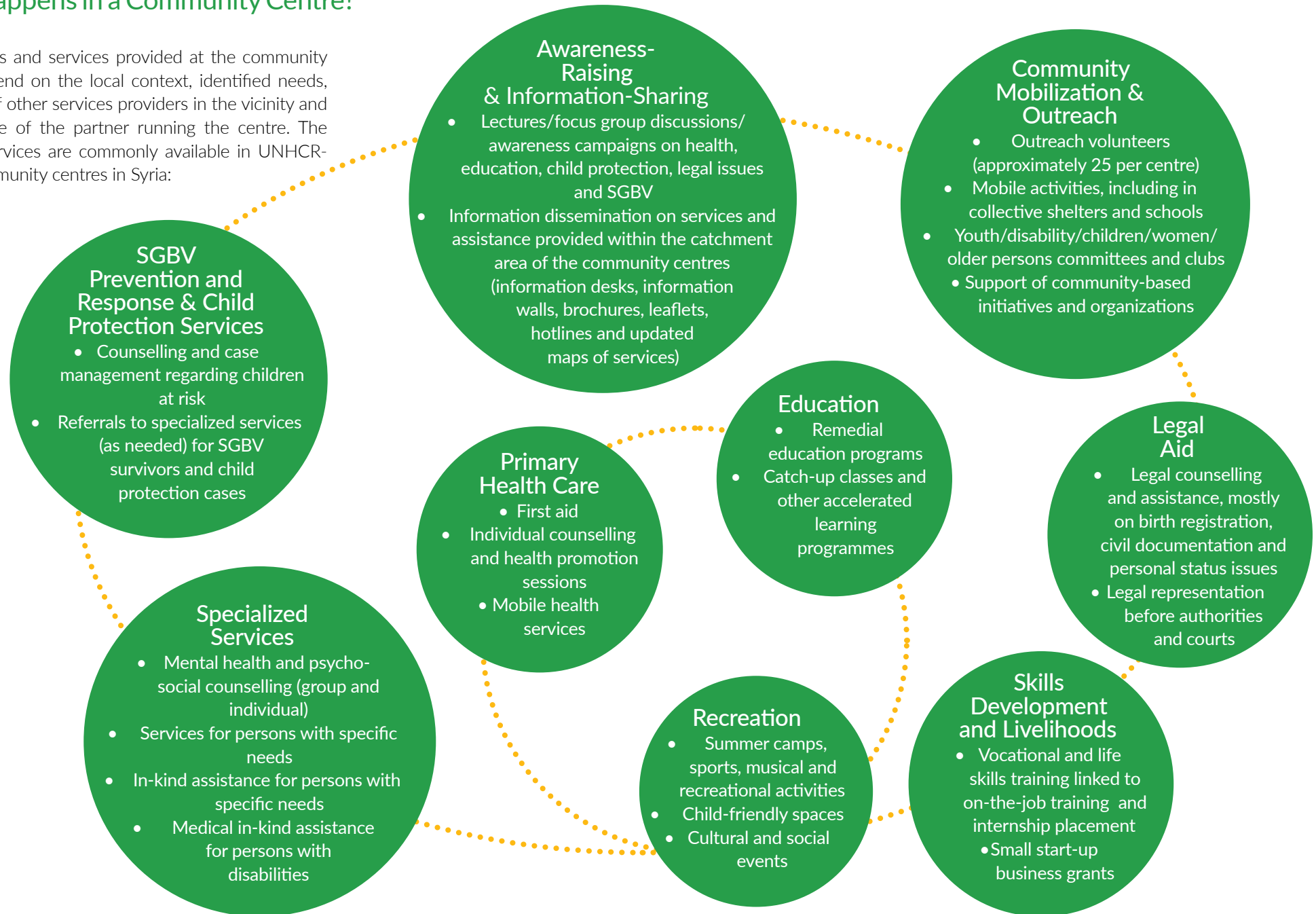
All interventions in the Community Centres were designed in line with UNHCR's age, gender and diversity (AGD) and rights-based approaches, with particular attention given to

persons with specific needs in the IDP and affected host communities. These communities participate throughout the development and further refinement of programmes through focus group discussions and information collected by the ORVs who are selected from within the concerned communities according to AGD principles.

Each Community Centre is supported by approximately 25 ORVs who identify community and household-level needs and protection risks, inform communities about the services available in the community centres and refer cases. Mobile units were also launched this year to reach the most vulnerable population lacking access to the community centres for a variety of reasons, including in remote and hard-to-reach locations. The mobile units played a fundamental role in spreading information about the available services, identifying needs and providing response. They have been instrumental in flexibly and timely addressing newly evolving situations such as in East Aleppo in late 2016.

What Happens in a Community Centre?

The activities and services provided at the community centres depend on the local context, identified needs, availability of other services providers in the vicinity and the expertise of the partner running the centre. The following services are commonly available in UNHCR-funded community centres in Syria:



Outreach Volunteers

In 2016, UNHCR increased the network of ORVs from 500 at the end of 2015 to 1,773. 751 ORVs were trained on basic protection concepts and their particular role in the communities while ORVs with relevant qualifications were trained in order to function as focal points and first responders on PSS, SGBV, child protection and legal aid. The ORVs were involved in community mobilization and recreational activities for families, youth, elderly, and persons with special needs. In addition they conducted counselling sessions, home visits and organized support activities for IDPs, refugees, asylum-seekers and the host community. The outreach volunteers played an essential role in capturing new trends in protection risks among the various communities such as school drop-out, SGBV, and displacement patterns, which in turn helped UNHCR design its prevention and response activities.



The volunteers were the most effective implementation tool, being able to operate in shelters and many inaccessible areas to UNHCR or its partners. The selection of the volunteers was conducted by UNHCR partners in coordination with UNHCR focal points to ensure that AGD principles were respected and UNHCR strategies adhered to. The volunteers also established good links with other service providers and volunteer workers and were consulted by partners to evaluate their ongoing programmes. The role of ORVs was not limited to reaching the IDP population, but also to ensure their participation, identify their vulnerabilities, advocate for their right to have access to humanitarian services, explore local capacities, provide support to persons with specific needs, disseminate information and raise awareness.



Majida:

From Outreach Volunteer to PSS Supervisor to Community Centre Coordinator

Majida was an Outreach Volunteer (ORV) who had previously studied in the University of Aleppo's Faculty of Education. Because of the conflict she lost everything including her father and her house, but one thing she did not lose was her hope for the future. She tells us that "It all started when I was invited to a UNHCR workshop for recruiting ORVs to work in the community. I'll never forget that day because I was so excited when I was accepted as a volunteer. After that with my friends' and supervisors' encouragement I started developing my skills, which assisted me to be a leader in the community and to help people." Majida eventually progressed from a volunteer to a position as the supervisor of the Psychosocial Services team of Al Taalouf Association and then onwards to Coordinator at one of their Community Centres. As she says "The experience that I gained from working as an ORV qualified me for this position and to continue helping even more people in the community".



Community-Based Initiatives and Group Community-Based Initiatives

UNHCR Syria recognizes the important role of CBIs to respond to some of the needs identified by the affected communities. The communities involved in these initiatives are in charge of designing, managing, implementing and monitoring their own initiatives. UNHCR supports these CBIs through the provision of materials, guidance and tools to facilitate the implementation of small projects designed by displaced communities themselves within an agreed timeframe. In 2016, UNHCR supported more than 778 CBIs and 35 GCBIs in 11 governorates benefiting approximately 122,000 individuals. The CBIs included among other activities the creation of self-managed kindergartens, collective farming, home-based schooling, sewing school uniforms, renovating public gardens, sport activities, basic rehabilitation while GCBIs entailed community-based protection projects such as a job fair targeting IDP university students, empowerment workshops, hygiene awareness, psychosocial support activities through arts and creating advocacy videos on social cohesion.

Keeping Warm:

Wool Sweaters and Rugs in Tartous

CBIs are also a useful tool for responding to seasonal needs. In Tartous, during the very harsh winter, UNHCR's partner Al Batoul finalized a number of CBIs which included making hand-made rugs to provide warmth to 25 families and knitting wool sweaters for 60 children. UNHCR supported the affected community with materials that were then used to produce these items.



Community-Based Organizations (CBOs)

UNHCR continues to provide grants to qualified CBOs in the country for the implementation of quick impact projects offering assistance to local communities in the field of vocational training, education, PSS and women and children empowerment, with a focus on persons with specific needs.

UNHCR together with its partners GOPA and Al Taalouf invested in the training of these CBOs to make the assistance they offer more sustainable as well as supported 20 CBOs this year mainly in the field of assisting persons with disabilities, vocational training, education, PSS and women and children empowerment, all in accordance with AGD principles.

Prevention and Response to Sexual and Gender Based Violence

Due to the crisis and large-scale displacement in Syria, many norms regulating social behavior have been weakened as were traditional community protection systems. This has led to increased levels of sexual and gender-based violence (SGBV), such as child/force marriage and domestic violence as well as sexual violence in some parts of the country which, however, remains largely underreported due to stigmatization, shame or fear, lack of specialized services including safe houses, social acceptance and impunity of perpetrators. SGBV prevention and response objectives were included this year in the partnership agreements of 13 partners, covering 10 governorates. The majority of survivors were identified through awareness sessions and outreach volunteers. Each Community Centre was supported by one staff fully dedicated to SGBV prevention and response services to ensure timely identification and proper follow-up for survivors of SGBV, including referral to services provided outside the Community Centres.

UNHCR and its partners identified and supported 6,045 survivors of SGBV through case management in the Community Centres and built the capacity of 679 frontline workers, social workers and gynecologists through workshops and sessions on the basics of SGBV, case management, clinical management of rape, and facilitation of awareness activities. Furthermore, 6,595 awareness sessions addressing 99,170 IDPs were conducted in collective shelters or through the Community Centres in different governorates. UNHCR partners also worked on the establishment of women committees to enhance the role of women in the decision making process and in designing activities to address their needs, with 59 women committees established by the end of 2016.

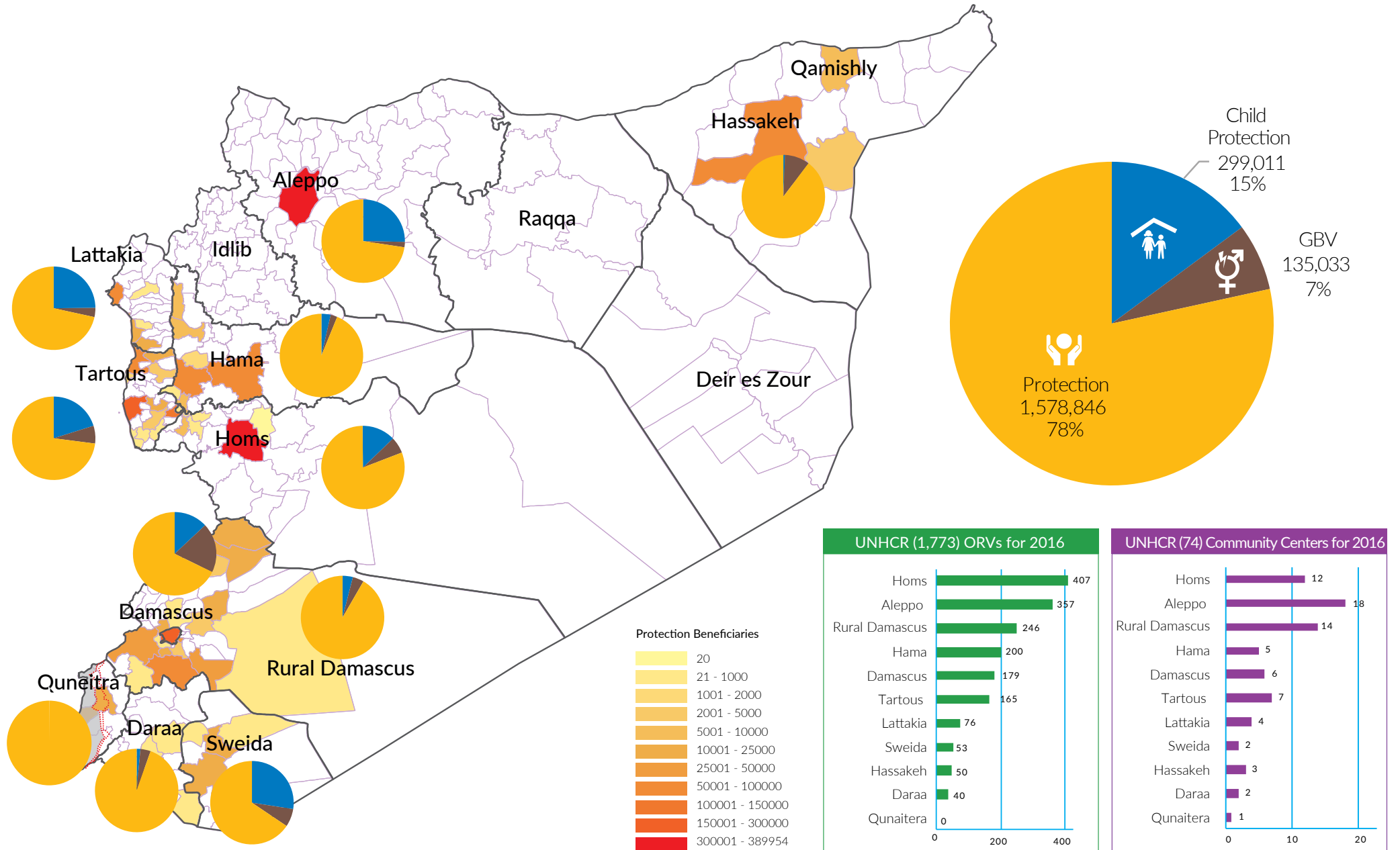
16 Days of Activism Campaign against Sexual and Gender-Based Violence (SGBV) in Syria



The 16 Days of Activism Campaign against Sexual and Gender-Based Violence (SGBV) was launched on 25 November with the theme 'From Peace in the Home to Peace in the World: Step Up for Freedom and Equality'. UNHCR Syria and its partners participated with 981 different activities such as outdoor photo exhibitions, a marathon, educational puppet shows, recreational activities, presentations, video shows and awareness raising sessions taking place throughout the country with 27,010 women, men, boys and girls participating. These activities focused on raising awareness on the concepts of SGBV, women empowerment, early marriage and deprivation of resources, violent and non-violent communication, integration at schools and the role of parents and teachers in problem solving. The activities took place in public schools, shelters, and Community Centres.

2,012,890 Beneficiaries

Reached by Protection & Community Services Interventions



Child Protection



Separated families, unaccompanied children, children with disabilities in addition to school drop-outs, child labor, exploitation and child recruitment by armed groups 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 the number of child protection partnerships from 13 in 2015 to 17 in 2016 with national and international NGOs working in all governorates to ensure child protection issues are addressed in all governorates where UNHCR is present.

In line with UNHCR's 2016 Country Operation Plan, all partner agencies were engaged in case management of children at risk, awareness raising sessions and campaigns on child protection concerns, child friendly spaces and recreation, as well as community-based child protection activities. Thousands of IDP children as well as those from host communities were identified with protection concerns. Through the case management process, a total of 12,069 children at risk were identified and assisted, while 2,549 were unaccompanied and separated children.

Regular counselling and assessments were conducted for children at risk to ensure their well-being and to respond to specific needs identified.

To tackle some of those challenges, UNHCR and its partner IMC conducted 40 training sessions in many governorates and locations targeting 1,279 participants representing different NGOs and government staff. Trainings focused on various child protection programming, basics of child protection and PSS, child protection in emergencies, case management, community-based child protection, and children interviewing techniques, child friendly spaces, and inclusion of children with disability and awareness campaign methodologies. More than 404,492 children in different governorates benefited from social and recreational activities conducted in community centres, child friendly spaces, schools and other outreach activities. In addition, 2,001 awareness sessions on child protection issues were carried in 2016 in Community Centres, schools and collective shelters to women, men, boys and girls.



UNHCR Supporting Children Clubs/Child Welfare Committees: the First of their Kind in Syria



In 2016, in collaboration with the Ministry of Education, UNHCR with its partner Première Urgence (PU) and students established 35 children clubs in schools in Damascus, Rural Damascus, Tartous, Lattakia, Sweida, Homs, Hama and Aleppo. For each club, 15 children were elected by other students ranging in age from 11 to 17 years to lead and enhance the protection of children in these schools and throughout the areas where they live. The children clubs are managed by children and adolescents and are targeting all children inside schools including host community, IDP and refugee children. They aim to identify and share children's concerns and obstacles faced in the community or inside the school as well as submit ideas to improve the school environment. This empowers children and prepares them to become responsible members of

their communities and future leaders. Since their inception, these clubs have suggested and been involved in many projects such as decorating school walls with paintings, planting the surrounding areas and cleaning the schools.

Following the elections of the children club members, UNHCR organized a training session on child protection concepts to enable these children to look at how they can incorporate measures for the prevention of violence against children and identify an appropriate response as well as to familiarize them with child rights as enshrined in the Convention on the Rights of the Child. In 2017, UNHCR, together with its partners in different governorates, aims to expand this community-based structure to other areas where the needs and risks are high.

On the other hand, 12 Child Welfare Committees (CWC) were established as a means of support to local communities as well as the displaced population in strengthening the resilience and well-being of children and young people, and promoting positive coping mechanisms at the grass-roots level in collective shelters and host communities, with the ultimate aim of improving sustainability of protection interventions and geographical coverage. Contrary to the children clubs, CWCs are composed of adult representatives from affected communities whose objective is to support children in need of protection and assistance, raise awareness about child protection issues and mobilize members of the community to find solutions.

Education

With one in four schools damaged, destroyed or used for other purposes, over two million school-age children are out of school and a further 1.3 million at risk of dropping out in the 2015 /2016 academic year. Education activities remained high on the protection agenda to promote access to education and psycho-social well-being of children and to prevent resorting to harmful coping mechanisms such as child labor, early marriage and recruitment into armed groups. The approach of UNHCR continued to be closely linked to the community participation and mobilization activities and education interventions were in line with the “No Lost Generation” initiative that was launched by a consortium of partners in 2013, placing education at the centre of the response in Syria and articulating concerns about the possible ‘loss’ of a whole generation of children, adolescents and youth as a result of the effects displacement. UNHCR rehabilitated and furnished 30 schools and equipped 100 schools with prefabricated classrooms benefiting a total of 24,040 students in eight governorates. These schools had been damaged as a result of the crisis and located in areas with low enrolment and/or high numbers of IDP students. Through the network of Community Centres, 128,770 vulnerable students benefited from remedial and catch-up classes, accelerated learning programmes and reintegration of students who dropped out into the public education system in addition to summer camps. Capacity-building sessions were organized for 628 teachers, administrative and other relevant staff on topics such as PSS, non-violent communication, behavior modification and child protection.



Livelihoods



In a context where more than 3.7 million Syrians are unemployed, of whom 2.9 million lost their jobs during the conflict, the needs for livelihoods support are huge among both skilled and unskilled IDPs. At the same time, many skilled people have either left the country, were killed or were compelled to engage in other professions as a source of income. UNHCR’s livelihoods and self-reliance activities were aimed at increasing the level of people’s self-reliance and reducing their dependency on assistance by developing their capacity to meet their basic needs such as food, shelter, clothing, social support and most importantly provide a sufficient source of income.

The livelihoods activities this year were linked to the network of Community Centres where 46,820 IDPs benefited from life skills and vocational training with the topics being determined based on focus group discussions with IDPs and on market assessments. Priority was given to female-headed households, elderly persons, persons with disabilities and to other persons with specific needs. Tailored tool kits were distributed following the courses to allow participants to generate income on the basis of their newly acquired skills. Furthermore, internship programmes and on-the-job training were offered to 1,260 IDPs to complement their theoretical knowledge with practical experience. In addition, UNHCR supported 979 individuals by providing families and communities with business start-up grants and training, targeting the most vulnerable profiles who have become unemployed due to the crisis, and aiming at reducing their dependency on aid, avoiding exploitative economic practices, reducing vulnerabilities and building the resilience of the community.

Legal Aid

With 6.3 million displaced in Syria, large numbers of people have lost their personal status documents such as birth certificates and identity cards. In addition, many children are being born in areas where they are not registered due to lack of services, access constraints or insecurity. The lack of personal documentation has serious protection implications as it impacts on freedom of movement, access to safety, basic services (such as health and education), humanitarian aid and livelihoods, and may result in statelessness due to provisions in the nationality law whereby Syrian women cannot confer nationality to their children, harassment, extortion, exploitation and detention. UNHCR in cooperation with its partners Al Taalouf, The Syria Trust, DRC and SARC, provided affected populations with legal counselling, assistance and representation before the competent authorities and courts to facilitate the re-issuance of critical documents that have been lost or destroyed as well as on other legal matters including SGBV and child protection. In 2016, UNHCR provided legal aid with the assistance of 119 lawyers to 75,000 IDPs and affected host community members. In addition, 54,700 persons benefited from awareness raising sessions on different legal issues.

**Legal
Counselling**
46,617

beneficiaries were provided with legal counselling services

**Legal
Awareness
Sessions**
54,700

men, women and adolescents have attended legal awareness sessions

**Legal
Interventions**
28,383

individuals benefited from UNHCR legal interventions before courts and other administrative bodies

This legal assistance has boosted the individuals' access to basic services, facilitated their freedom of movement and protection from arrest, decreased the risk of statelessness and provided the foundation for the enjoyment of key rights especially by women, children and individuals in hard-to-reach areas. To develop the capacity of lawyers, UNHCR supported this year three training sessions that enhanced lawyers' protection knowledge and developed their mediation/communication skills. Furthermore, through UNHCR advocacy, the lawyers were given easy access and simplified procedures before Civil Affairs Departments. UNHCR also developed a simple flyer on birth registration and is in the process of developing a booklet on civil documentation to enhance the capacity of communities to follow legal procedures on their own.

Sokayna's Story



Sokayna is a woman living in Lattakia with her two children. After her Syrian husband went missing, life became very difficult for her and her children. Sokayna and her husband had a customary marriage and her marriage and the births of her children were not registered which caused many legal problems for her and her children.

She visited the UNHCR supported SARC Community Centre to ask for assistance upon hearing about the legal services provided there. After meeting Sokayna and listening to the details of her case, the attorney communicated with the husband's family and persuaded them to be cooperative in order to resolve the issues. The attorney then filed a lawsuit to register Sokayna's marriage and the births of the children, and the husband's family testified before the court that Sokayna and their son had a customary marriage.

After a few days, the court issued the decision to register the marriage, which allowed for the registration of the births of the children. Now Sokayna will be able to enroll them in school and she is able to move around easily with her children in the city. "I will never forget the help I received from the legal aid department" Sokayna gratefully said.

Services for Persons with Specific Needs



Training Centre for the blind and children with education difficulties opens in Homs



In September, a UNHCR-supported training centre for the blind and children with education difficulties opened in the Al Nezha area of Homs. Blind people often find it difficult to communicate within and outside the family, feel useless to the society with some believing that they are a burden on their families who are struggling with a range of other challenges. This new centre will train blind people in reading and writing, offer musical sessions, as well as specialized training for family members in how to deal and communicate with the blind.



UNHCR provided practical support by rehabilitating the premises and paying the rent for the building for a number of months as a startup support. It also provided furniture, sports equipment, computers with specialized software for the blind, musical instruments and drawing tools to facilitate the training courses.

Adnan, 62, is an IDP from Palmira who attended the centre's opening. "I and thousands of other blind people have little choice but to stay at home doing nothing. This negatively affects us physically and psychologically, losing our remaining limited hopes for life, joy and even a smile day by day. Now that we have this centre we feel we have come back to life and are happy that we can still be of benefit to our society, assist people with the same problems that we have, and at the same time make some income that enables us to help support our families.



This feeling is indescribable and cannot be expressed by words" he states.

He goes on to say "we blind people can see things with our souls that can't be seen by normal functioning eyes. We had lost all hope when suddenly UNHCR came and brought us back to life, giving us a new vision to a new life with our blind eyes. On behalf of all blind people I thank you very much and thank God for sending us agencies like yours to keep us motivated to live and hope for a better future".

Mental Health and Psychosocial Support Services (MHPSS)



According to WHO statistics, an estimated 190,000 IDPs suffer from severe mental problems requiring specialized services while over 900,000 IDPs are experiencing mild to moderate psychological problems resulting from traumatic experiences during the conflict and the daily struggle for survival, which require particular care to prevent an escalation to severe cases. The most common feelings include anxiety, anger, fear, hopelessness and helplessness, which are often resulting in domestic violence, self-inflicted harm or violence towards others. This may have wider consequences on inter- and intra-community tensions, touching at the very basic and crucial elements of social cohesion and peaceful co-existence.

In 2016, UNHCR supported Mental Health and Psychosocial Support Services (MHPSS) through 15 partners in 11 governorates. A total of 123,120 IDPs benefited from these services, which are primarily available in the Community Centres and the 23 primary health care services in 6 governorates. Services were delivered through mobile PSS teams, psychologist case managers and multifunctional MHPSS teams. The activities included: Community and family support to 529,565 IDPs 76,101 soft PSS structured recreational activities and awareness-raising sessions for children, adolescents and mothers. As well as focused non-specialized services to 177,665 IDPs, including case management and group PSS counselling by PSS case managers. In addition to 7,628 specialized services by psychotherapists and/or psychiatrists for IDPs suffering from severe mental disorders.



Core Relief Items (CRIs)



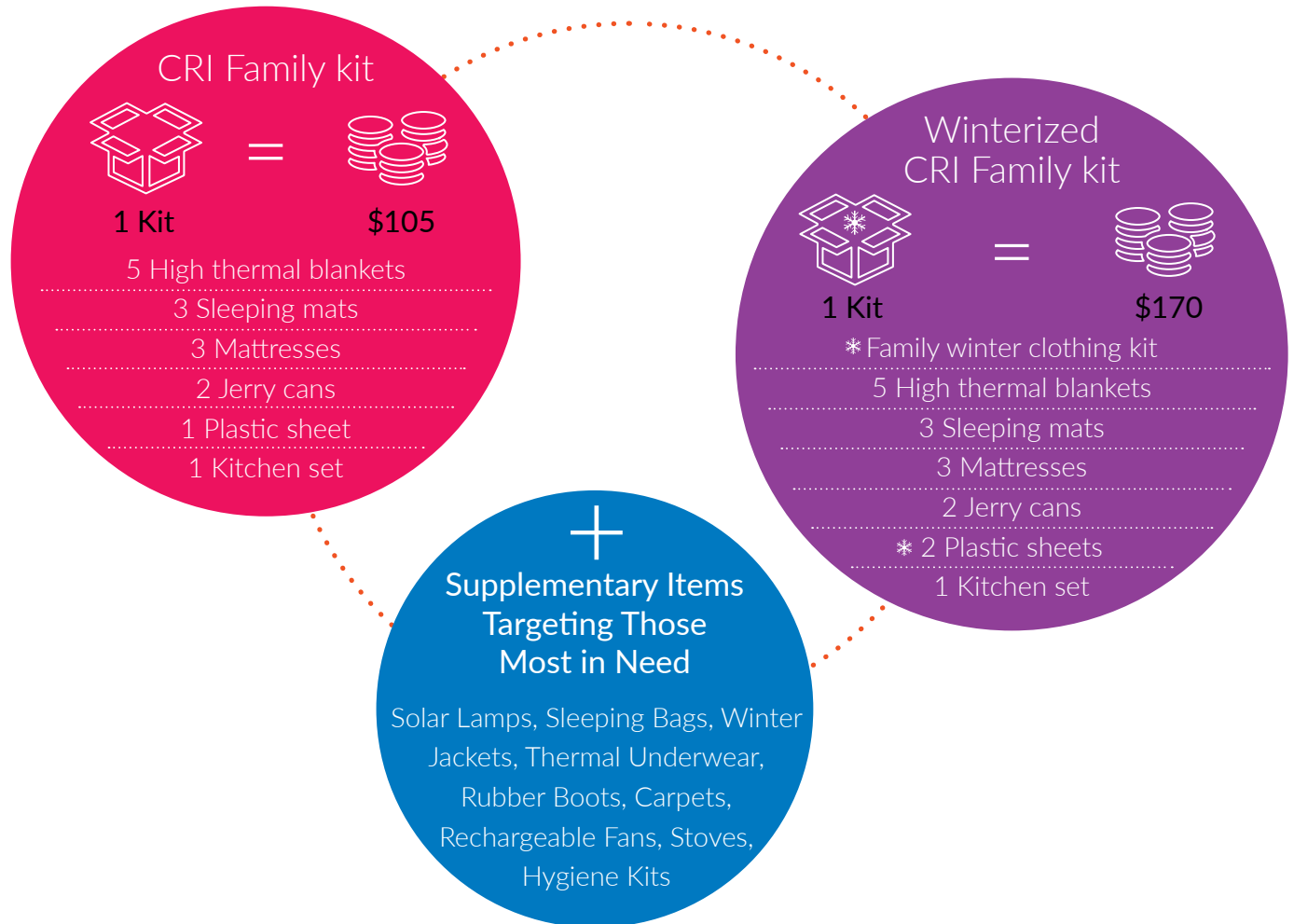
Core Relief Items (CRIs) sometimes known as Non Food items (NFIs) are items other than food used in humanitarian contexts, when providing assistance to those affected by natural disasters or war. When people are displaced due to conflict they become vulnerable, often fleeing and losing everything, including 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, rubber boots, sleeping bags 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 6.3 million IDPs as possible, UNHCR runs a huge logistical operation involving everything from forecasting, planning, and budgeting to local, regional or even global procurement. UNHCR 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.

In 2016 UNHCR in Syria reached more than **3,400,000** vulnerable people with more than **5,460,000** Core Relief Items in 13 governorates out of 14

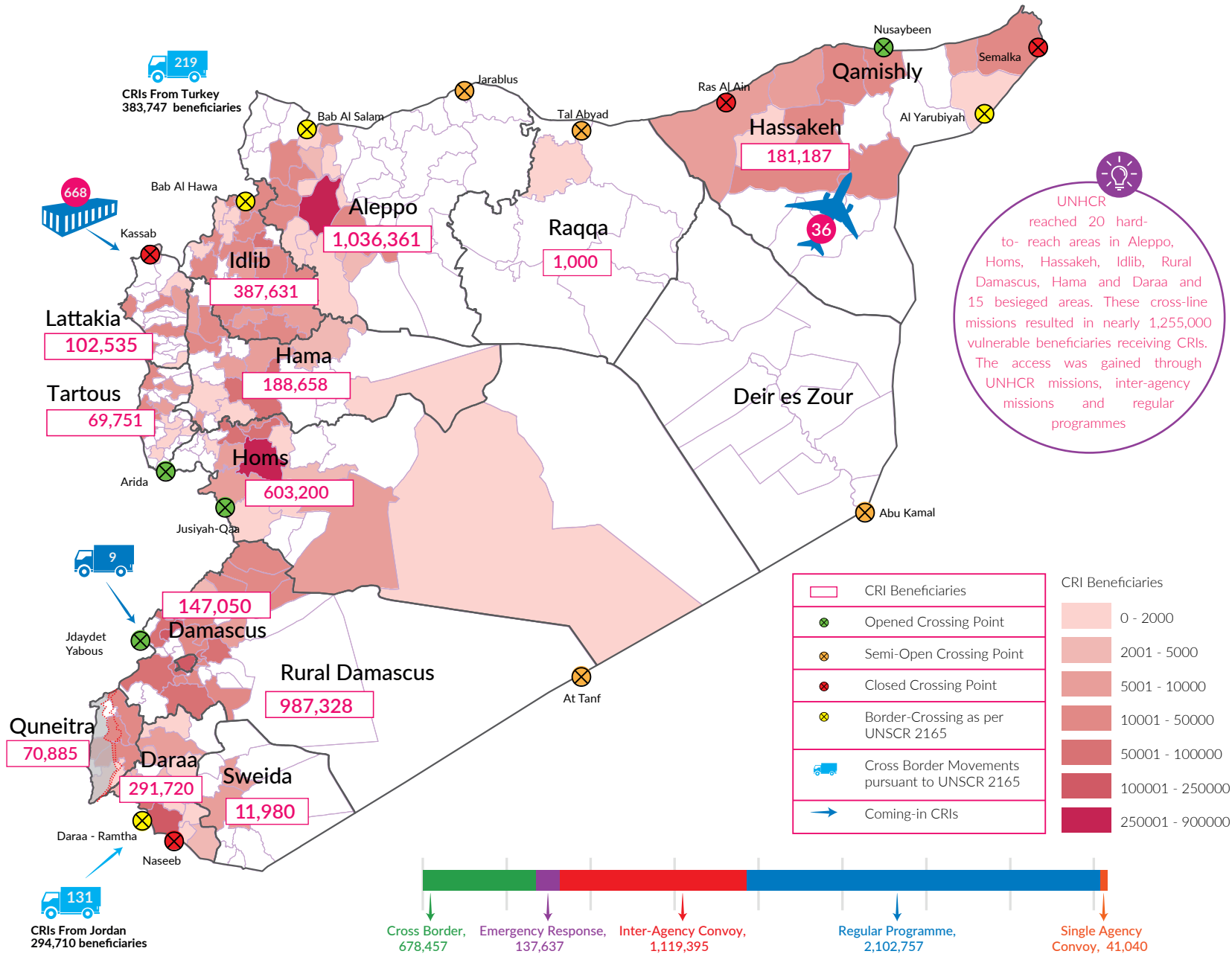
CRI Kits



UNHCR CRI Response 2016

In 2016, UNHCR imported 668 containers through Lattakia port containing CRIs; tents, medicines and vehicles. In addition, nine 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 36 humanitarian airlifts from both Damascus and Amman to Qamishly carrying hundreds of tons of aid for 181,187 individuals



UNHCR reached 20 hard-to-reach areas in Aleppo, Homs, Hassakeh, Idlib, Rural Damascus, Hama and Daraa and 15 besieged areas. These cross-line missions resulted in nearly 1,255,000 vulnerable beneficiaries receiving CRIs. The access was gained through UNHCR missions, inter-agency missions and regular programmes

Cross Border Pursuant to UN Security Council Resolutions 2139, 2165, 2191, 2258 and 2332



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 resolutions (2015) and now resolution 2332 (2016) extending the mandate of resolution 2165 (replacing resolution 2191). It requests that the Secretary-General continue to report to the Council monthly within the framework of resolutions 2139 (2014), 2165 (2015) and 2258 (2015) as well as confirming that United Nations agencies and humanitarian partners could continue with notification to the Syrian authorities, to use these crossings until January 2018. These Security Council Resolutions are important tools in recalling the obligations of all parties under International Humanitarian Law and International Human Rights Law and

provide leverage to negotiate safe and unhindered access to the growing number of internally displaced 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.

In 2016 a total of 46 cross-border convoys took place: 26 through the Bab Al Hawa crossing in Turkey and 20 through the Ramtha crossing in Jordan. These missions provided CRIs for 678,457 individuals in the Daraa, Quneitra, Hama, Idlib and Aleppo governorates.

The Challenges of Cross-Line missions



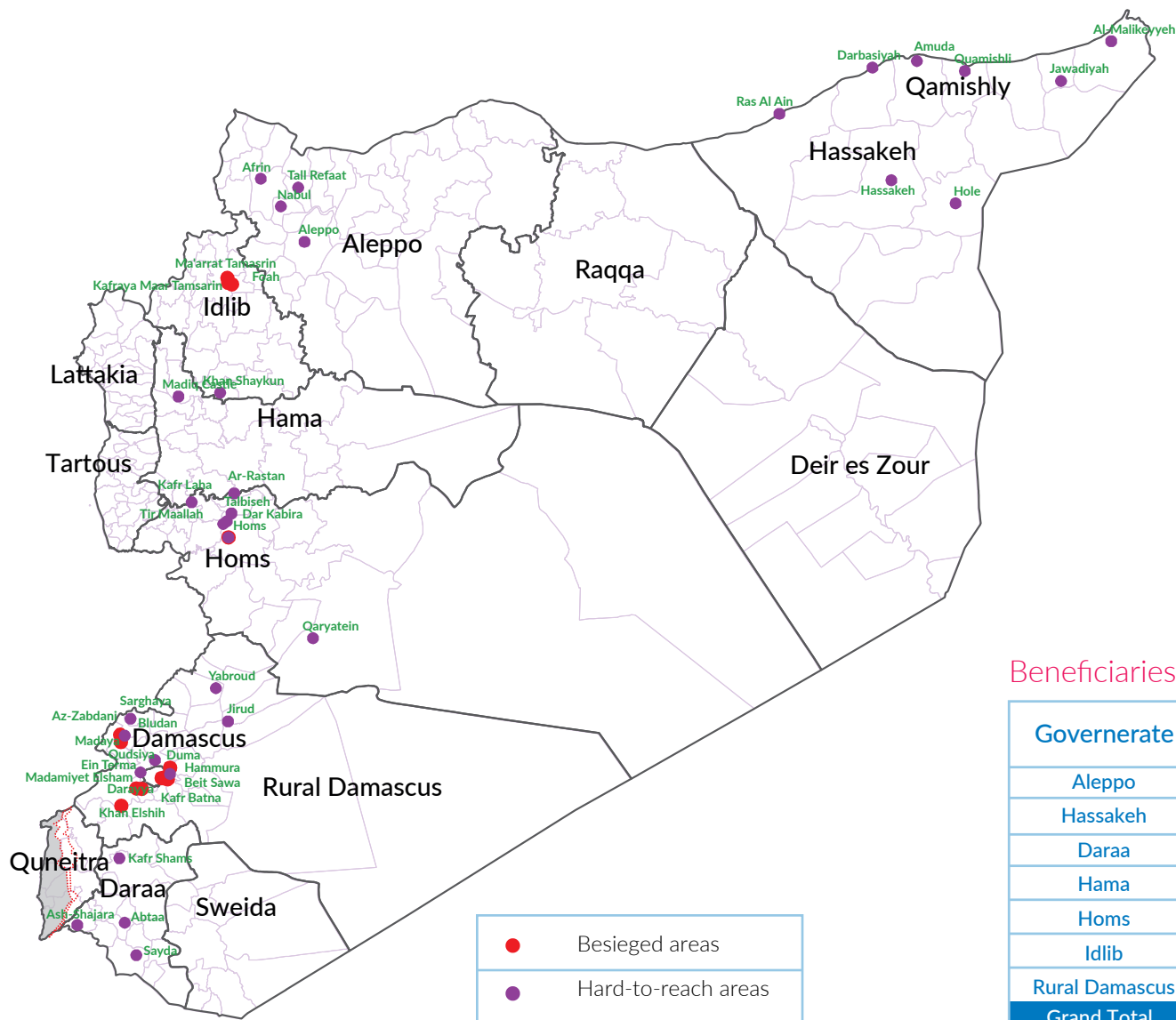
During 2016, UNHCR participated in 29 inter-agency (IA) cross-line missions to hard-to-reach areas, benefiting 1,254,661 individuals. Each of these missions had its own challenges. For example on 22 November UNHCR led a successful inter-agency mission to the hard-to-reach Arrastan area in the Homs Governorate, with the team returning to the base at 3 am the next day. Previously, on 20 November the mission needed to be aborted due to heavy shelling and gunfire when convoy reached the last GoS checkpoint and was waiting for permission to enter.

The convoy consisting of 44 trucks carried humanitarian assistance such as food, flour,

nutrition, medicines and NFIs. UNHCR's contribution was blankets, kitchen sets, plastic sheets, mattresses, sleeping mats, jerry cans and solar lamps for 6,000 people.

In addition to delivering assistance, upon arrival, the IA team in coordination with SARC organized field visits to SARC clinics, three collective shelters, a water pumping station and the main hospital of Arrastan. The team met local community leaders to discuss the status of services, the main challenges and the needs of the IDPs and local community. Despite the many challenges however, UNHCR will continue to try to assist those most in need.

Support to Hard-to-Reach and Besieged Areas



Beneficiaries in hard-to-reach and besieged areas

Governerate	Besieged areas	Hard-to-reach areas	Grand Total
Aleppo	-	67,040	67,040
Hassakeh	-	119,021	119,021
Daraa	-	10,825	10,825
Hama	-	32,000	32,000
Homs	115,165	344,380	459,545
Idlib	65,800	2,500	68,300
Rural Damascus	309,650	188,280	497,930
Grand Total	490,615	764,046	1,254,661

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 of 750,000 beneficiaries by 64%, reaching 1,155,010 individuals with 1,258,540 winter items.

The UNHCR 2016 /2017 has already surpassed its target

of 1,000,000 people with, having reached 1,019,100 beneficiaries as of 31 December 2016. 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 elderly, single women as well as people with disability, mental health problems or serious medical conditions and chronic diseases.

In addition supplementary items such as solar lamps, sleeping bags, winter jackets, thermal underwear, rubber boots, carpets and stoves have been distributed after

these needs were identified by UNHCR teams on the ground. Also, UNHCR has supported local businesses in Syria by sourcing some winterization items. For example, the sleeping bags distributed to 25,847 beneficiaries in Aleppo were sourced and manufactured locally in addition to the shelter kits consisting of timber, plywood and a tool kit which enabled the residents to reinforce and adjust their shelters to the severe winter conditions. Shelter sector partners assisted with the distribution of the kits and provided technical support on its usage.



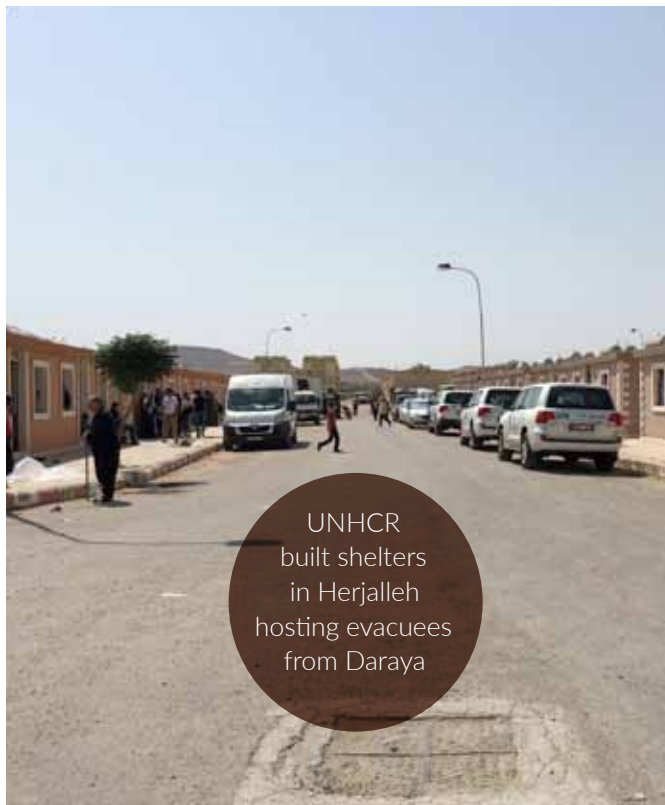
Shelter

During The protracted crisis in Syria 1.2 million houses have been damaged, out of which 400,000 have been totally destroyed causing millions of people to flee to official collective shelters such as schools, public buildings, tower buildings, unfinished buildings, hospitals, basements and mosques or to host families mostly from the local communities in other areas. UNHCR's Shelter Strategy was developed and finalized, in line with the Shelter Sector and in collaboration with the Ministry of Local Administration (MoLA) and aimed to design and implement adequate shelter solutions to various groups of beneficiaries in the framework of a comprehensive national response and recovery plan, based on inclusive stakeholder interaction, directed to ensure response to emergency needs as well as sustainability oriented recovery of communities.

During 2016, UNHCR's shelter intervention projects were broadly categorized under four main areas:

01

Addressing immediate shelter needs of the affected population: Examples of this include the provision of tents, sealing off kits, shelter kits and winterization materials.



02

Ensuring adequate temporary shelter until a durable solution is found: Examples of this include the upgrade of private shelters such as unfinished buildings, the upgrade or rehabilitation of collective shelters (public buildings).



03

Ensuring long-term, sustainable and permanent shelter: Examples of this include the rehabilitation of damaged houses and related infrastructure as well as owner-oriented shelter support.



04

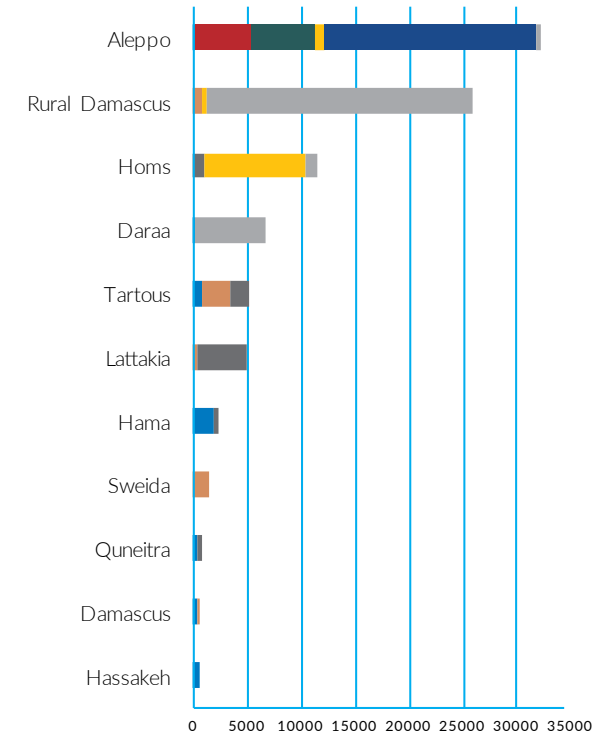
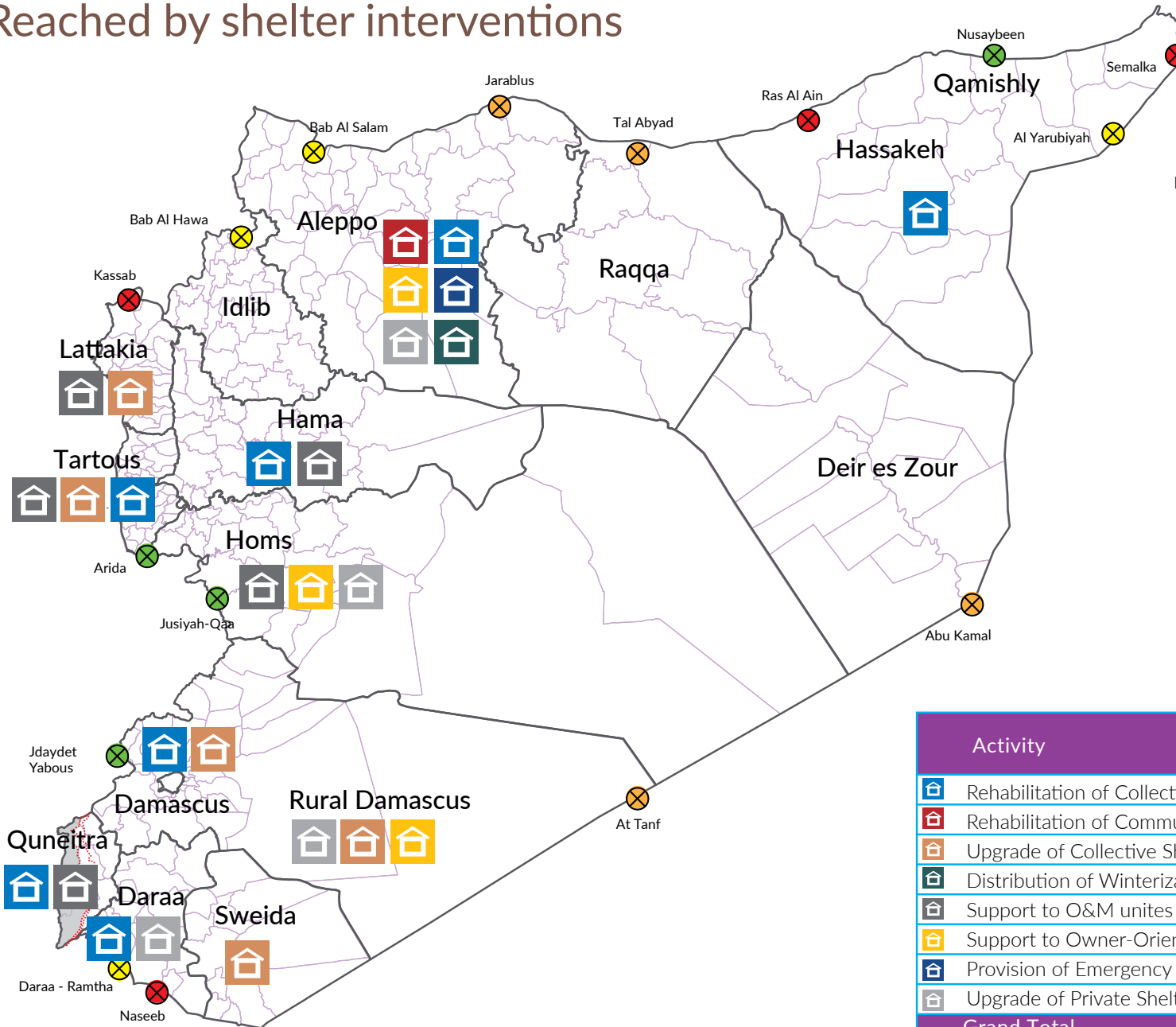
Ensuring that income generation opportunities for skilled and semi-skilled labors are supported.



In 2016

UNHCR together with its 13 shelter partners reached 91,725 individuals in 11 governorates, an increase of 79% compared to 2015

91,725 Beneficiaries Reached by shelter interventions



Activity	Individuals Reached
Rehabilitation of Collective Shelter	3,829
Rehabilitation of Community Structure / Infrastructure	5,200
Upgrade of Collective Shelters	5,496
Distribution of Winterization kits / Materials	5,911
Support to O&M unites	8,290
Support to Owner-Oriented Shelter	10,669
Provision of Emergency Shelter Kits	19,688
Upgrade of Private Shelter	32,642
Grand Total	91,725

UNHCR Shelter Response



Despite challenges such as security, lack of access in hard-to-reach areas, difficulties gaining approvals for projects and increased cost of shelter materials, in 2016 UNHCR together with its 13 shelter partners reached 91,725 individuals in 11 governorates, an increase of 79% compared to 2015. This includes:

- 5,911 individuals who have benefited from the provision and installation of shelter kits in Aleppo.
- 9,305 individuals who have benefited from the rehabilitation and upgrade of collective shelters.
- 32,642 individuals who have benefited from the upgrade of private shelters. Rural Damascus governorate has received the most intervention (75%) and this was encouraged by increased access and availability of unfinished buildings compared to other governorates.
- 10,669 individuals who have benefited from the owner-oriented shelter intervention with 2,140 apartments rehabilitated. These were mainly returnees to the old city of Homs, who 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 homes, and this, coupled with the vision of UNHCR to continue with a more sustainable approach toward shelter led to the expansion of the project in other governorates in 2016. This focus will continue in 2017.

In addition to this, UNHCR's shelter programme has had the extra benefit of supporting the local economy by creating approximately 200,000 temporary jobs over the year.



Ahmad and Mohammad:

No more Homework by Flashlight

Safe and adequate shelter has a knock on effect in all areas of a person's life such as hygiene, health, mental well-being and even in the area of education. Ahmad 11 years old and his brother Mohammad aged eight live at the Rassas collective shelter in Sweida which was recently rehabilitated by UNHCR and partners. Their mother has told UNHCR how the rehabilitation project had made a major difference to the education of the two boys. Before the rehabilitation project which included upgrading the electrical system and maintaining the lighting system, her children used flash lights and candles to study for school, which hurt their eyes. Since the rehabilitation, the two boys now have access to appropriate lighting when they work on their homework.

Grandma Aisha

Aisha lost her husband in the conflict after he got injured by shrapnel. Despite this she insisted on staying in her house in Bab Al Nairab in the east of Aleppo city until her house was hit and she fled to a safer area in the city three years ago. Aisha now lives with her son's family and her daughter in a skeleton building, where they suffered from exposure to bad weather conditions. However what upsets Aisha the most was the lack of privacy as the space was also shared with other families. "We were not able to talk to each other about our family issues as it can be easily heard by neighbors" she says. However, UNHCR installed a shelter kit for Aisha and the family as part of its winterization response which made a huge difference in terms of both protection from the weather as well as privacy. Aisha and the family were extremely happy. Aisha's daughter says smiling "We can finally sit freely and enjoy our family time together in privacy".





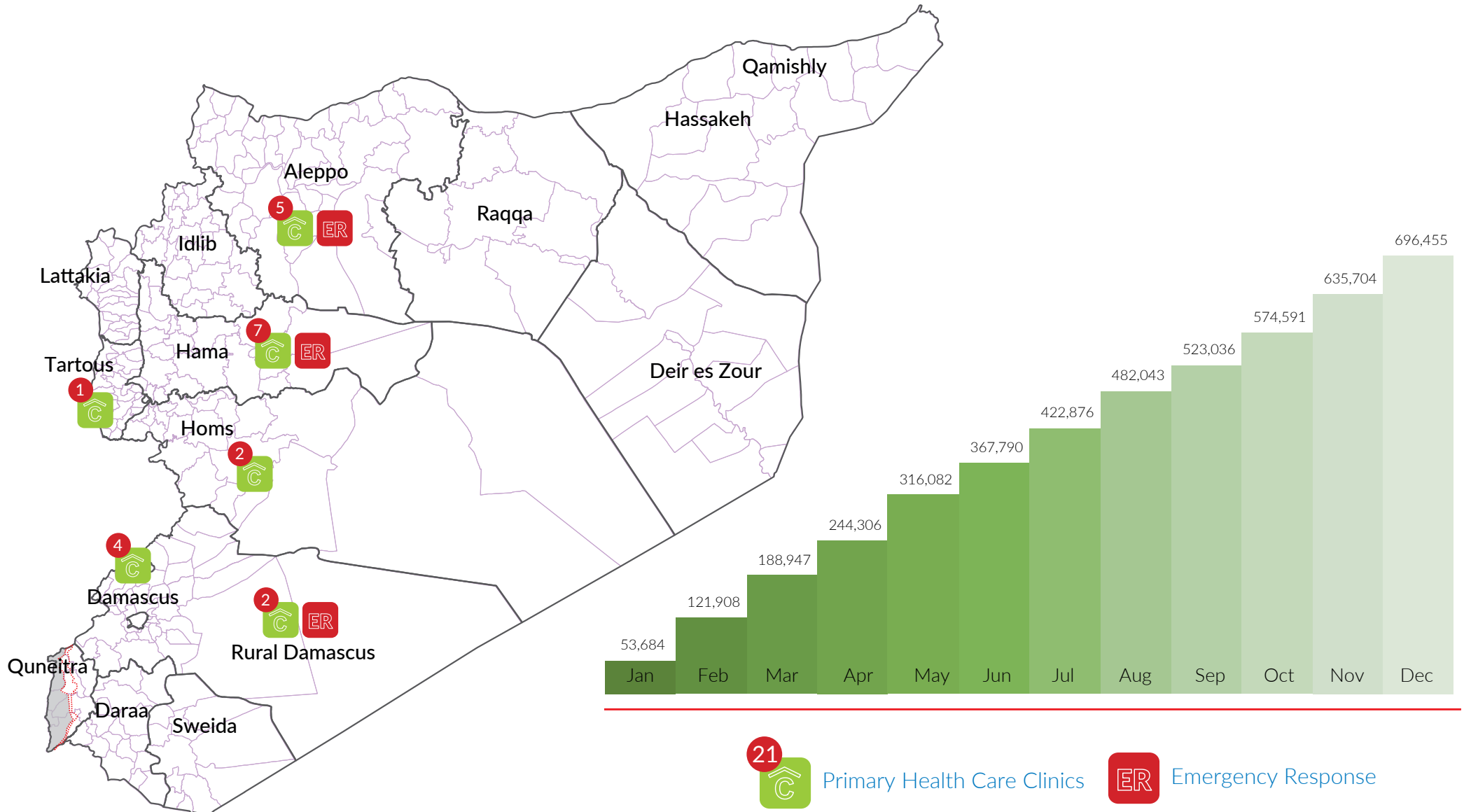
معاً لتحصين
من مرض شلل
حصلات التلقيح
أهمي على تلقيح أطفالك
بغض النظر عن القاء



Health

696,455 Beneficiaries

Have Access to Primary Health Care - to Reduce Vulnerability and Reinforce Protection



Displacement in Syria has impacted hugely on the health and well-being of both 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. 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. 58 per cent of public hospitals and 49 per cent of public health centres are either partially functional or closed and 12.8 million people require health assistance. 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.

UNHCR Response

In 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. 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. 696,455 individuals benefited in 2016 from the following UNHCR health services:



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.

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. For example this year, the outreach volunteers in Aleppo working with UNHCR partner Al Taalouf became the biggest team in Syria with 26 health volunteers who reached 2,284 cases. They are located in different geographic areas to ensure the maximum access of vulnerable patients to health services, eliminate risks and prevent serious health complications.





Emergency Referral

UNHCR provided the support to life-saving medical and surgical interventions through its partners in Damascus, Aleppo and Hama. Nearly 5,000 individuals benefited from emergency interventions



Primary Health Care (PHC) Clinics

UNHCR supported 21 primary health clinics in 6 governorates; Damascus, Rural Damascus, Hassakeh, Tartous, Aleppo, Homs and Hama. Since the beginning of the year, nearly 691,500 individuals benefited from the PHC services

Mental Health and Psychosocial Support (MHPSS)

MHPSS services were provided in cooperation with UNHCR partners including SARC and integrated in community centres and many UNHCR supported clinics.

Ibrahim

Recovers from His Work Injury

Ibrahim is a fourteen year-old boy from Aleppo who lost four of his brothers in the conflict. "Although he is still young, he became the bread winner of the family after the loss of my other sons in the war" says Ibrahim's mother with tears in the eyes. As a result of a work accident where he injured his right arm while carrying blocks, Ibrahim fell seriously ill as the wound became painful and infected.

During one of UNHCR outreach volunteers' visits to the Salah Al Deen area in Aleppo they became aware of Ibrahim's injury and immediately accompanied him to Al Taalouf hospital where a specialized doctor arranged for X-rays and medical tests to diagnose the problem. The severe inflammation was treated properly and two days later, Ibrahim recovered and was able to leave the hospital "I'm really thankful for the help I received. I feel comfortable now", Ibrahim expressed gratefully.



Livelihood Toolkits



During displacement people have to flee leaving many of their possessions behind and for tradesmen this often includes their tools which has a disastrous effect on their ability to earn a living and support their families. In order to support the protection and resilience of affected communities in Syria, UNHCR therefore decided to procure 2,000 livelihood toolkits for plumbers and carpenters, which were distributed to beneficiary tradesmen who had been previously identified throughout Syria.

During the distribution of these kits, it became clear that more of this type of practical assistance was needed with IDPs assisting in the needs identification of the other types of kits. This resulted in a list of 11 different toolkits, including the previous two being adopted. In 2017, UNHCR plans to distribute over 13,000 of these kits consisting of Plumbing Kits, Carpenter Kits, Electrician Kits, Sewing Kits (Stitching, Internal Lock, Sewing Machine for Overlock), Hairdressing Kits for females, Hairdressing Kits for males, Painting Kits, Blacksmith Kits, Air-conditioning Maintenance Kits, Electronic Maintenance Kits for computers and Electronic Maintenance for mobiles for repairing using spare parts.



Mohammad Hamidi:

Plumbing again thanks to UNHCR



Mohammad Hamidi, a father of six children was displaced with his family from Aleppo five years ago, and is residing in the Real Estate shelter in Tartous since. Mohammad, a plumber since 1986 had his own workshop in Aleppo before the conflict but when he was displaced due to fighting he lost his workshop, house and all his belongings.

"When I came to Tartous with my family all we had were the clothes we were wearing and I was not able to resume my trade as I lacked tools and couldn't afford to buy any. I was totally dependent on assistance provided by the UN and NGOs to feed my children. All I could do was help our neighbors in the shelter with soft plumbing maintenance that could be handled with basic tools" He tells UNHCR staff during a follow up visit.

However in August under the livelihood programme, UNHCR and through its partner Al Batoul delivered a full plumbing kit to him. Mohammad immediately set to work so enthusiastically using the new plumbing livelihoods kit and networked with a number of workshops outside the shelter to expand his services and to increase his income. "I may not have my workshop back but at least I am independent again and able to feed my children without the need to beg for assistance thanks to UNHCR" Mohammad adds.

Kamel the Carpenter

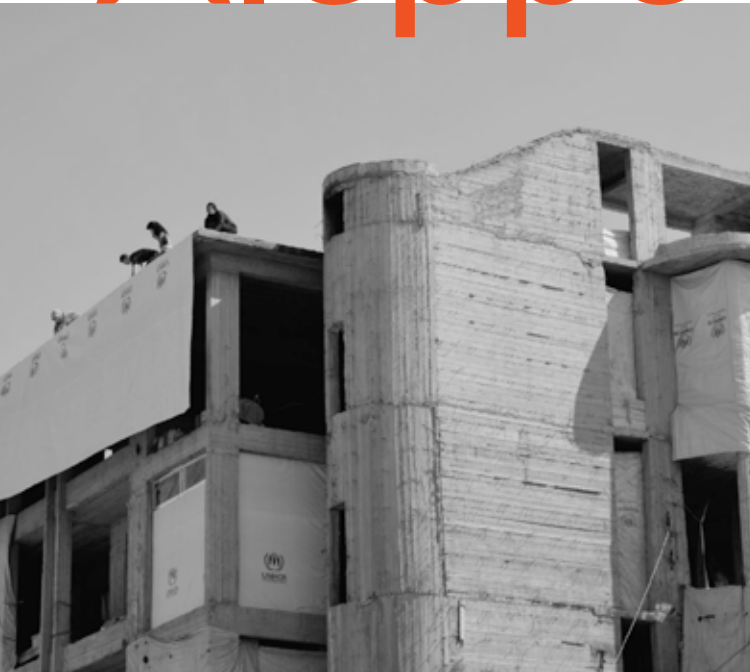
Kamal, a father of five children was displaced to Sweida from Rural Damascus three years ago, where he used to own a furniture factory and an Aluminum factory before the crisis. During displacement he lost his businesses, home and his means of making a living.

In August, Kamal was one of the recipients of a UNHCR carpentry livelihoods toolkit in Sweida and now earns his living by doing carpentry work with a private employer there. During a field visit he tells UNHCR staff that he now feels optimistic for the future and is confident that he will increase his earnings in the near future.

"Now, I am working for an additional three hours in the evening, installing doors and windows, and last month, I had the chance to make some extra money by working overtime" he says. "The carpentry toolkit helped me double my income and to get rid of the burden of accumulated house rent which led me to cut back on essentials in order to afford a roof over our heads" he adds.



Aleppo



Covering the Northwest of Syria

UNHCR FO Aleppo

- Responded rapidly to four largescale displacements, the first in February from Sheikh Maqsood to nearby neighbourhoods, the second in August from Hamadaniyeh, the 1070 project and Riyadeh and the third in September from New Aleppo south and Munian to the western part of Aleppo The fourth was the mass displacement of 110,000 people from Eastern Aleppo in November/December with UNHCR responding through Shelter, NFI, Winterization and Protection Interventions as well as the deployment of specialized staff from Damascus.
- Distributed 20,000 sleeping bags and 4,000 heaters/stoves which are made locally to IDPs residing in skeleton buildings to fight the cold at the beginning of 2016. This intervention assisted in a significantly lower winter mortality and morbidity rate compared to previous years in Aleppo.
- Supported 276 community-based initiatives targeting vulnerable populations such the elderly, Persons With Special Needs (PWSN), women at risk, orphaned children as well as the rehabilitation of some shelters.
- Opened 15 new Community Centres: Nine with Al Taalouf, three with Namaa, one with The Syria Trust, one with SSSD and one with GOPA. This brings the total of active centres in Aleppo to 17.
- Recruited 264 New Outreach Volunteers bringing the total number to 420.
- Established a homework café project with Namaa and Al Taalouf in Community Centres which gave children the opportunity to do their homework in a comfortable and quiet, study friendly environment. The Cafés have reached over 12,500 students.
- Provided 254,720 beneficiaries with primary health care including radiology, laboratory services through

UNHCR partners Al Taalouf and SARC in four health facilities. In addition 2,612 patients benefited from surgeries in the UNHCR supported Al Taalouf hospital.

- Increased deliveries of CRIs to hard-to-reach areas in Aleppo significantly benefiting 67,040 in various areas such as Nubul, Zahraa, Afrin, Tal Refaat and Shiekh Maqsood. In total, UNHCR Aleppo field office reached 988,778 IDPs through the governorate with CRIs.

Rania: Looking to the future



Rania is a 34 year old single woman who lives with her mother and her married brothers and their families. Over the past four years she has been displaced more than three times. Rania has a disability in her leg since she was a child which makes it hard for her to walk. Despite this she is a strong independent woman who has worked as a seamstress on small sewing machines since 2000 to support her family. In 2016 she attended a UNHCR supported design and sewing course which further improved her skills and enabled her to work on bigger manufacturing machines. After she heard about the Namaa productive unit in partnership with UNHCR, she registered at the Martini community centre where she was evaluated on machines, and because her skills and experience were very clear she was immediately referred to the productive unit.

From her first day she tells UNHCR that she enjoyed the work atmosphere saying "I am so relieved here and I feel like I'm at home, this opportunity has really helped me and made me stronger to overcome the physical and psychological stress I am facing each day".

This is just the start for Rania though, as after six months in the production unit she will graduate and Namaa will link her with either the UNHCR toolkits programme or small business grants. "I feel the future is looking much brighter now" she says happily.

UNHCR Response to Displacement from Eastern Aleppo

Developments accelerated dramatically in Aleppo during November 2016 when the Syrian Armed Forces launched a massive offensive in AOGs-held eastern Aleppo. After a month of fierce fighting. On 22 December it was officially announced that the Government of Syria was in full control of the eastern neighborhoods of Aleppo after more than four years of fighting there. The fighting led to the displacement of over 116,000 people including 80,158 displaced to areas in and around Aleppo city, and 36,086 people to Idlib and rural western Aleppo. A ceasefire deal reached in December allowed for the evacuation of residents of besieged east Aleppo, alongside reciprocal evacuations from Foaa and Kafraya, areas besieged by opposition forces in the neighboring Idlib governorate. Some displaced families have settled with friends and family, however thousands have been resorted to live in shelters in unfinished buildings and informal settlements.

UN agencies including UNHCR were involved in observing the evacuation process through three shifts, starting 18 until 22 December the day the evacuation ended. In addition the UN and partners scaled up their emergency response with UNHCR, deploying extra staff and shelter specialists who assisted in the provision of emergency shelter solutions. This included the distribution of shelter kits, that help the displaced population make use of the many kits and material to fix and seal their living quarters, as well as rehabilitation work and partitioning to give each family a separate living space within large shelters in several locations such as Jibreen. Also emergency stocks were continuously replenished, in order to be able to respond to any influx of up to 45,000 persons.

UNHCR also assisted 93,054 IDPs /19,353 families in different locations with mattresses, high thermal blankets, diapers, kitchen sets, hygiene kits, jerry cans, plastic sheets, sleeping mats, winter clothing kits, solar lamps, sleeping bags, thermal underwear, rubber boots and carpets. In addition, UNHCR, through its partner Al Talaouf responded to the heating needs with 1,000 heaters distributed in the Jibreen shelter.





Protection responses initiated or facilitated by UNHCR and its partners in Aleppo included the opening of a legal clinic by UNHCR partner the Syria Trust in the Hanano Neighborhood in eastern Aleppo with over 650 cases assisted with legal services. Most of the interventions were on site, with legal services issuing new personal IDs, lost documents, birth registration and family booklets. In addition, the Syria Trust received permission from the Governor of Aleppo to facilitate legal interventions in the collective shelters and newly re-taken neighborhoods. As well as this, MoLA gave approval in terms of police statements for lost documents and a team was assigned from the Civil Affairs department to accompany lawyers to support official document issuance for IDPs and to take fingerprints and personal photos in order to issue new IDs. In addition the 17 UNHCR supported community centres continued to deliver critical protection services to people in need, including legal counselling, civil documentation assistance and psycho-social support.



The scale of destruction in Aleppo is massive and needs enormous help, requiring a comprehensive approach and modality for reconstruction in supporting basic services and critical infrastructure in areas such as health care, water and sanitation, education systems, housing/shelter, electricity and livelihoods. UNHCR along with sister UN agencies and partners are working closely with the Government technical departments and institutions will continue to respond to the most immediate and urgent needs of people.

Damascus



Covering the Capital and Surroundings

UNHCR FO Damascus

During 2016, Damascus and Rural Damascus witnessed a considerable number of positive reconciliations and truces in the besieged and hard-to-reach locations, such as Daraya and Moadamiyah, leading to an increased number of Inter-Agency convoys to the newly opened locations. However, in other areas such as East Ghouta and the Barada valley the security situation deteriorated with increased clashes between the conflicted parties resulting in the limitation of movement for the civilians as well as humanitarian needs.

In addition, new movement trends from the northern and the eastern governorates have reached rural areas of Damascus, where IDPs have been hosted in transitional shelters and then relocated to other governorates based on their wishes.

In 2016, Damascus Field Office:

- Responded to the evacuation of the IDPs from Daraya City, where around 1,000 individuals were assisted with CRIs in the housing units of UNHCR in Al Herjalleh.
- Responded to the displacement from Wadi Barada with CRIs for over 10,000 people.
- Gained access to many new locations in Rural Damascus that were hard-to-reach or besieged such as Khan Al Shieh, Zabadani, East Ghouta, Madaya, Qudsaya, Al Hameh and East Harasta distributing humanitarian assistance to 497,930 individuals.
- Reached in close coordination with the implementing partners on the ground, 300,450 of the most vulnerable beneficiaries with winterization items.

- Distributed core relief items for 1,134,378 individuals.
- Opened in cooperation with partners, 20 community centres in Damascus and Rural Damascus, providing protection services as well as vocational and livelihood trainings to the IDP, refugee and host communities in different areas.

Reem has hope for the Future

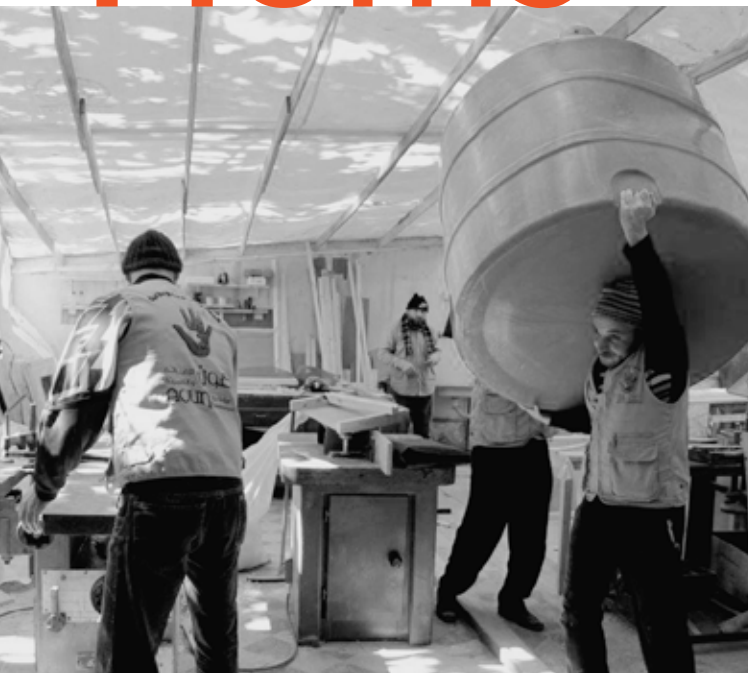
Reem is a mother of three who is caring for a sick husband and was displaced from her home in Daraya, Rural Damascus. Before the conflict she used to work at UNHCR partner Al Nada's tailoring shop there and owned two sewing machines, one for hemming and the other for sewing which she used to support the family. However, the crisis forced her and the family to abandon their home leaving everything behind.

Determined not to give up or lose hope, Reem made contact with Al Nada again in Mezzeh, Damascus City and enrolled in the Advanced Sewing course in their community centre, one of the UNHCR supported vocational training courses there, to improve her skills and to refresh her memory. Reem began taking on extra tailoring work to earn extra money, sewing by hand until she was eventually able to save enough money to buy a sewing machine. Business has been so good that Reem has now upgraded her sewing machine to an industrial one and is now planning to buy a hemming machine that will help her improve her business and increase her income.

"Thanks to the help of Al Nada and UNHCR, my family's situation has improved and we now again have hope for the future" Reem says.



Homs



Homs-Covering Central Syria

UNHCR FO Homs

- Established a Protection Sector working group in Homs paving the way to more effective delivery of sectorial Protection activities in coordination with its partners and people of concern.
- Supported nine new community centres in the urban and rural parts of Homs and Hama governorates bringing the total of centres to sixteen.
- Recruited 595 new Outreach Volunteers who were trained in the areas of PSS, Child Protection and SGBV.
- Strengthened the self-reliance and environment livelihood activities. In 2016, the number of beneficiaries from the provided vocational training and technical skills reached 65,000 individuals.
- Recruited seven additional lawyers with SARC and DRC to provide legal services to people of concern in Homs and Hama in order to expand their sensitization on legal and Protection issues.
- Allocated 16 child friendly spaces inside the community centres to provide a safe, child friendly and stimulating environment, to mobilize the communities around the protection and well-being of children and to provide opportunities for children to acquire contextually relevant skills.
- Increased shelter services by 800% including the owner-oriented shelter support, private shelter upgrade and collective shelter rehabilitation.
- Established, in coordination with Child Care Society, a new health centre providing medical services for children with disabilities in Homs city. In total 233,006 beneficiaries had access to primary health care including radiology, laboratory services through UNHCR partners SARC, the Social Care Association and Premiere Urgence in Homs and Hama.
- Reached 777,275 IDPs through the governorate with CRIs.
- Provided winter assistance such as winter clothing, extra high terminal blankets and other essential household items in the Homs and Hama governorates for 302,525 beneficiaries.



Brothers Ibrahim (40) and Ahmed Solaiman (28) and their families were displaced in 2012 from Baba Amr in Homs City to Um Almees village 25 km west of Homs. Since then they have been hosted by the local community there in one house with no stable means to secure their basic needs, depending mainly on humanitarian assistance, and support from the local community and working occasionally as low paid daily laborers.

UNHCR field teams undertake regular assessment missions throughout Syria to liaise with various government departments and civil society associations in order to identify the basic and urgent needs of affected families and individuals. During one of these assessment missions to Um Almees, Ibrahim and Ahmed and their families were introduced by the local community as one of the families most in need. When met by UNHCR, both brothers expressed their strong desire to have a sustainable source of income to support their families which included five children and a sick mother who suffers from a chronic illness that requires continuous medical attention and medication.

The brothers came from an agricultural background and indicated their desire to work in farming close to their families in order to reduce travel costs and take care of their sick mother. Under the UNHCR small business grant scheme a greenhouse was proposed with an area of 400 square meters to grow strawberries as this crop is high in demand, marketable and easy to manage. In addition, part of the green house was sectioned off to grow vegetables for the family's daily consumption, enabling them to meet some of their food needs and further reduce their expenses. In a great show of solidarity a member of the host community donated the use of a piece of land with access to water while UNHCR provided all required tools, seeds, seedlings and the water pipelines. "We can't believe the difference this is making to us and our families. Working here for ourselves every day, we now feel as we have our dignity back. Thanks to our friends in the local community and thanks to UNHCR" Ibrahim says.

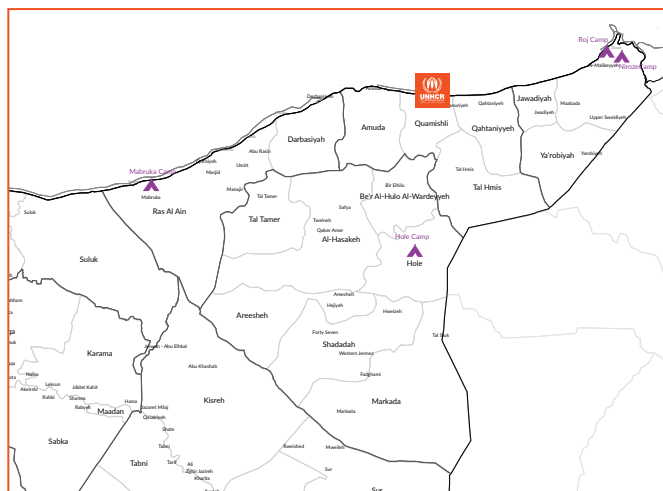
Qamishly



Covering the Northeast of Syria

UNHCR FO Qamishly

- Covered the largest refugee population in Syria through three refugee camps: Newroz, Roj and Al Hol in the Hassakeh Governorate which host over 13,000 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 and the ongoing construction work at Al Hol Camp.
- Responded rapidly to a scabies and Leishmaniosis outbreak among IDPs in unfinished buildings in Qamishly through the distribution of hygiene items benefiting nearly 1,000 individuals.
- Provided CRIs including winterization and hygiene kits to 182,187 beneficiaries throughout Hassakeh governorate.
- Provided cash for food assistance to 25,065 refugees, financial assistance for 15,574 individuals and a one-time cash grant for 6,946 Iraqi refugees.
- Launched two new community centres in Hassakeh to reach beneficiaries in the most challenging contexts and assist persons with specific needs while promoting peaceful coexistence and community participation.
- Supported 50 Community Based Initiatives to respond to challenges identified by the affected communities.
- Recruited 50 ORVs who were essential in reaching and supporting the IDP population, in particular during large the largescale displacement in Hassakeh city in February and March.



UNHCR Responds in Hassakeh

Throughout November and December UNHCR continued to respond to refugees displaced by fighting in Iraq and displaced Syrians in the Hassakeh governorate. To address this influx, the Al Hol camp which is located 45 km to the south of Hassakeh city and 15 km away from the border with Iraq, and its infrastructure was expanded and contingency NFI stock put in place for 50,000 people. In addition, UNHCR completed a series of evacuations of Iraqi refugees and displaced Syrians to Al Hol from the Rajm Slebi border crossing point, 18km south of the camp. Due to security constraints UNHCR had limited access there, however, to help the displaced people waiting for security screening there to cope with the harsh conditions, pending transfer to Al Hol camp, UNHCR provided a range of humanitarian assistance, including tents, large plastic sheets, blankets, sleeping mats, and water tanks with daily water trucking. A mobile clinic also helped to meet urgent health needs.

As of December 2016, the Al Hol camp accommodated over 10,000 individuals the majority of whom were Iraqi asylum seekers. All asylum seekers or IDPs coming from Rajm Slebi were, and are, assisted by UNHCR with full NFI kits, in addition to winterization kits were distributed to both new arrivals and older residents. The assistance included mattresses, high thermal blankets, baby diapers, kitchen sets, jerry cans, sleeping mats, plastic sheets, winter clothes and solar lamps.

UNHCR and partners also launched protection activities in the form of capacity building activities targeting the camp management team which addressed the issues of governance, documentation and adherence to international law, in addition to education activities, psycho-social support activities, SGBV, recreational activities for children, awareness raising and recruitment of refugees outreach volunteers. UNHCR partners also provided WASH, health services, food and nutrition assistance.

Muhammad Breathes a Sigh of Relief in Al Hol

"We kept trying to avoid them, and finally we had no other choice but to flee" said Muhammad during a monitoring visit to Hol Camp. Muhammad, his wife and their three children used to live in Al Baaj District in Iraq where Muhammad worked as a taxi driver and provided for his small family. After ISIS came, they started moving from one town to another trying to keep their distance from them. ISIS had stopped all forms of communications under penalty of death, but they still managed to get in contact with their relatives living in Al Hol Camp who told them that the camp was safe and they should come the first chance they get. Finally, when their terrified children could no longer handle the constant fear and stress they were living under, Muhammad was forced to sell his car for a fraction of its price in order to pay to get them across the border to Hassakeh.

Muhammad, his family, his brother's family and their mother spent the following two days walking cautiously in order to avoid ISIS patrols. When one such patrol came their way, they had to scatter around and hide until they passed. Muhammad's mother was an old lady who could not handle the long walk, and so they had to rent a donkey to carry her and another to carry their possessions.

Finally, they arrived at Rajm Slebi and assistance started to arrive with UNHCR bringing tents, blankets and partners bringing food and medicines. After the security checks they breathed a sigh of relief when they finally got on the UNHCR trucks and were brought to Al Hol Camp. The minute they arrived at the camp, they felt safe. Their relatives gave them their tent and started sharing another



tent with another family. They then received CRIs which included badly needed mattresses, blankets and winter clothing.

"We have enrolled our youngest children in school at the camp and are trying to make sure they can get an education

and live as normal a life as possible" Muhammad adds just as his youngest daughter arrived from school with a big smile on her face after telling us she had learnt the English alphabet.

UNHCR Qamishly Coordinates Airlifts from Damascus and Jordan



Throughout 2016 UNHCR carried out a number of humanitarian airlifts to Qamishly. For example in January, UNHCR FO Qamishly coordinated five airlifts to Qamishly from Damascus to the 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. In February there was nearly 50,000 people displaced due to fighting in the Hassakeh governorate with refugees arriving from conflict in Iraq regularly. In May UNHCR FO Qamishly coordinated another set of five airlift operations with over 160 tons of blankets, plastic sheets and kitchen sets transported and immediately moved to the Qamishly warehouse.



In addition as part of contingency planning for UNHCR's Response for influxes from both Mosul and Raqqa, UNHCR through the logistics cluster under the WFP airlifted 6,500 tents, assets such as vehicles and generators, livelihood kits and winter clothing as well and NFIs for 100,000 people. This forward planning allowed UNHCR to respond immediately to the influx to Al Hol camp from Iraq. Because of the closure of the Nusaybeen border crossing with Turkey and the inaccessibility of the Hassakeh governorate by road, these airlifts are essential to ensure that humanitarian assistance reaches the vulnerable. It is vital therefore that these operations continue to be funded.

Sweida



Covering South Western Syria

UNHCR FO Sweida

Sweida Field Office covers the southern governorates of Syria, Sweida, Daraa and Quneitra. In 2016, the security situation continued to deteriorate with an intensification of clashes between armed opposition groups (AOGs) in Western Daraa, fighting between the Syrian Armed Forces and AOGs along key axes of Central Daraa and in Daraa City itself, escalation of hostilities in Quneitra and increasing numbers of hijackings and kidnappings in Sweida. However, despite this, in 2016 UNHCR has;

- Supported five community centres through its partners GOPA (Two centres in Daraa and one in Sweida), the Syria Trust (Sweida) and SARC (Quneitra).
- Supported 24 different Community-Based Initiatives (CBIs) such as the provision of seeds, the installation of access ramps for persons with disabilities and the rehabilitation of school WASH facilities.
- Distributed 103,231 CRIs to 79,875 people in Sweida, Daraa and Quneitra including 10,825 beneficiaries living in hard-to-reach areas in Daraa Governorate.
- Provided legal aid services to close to 12,000 IDPs through partners (the Syria Trust, DRC and SARC) who run a network of 13 lawyers and three Field Coordinators in Sweida, Daraa and Quneitra.
- Assisted over 2,000 IDPs through shelter solutions such as private shelter upgrades and collective shelter maintenance or upgrades.
- Supported remedial classes for drop-out students and accelerated learning courses benefiting 4,738 children
- Established a Protection Working Group engaging government representatives, UN agencies, INGOs, NGOs and associations that implement protection activities/programs in Sweida governorate.
- Distributed winter clothing for 5,000 Persons of Concern.

UNHCR Responds Rapidly to Crisis at Rassas Shelter



In December the Sweida governorate witnessed a severe drop in temperatures accompanied by snow and heavy rain. This caused hardship for many people, especially those who have been displaced due to conflict, such as those resident in the Rassas Collective Shelter in Sweida where the extreme weather resulted in the damage of blankets, sleeping mats and other items that the inhabitants had. UNHCR Sweida responded immediately covering 2,500 IDPs living there with winter jackets, carpets and winterized clothing. As the flooding affected mostly families living in tents, these families had also received additional sleeping bags and high thermal blankets to provide warmth for the children and their parents. In a great show of cooperation the distribution was conducted through partner the Syria Trust with the presence of UNHCR Sweida staff and the Governor of the Sweida governorate, who urgently facilitated the distribution process to assist those most in need.

Tartous



Covering Western Syria

UNHCR FO Tartous

Tartous remains one of the few relatively stable areas in Syria and because of this it hosts a large number of IDPs. In 2016 UNHCR Field Office Tartous:

- Dispatched CRIs for 238,336 displaced people in the Tartous, Idlib and Lattakia governorates.
- Launched the Protection Working Group (WG) which comprises of local authorities and NGOs in Lattakia with the support of the Governor of Lattakia. The WG serves as a forum to discuss protection-related issues including protection concerns, updates, protection programmes and capacity building initiatives.
- Expanded the network of Community Centres in both Tartous and Lattakia with eight new centres established in 2016 bringing the total of functioning centres to eleven. The centres cover eight sub districts including Tartous City, Bseireh, Baniyas, Al Qadmous, Al Drekeesh, Lattakia City, Jableh City, and Al Qteilbeh in rural Jableh in coordination with five partners (Al Batoul, SARC, GOPA, SSSD and The Syria Trust). Each centre will benefit 12,000 beneficiaries in PSS, Vocational Training, education, child protection, SGBV prevention and response activities.
- Opened, in coordination with partner the Syria Trust, the first UNHCR-funded legal aid clinic in Tartous. With ten lawyers the clinic provides a wide range of free legal services, including counselling, legal interventions and raising awareness sessions for displaced persons.
- Recruited and trained 250 Outreach Volunteers (ORVs), each of whom serve 100 families. The volunteers are empowered to provide services that vary among awareness, recreational, educational, caregiving, and community mobilization.

- Supported Child Protection teams in the establishment of ten Community Child Welfare Committees (CWCs) and fourteen Children Clubs (CCs) in Tartous and Lattakia.
- Distributed winterization items in Obeen, Tala, Beit Al Shakouhi, Beit Yashout, Al Dalieh, Balata, Watta Khan and other areas in rural Al Haffeh and Kassab for the first time since 2013. During 2016 UNHCR Tartous distributed winterization items to around 30,000 Persons of Concern.



The winters in Syria are very harsh with heavy rains and snow causing flooding in many camps and shelters throughout the country, bringing misery and destroying belongings. In 2016, UNHCR Tartous responded with a number of projects before the winter such as the replacement of tents and the setting of concrete bases. However, one very practical project supported this year was identified to mitigate the impact of winter on IDPs residing in tents. The project called “Beds for Tents” included the distribution of two beds for each tent as per the capacity of the tent. IDPs themselves proposed this project to UNHCR as a means of avoiding the cold ground in winter which gets damp and causes damage to IDPs belongings and health.

The project covers all IDPs residing in tents in the five different camps in Tartous: Pioneer Camp, Old Garage, Construction & Building, Al Karnak and the Al Illaqieh School. Throughout October, UNHCR in coordination with partner Al Batoul distributed 756 beds which benefited 1,880 individuals in all five shelters. IDPs expressed their happiness to UNHCR staff during field visits and that these beds shall help them clean their tents easily on a regular basis which will eventually enhance the hygienic condition in the shelter. A few days after the distribution in October, it rained heavily and afterwards, upon visiting the camps UNHCR observed the impact to excellent, with no belongings damaged and the camp inhabitants reporting great satisfaction. "It is the first time in the past three years I didn't have my tent flood in winter" Abu Ali a tent resident in the Al Karnak IDP camp told UNHCR. This project once again shows that communities, with a little support, can always find practical solutions to practical problems.



Events and Campaigns

UNHCR Syria Celebrates World Refugee Day 2016



On World Refugee Day celebrated every year on 20 June, UNHCR in Syria facilitated several events throughout the country that engaged both the local communities and refugees highlighting the solidarity and acceptance among them.

In Damascus, UNHCR staff marked the day with a friendly football game joining staff from UN agencies in Syria and refugees who fled Somalia, Sudan and Iraq. Other activities took place in Damascus, Sweida, Tartous, Lattakia, 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.

They also included awareness integration sessions, recreational activities, competitions, theatre shows, face painting, music, dance, storytelling, puppets shows and handicraft activities.



World Humanitarian Day 2016



In 2008, the United Nations General Assembly designated 19 August as World Humanitarian Day (WHD) in honour of the 22 UN staff, including the Special Representative of the Secretary-General (SSRG) to Iraq Sergio Vieira de Mello, who lost their lives in the bombing of the UN Headquarters in Baghdad in 2003. World Humanitarian Day is celebrated worldwide and remembers humanitarian personnel who have lost their lives in the line of duty and recognizes the critical work being done to help millions of people in need throughout the world.

To mark WHD at the UNHCR headquarters in Geneva the UN High Commissioner for Refugees Filippo Grandi led staff in observing one minute's silence to remember UN colleagues who have given their lives in the service of humanity. He then laid a floral wreath at the staff memorial for the 50 staff members UNHCR has lost since 1964. In an address to staff, Grandi said World Humanitarian Day was a "fitting occasion" to



remember those who "went through the supreme sacrifice." First and foremost, we must draw inspiration from the courage of our fallen colleagues. But we must also acknowledge that today, more than ever, humanitarian workers are targeted and continue to die," he said.

In Syria the all UN agencies and the Syrian Arab Red Crescent (SARC) came together to celebrate World Humanitarian Day at the Conference Hall at Damascus University with several theatrical, artistic and musical shows. Speeches were made by the UN Resident Coordinator/Humanitarian Coordinator (RC/HC) and the head of SARC, hailing the role of all humanitarians working in Syria to provide assistance and aid to the needy families all over the country. In addition the UN RC/HC stressed that the UN will continue its support to humanitarian efforts in Syria, affirming determination to go ahead with this work despite all challenges and risks.

UNHCR Syria Actively Supported the #WithRefugees Campaign

UNHCR believes now is the time to show world leaders that the international public stands #WithRefugees. As part of this important campaign UNHCR offices throughout Syria on 25 August 2016 organized a number of activities in support of this campaign, asking the public to stand with refugees by signing a petition which sends a message to governments requesting that they work together and do their fair share for refugees.

The #WithRefugees petition signed by 1.5 million people was delivered to UN headquarters in New York ahead of the UN General Assembly on September 19.

The petition asks governments to:

- Ensure every refugee child gets an education
- Ensure every refugee family has somewhere safe to live
- Ensure every refugee can work or learn new skills to make a positive contribution to their community.

The campaign will continue until a global refugee pact, a so-called Global Compact, is due to be signed in 2018.



Refugee Programme



Before the crisis, Syria used to host large numbers of refugees which at one stage accounted for 12% of the Syrian population. These numbers have decreased dramatically to approximately 45,000 after the crisis due to insecurity and limited resources in the country. After several years of continuously diminishing new asylum requests, 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 counterinsurgency launched by the Government of Iraq and its allied forces.

Refugees residing in contested areas have been displaced internally, resulted in family separation, and exposed children, women-headed households, the elderly and persons with disabilities to heightened risks. Prior to the conflict, informal economic and social support mechanisms maintained the livelihood of refugees. 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 favourable, the protection environment is compromised by a range of risks such as tightened security procedures at checkpoints as well as lack/loss of identify documents which limits the freedom of movement of the refugees and access to assistance and public services sometimes exposing them to risks of harassment and exploitation.

UNHCR Response

Reception and registration

The main reason for registering with UNHCR during 2016 remained to be the continuous need for the Protection, resettlement, food and financial assistance.

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. In 2016, 10,321 new individuals were registered. However, operational challenges such as access and an additional influx of over 12,325 Iraqis in the Hassakeh governorate has delayed the implementation of the decision to register the 11,803 Iraqis as asylum-seekers residing in the two camps there. Moreover, as part of updating and enhancing the registration data, and ensuring the verification of registered population, UNHCR Syria renewed the protection documents for more than 26,800 refugees and asylum-seekers living across the country. UNHCR reception facilities in Syria provided services to more than 32,281 individuals in various locations across the country including those related mainly to registration, food and financial assistance, community services, Protection, health and refugee status determination.

Status determination

In 2016, UNHCR finalized individual refugee status determination procedures for 2,780 individuals (1,138 cases), of which 347 were recognized. The main challenge faced in 2016 was to reach the asylum seeker population in governorates other than Damascus. To try solve this problem UNHCR conceived of and instituted a video-conferencing solution for status determination interviews in the unreachable Field Offices with 63 cases finalized via video conferencing interviews.



Resettlement

Resettlement remains the only durable solution available for many refugees trapped in Syria and unable to return to their countries of origin. UNHCR Syria therefore continued to run a resettlement programme aimed at providing solutions for the most vulnerable of the refugee populations from accessible areas throughout the country. However, resettlement out of Syria is beset by a number of challenges, such as security, limitations on resettlement country processing and the lack of resettlement spaces. Advocacy efforts were made throughout the year to secure resettlement spaces for the Syria operation resulting in

additional places being allocated to Syria in October by Switzerland and Sweden.

Enhanced support is provided by the operation to resettlement countries through facilitation of digital video conferencing interviews, biometric collection, hand delivery of documents to various locations emergency transit facility transfers and land bridge departures via Lebanon. In 2016, 470 refugees departed to resettlement countries including Australia, Canada, France, New Zealand, Sweden, Switzerland, USA and United Kingdom.

Legal Aid

In 2016, 2,488 refugees and asylum-seekers benefited from UNHCR legal aid related to obtaining civil status documentation and residency permits. Legal assistance was also provided to refugees and asylum seekers on issues related to residency, documentation, detention, exit visa and SGBV. Through the legal team and the three contracted lawyers, these refugees and asylum seekers were reached, through legal counselling, intervention and awareness raising. UNHCR successfully advocated for the legalization of the status of Palestinian-Iraqi refugees residing in Syria, obtaining exit visa and residency for refugees with illegal entries without penalties as well as the renewal of residency for refugees and asylum seekers who hold expired national passports. In addition, UNHCR organized a three-day workshop for ministries in order to discuss strengthening legislation and policies in relation to documentation for refugees and IDPs.

SGBV

In 2016 three trained UNHCR staff were dedicated to assess and follow up on the needs of survivors of SGBV and ensure adequate access to available services. 50 new cases of SGBV were identified and brought to the attention of UNHCR. The most common types of SGBV identified within the refugee community was domestic violence, sexual violence and forced/child marriage. Following identification and counselling, survivors were referred to services relevant to their needs. In addition, complementary types of assistance were provided including monthly financial assistance, urgent cash grants, community support through trained volunteers and empowerment programmes. Survivors who faced safety concerns or suffered severe psychological consequences and were in need of a comprehensive follow-up were referred to a safe house for survivors of SGBV. The Women Safe House provided appropriate assistance for 22 hosted SGBV survivors and their children such as psychosocial support, specialized PSS, medical services, vocational training, educational sessions and recreational activities.



Education/Training

Approximately 7,613 of the refugee and asylum-seeker population are at primary school while another 2,385 children are at secondary school age. In 2016 UNHCR Syria, in partnership with the Ministry of Higher Education, maintained its education support through four main programmes: education grants, remedial classes and learning activities, scholarships for university students and counselling/information-sharing. 6,532 children benefited from the education grant following a verification exercise. Moreover, refugees and asylum-seekers benefited from remedial classes and accelerated learning programmes organized through the network of community centres in different governorates. UNHCR continued to support 96 refugee students to continue their university studies in different domains covering tuition fees and some living expenses. Furthermore, through outreach activities and a dedicated hotline, information/counselling were provided to refugees on school registration procedures in public schools. In addition, 387 refugees received vocational training based on vulnerability and market need assessments and 15 have received grants to start their own businesses.

Child Protection

UNHCR responded to the challenges and risks refugee children were facing such as bullying, dropping out of school, psychosocial issues and economic problems through establishing, within the refugee Community, Child Protection Clubs and Child Welfare Committees to empower the community and children themselves to protect themselves and other children. Some of UNHCR partners played an essential role in reaching out to refugee children at risk through conducting home visits, awareness activities and recreational activities. Furthermore, the outreach volunteer programmes assisted in reaching children in hard-to-reach areas and ensured their access to several services and assistance. In 2016, the child friendly



spaces in UNHCR premises in Damascus received around 2,344 refugee children. Several risks were identified through the activities conducted in the space such as learning difficulties, speaking problems, child abuse, separated children, domestic violence and out of school children. UNHCR along with its partners and the refugee community continued to provide the required support and refer cases to specialized services.

Livelihood Support

Due to the crisis, large numbers of refugees lost their jobs in the informal economy and are unable to secure minimum levels of financial income. Some refugees

faced multiple displacements during the year and others exhausted their savings and sold their assets. Therefore, vocational training and livelihood programmes were seen as important tools to build the capacity of refugees and reduce their dependency on humanitarian assistance. The skills obtained through vocational training allow refugees especially women, to become self-reliant and reduce the risks of exploitation. A total of 387 refugees participated in vocational training courses offered by UNHCR partners. Additionally, 15 refugees benefited from start-up business grants which enabled them to establish their own private business, generate income, become independent and maintain their dignity.

Capacity Building



Capacity building is a process by which individuals, institutions and societies develop abilities, individually and collectively, to perform functions, solve problems and set and achieve their goals. It is essential for an effective response to, and recovery from humanitarian crises



Capacity Building for UNHCR Partners



There is often a misperception in relation to the necessity of capacity building in relief situations, unstable environments and emergencies. However, it has been proven that capacity building is an investment in the present as it helps communities and responders to design local coping strategies to deal with crises, as well as in the future, because it adds great value and expertise after a situation has been stabilized and displaced populations have returned home. When capacity building is not included in the response of humanitarian agencies, there will be always a risk of implementing inadequate response plans during the crisis and an inadequate exit strategy when immediate relief needs have been met.

UNHCR Syria believes that capacity building is an integral part of its humanitarian response because during displacement, existing traditional support mechanisms within a community, such as families, friends, neighbors or other social networks often breakdown, leading to Internally Displaced Persons (IDPs) being exposed to greater protection risks during conflict. Many affected people in Syria are not aware of their rights and often do not receive the necessary protection support for many reasons, including the inadequate capacity of stakeholders in fulfilling their protection duties for many reasons including the lack of expertise, inadequate planning and preparedness, the brain drain of qualified people as well as lack of training. In order to ensure partners provide appropriate protection services



to affected communities, UNHCR invests in the capacity building of both its own staff and the staff of protection service providers in Syria in order to provide 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 2016, UNHCR organized training sessions for Protection responders in the country such as national authorities, humanitarian agencies, local and international NGOs, humanitarian workers and outreach volunteers. Some of these sessions included three-day training courses on counselling techniques for staff and volunteers directly engaged in PSS and SGBV case management, workshops on Child Friendly Interviewing techniques, Best Interest Assessment (BIA) and Best Interest Determination (BID) for UNHCR staff from Damascus and the Field Offices in Hassakeh, Aleppo, Homs, Tartous and Sweida as well as a three-day orientation workshops on child protection, psychosocial support and GBV for programme coordinators and managers from national NGO partners. In addition, training for partners was also organized by UNHCR in the areas of Reporting, Information Management, Photography and Communications in Damascus, Sweida, Homs and Tartous.

UNHCR Builds Staff Capacity through Syria Emergency Training

To cope with the rapid changes and increasing complexity of humanitarian emergencies globally, UNHCR has always been keen on equipping its staff with methods and tools to effectively manage large-scale and complex emergencies. In October, taking into consideration the complexity of the Syria emergency operation, a one-week Workshop on Emergency Management, specifically designed for Syria, called the Syria Emergency Training took place in Tartous with the support of UNHCR Global Learning Centre (GLC). This emergency preparedness training offered a chance for 38 Syrian staff members to undergo intensive Emergency Management Training. The training workshop was preceded by interactive training sessions through GLC's online platform Learn & Connect which are mandatory for the participants covering Emergency Response in areas like Protection, Health and Shelter, the AGD approach, SGBV and Cash -Based Intervention.

The training itself was intensive with participants undergoing a real life simulation of having to plan for the first two weeks of an emergency response operation including the many complex challenges. Multiple team building exercises were also conducted to strengthening the team formation and coordination among participants. Some of the many subjects covered included UNHCR's risk analysis, and the concepts, techniques and methods of delivery and other emergency response aspects, including Administration in Emergencies, Humanitarian Negotiation and Decision-making mechanisms.

In addition, a planning exercise, which many saw as the highlight of the training was conducted where participants were divided into four groups with each group tasked to work on a comprehensive emergency plan for a real life scenario. All of the participants and trainers considered it a great success and it is planned again for 2017.



Aleppo

Evolution of a UNHCR Emergency Response

1 Displacement due to conflict





2



UNHCR Begins Response



3

Distribution of CRIs and Winter Clothing





4

Installation of Shelter Kits Begins and Monitoring of Works

5

UNHCR Protection Teams Conduct Legal and PCSS Interventions



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, education and early recovery & livelihoods sectors. UNHCR, in its role as the sector lead agency, has contributed significant resources to sector management, the advancement of the Humanitarian Programme Cycle, and the development of the 2017 Syria Humanitarian Needs Overview and the 2017 Syria Humanitarian Response Plan



Protection and Community Services Sector (PCSS) inside Syria



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 21 members, including UN agencies, National and International NGOs. It has two sub-working groups: Child Protection, led by

UNICEF with 19 members, and Gender Based Violence (GBV), led by UNFPA with 17 members.

The Sector's five main objectives, as per the 2016 HRP-are:

- To increase the protection of affected people at risk from the consequences of the crisis through sustained advocacy, risk mitigation and enhanced protection responses
- To strengthen the capacity of national community-based actors to assess, analyze and respond to protection needs
- 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 Child Protection Minimum Standards in Humanitarian Action

- To ensure survivors of GBV have access to quality comprehensive GBV services, and measures are in place to prevent and reduce risks of GBV
- To reduce the impact of explosive remnants through risk education activities. In 2016, the Sector significantly expanded its delivering capacity both geographically and in terms of partners. The number of partners that directly implement protection services totaled 49 at the end of 2016, of which 35 national NGOs, five international NGOs, four UN Agencies and three Ministries (notably the Ministry of Education delivering risk education). Protection services were delivered in 172 sub-districts of Syria (63% of all sub-districts), with a relatively even distribution between those in the Sector severity scale 1 to 5.

The PCSS in 2016

49 members and partners of the Sector and Sub-Sectors delivered a total of 5.9 million direct services in 2016 to persons with protection needs. The increase of the response has been significant, considering that in 2015 the services delivered reached a total of 3.5 million, and that in 2014, the total number of direct and indirect services provided was of 1.1 million. While general awareness campaigns were a significant component of the protection delivery in 2014 and 2015, the 2016 service delivery was more strongly focused on direct protection delivered through community-based initiatives on a wide range of issues.

Community-based protection has significantly increased in 2016 providing wider and deeper reach:

- Community Centres increased from 30 to 74 in 11 Governorates providing integrated and community-based protection services, which are also fitted out with mobile response capacities.
- The number of Outreach Volunteers grew from 500 to 1,773, capacitated to play an active role in their communities by identifying needs, providing first responses and referrals, and disseminating protection information.
- 813 community-based initiatives supported small protection projects designed and implemented by the communities in order to respond to their needs.

Legal assistance on civil documentation increased sevenfold in 2016:

- A network of 119 lawyers provided counselling and legal aid to 73,000 IDPs in community centres and collective shelters on issues of documentation, child protection, GBV and personal status.
- 54,700 IDPs benefited from awareness raising sessions on different legal issues.



Child protection services were provided to 1.4 million beneficiaries:

- Child Friendly Spaces increased from 125 to 215 (74 in Community Centres), to support the resilience and well-being of children and young people through community organized, structured activities.
- Child Protection and psychosocial support (PSS) including parenting programmes benefited 630,000 persons, 77% of which were children.
- 12,800 children at risk have been identified and assisted through case management or referral to specialized services.
- 5,500 recreation and early childhood development kits were distributed.

Risk education was provided to 1.83 million children throughout the country, mostly through the Ministry of Education.

Gender-based violence services benefited 527,000 persons:

- 18 Safe Spaces for Women and Girls.

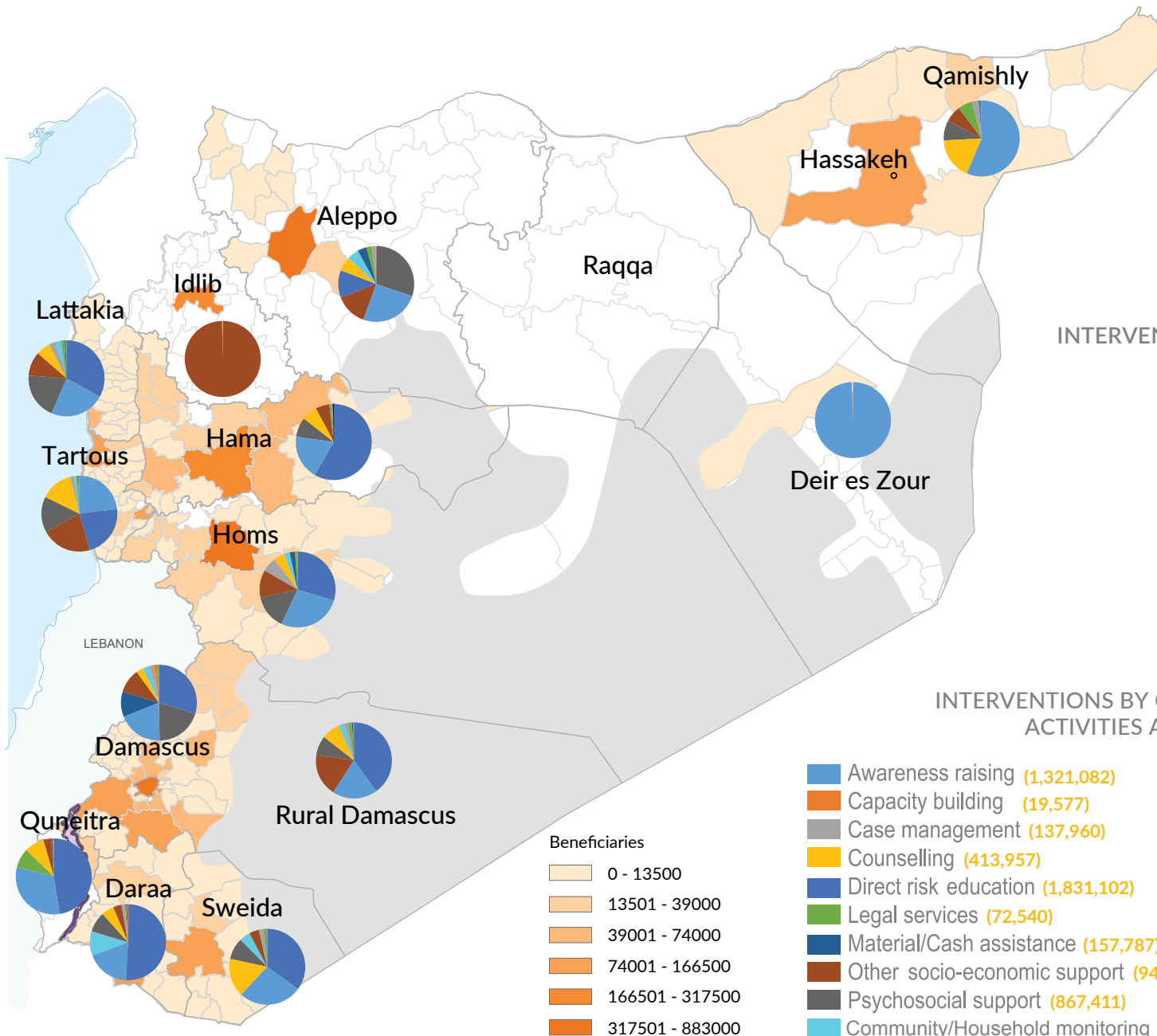
- 192,000 women and girls received GBV services.
- 17,600 persons identified and supported through case management.
- 158,000 women and girls were reached with GBV outreach activities while 16,500 received GBV psychosocial support.

Material/cash assistance and socio-economic support to mitigate protection risks and respond to individual medical or basic needs benefited 1.07 million persons.

Awareness raising on protection issues through contact initiatives benefited 1.32 million people:

- Of which 355,000 on general protection, 767,000 on child protection and 200,000 on GBV.
- Additionally, 730,000 protection leaflets were distributed to raise rights awareness.
- Accessed 22 besieged and hard-to-reach locations through inter-agency convoys where Protection risks were identified with an estimated population in need of 655,000.

Sector Lead Co-ordinator: Elisabetta Brumat / brumat@unhcr.org



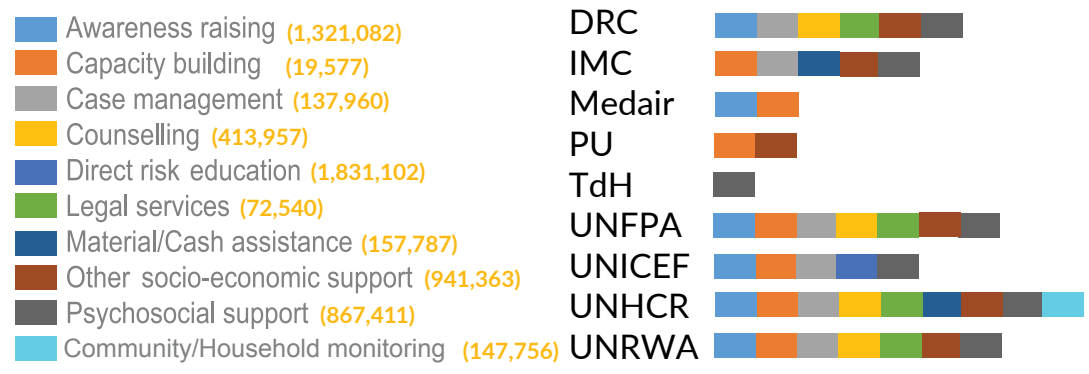
5,910,535
TOTAL INTERVENTIONS PROVIDED

1,066,499 Women
314,153 Men
2,333,803 Girls
2,196,080 Boys

INTERVENTIONS PROVIDED BY SECTOR/SUB SECTOR

- PROTECTION
2,142,311 beneficiaries
- GENDER BASED VIOLENCE
527,611 beneficiaries
- CHILD PROTECTION
3,240,613 beneficiaries

INTERVENTIONS BY CATEGORY OF PROTECTION ACTIVITIES AND ORGANIZATIONS



Beneficiaries

- 0 - 13500
- 13501 - 39000
- 39001 - 74000
- 74001 - 166500
- 166501 - 317500
- 317501 - 883000

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, SSSD, 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.

Shelter Facts in Syria

- An estimated 13.5 million people in Syria, including six million children, require humanitarian assistance and protection.
- 1.2 million housing units have been damaged and 400,000 completely destroyed.
- 1.7 million IDPs are living in camps and collective centres 2.4 million people lack adequate shelter

In 2016, the Shelter Sector reached 115,880 individuals using various shelter solutions.

Response

The shelter sector response is to enhance existing and potential shelter with the aim to decrease displacement and to ensure 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:

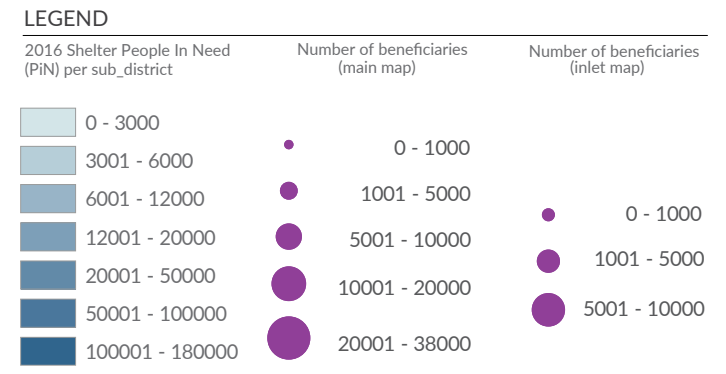
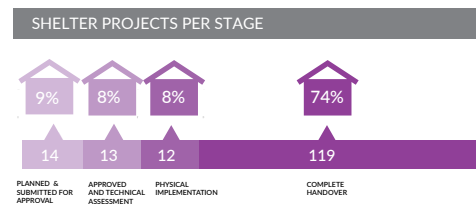
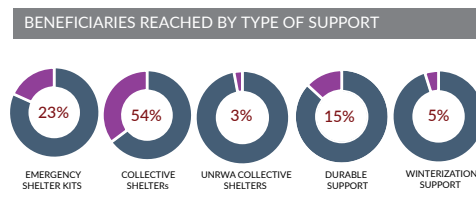
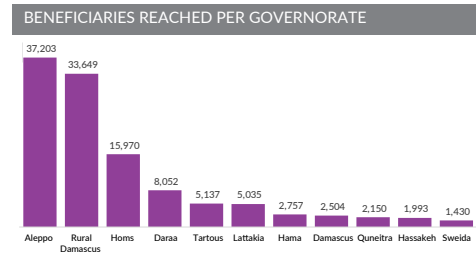
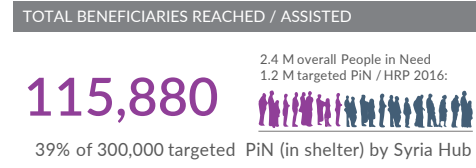
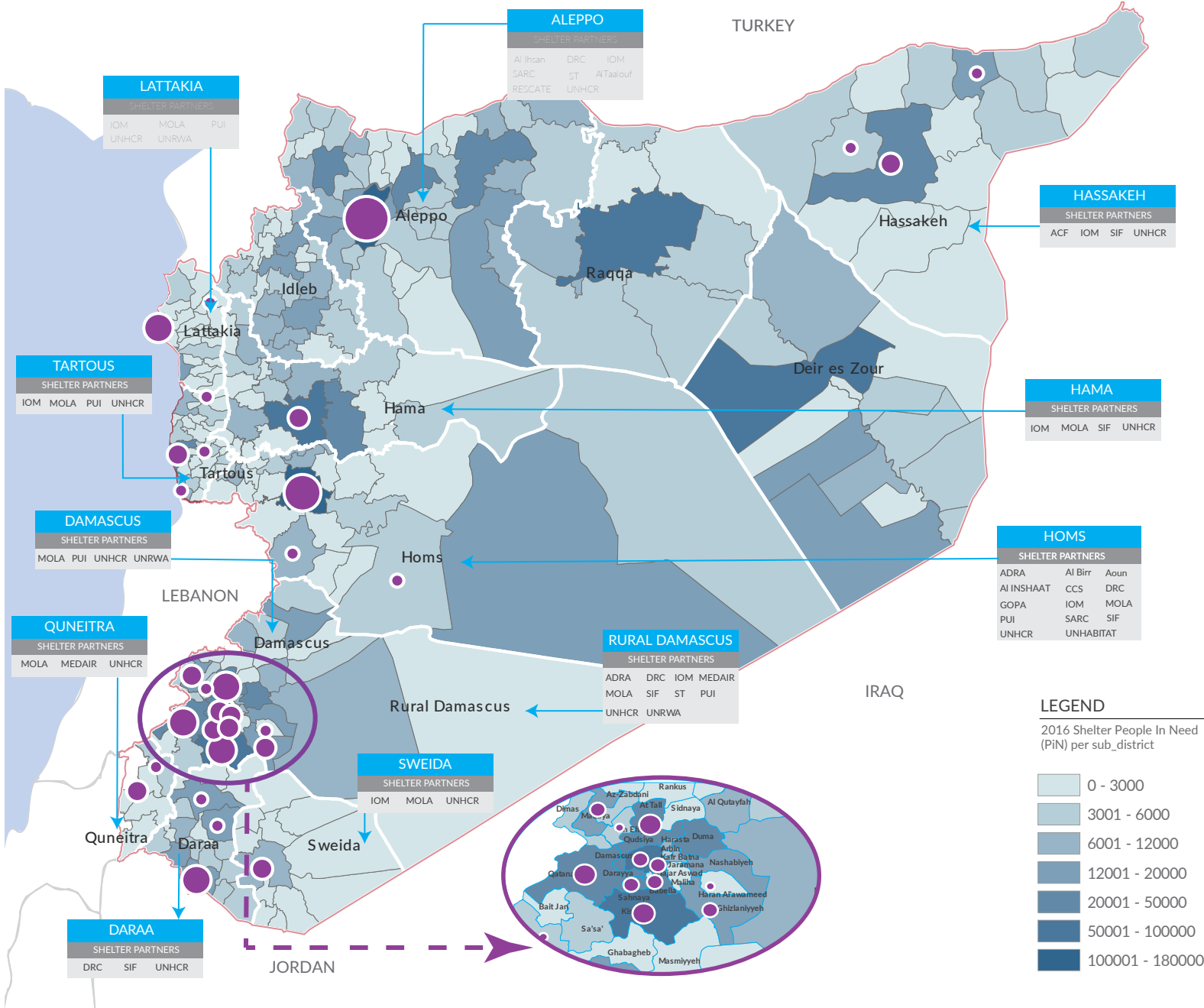
- Responding to emergencies and providing life-saving and life-sustaining support.
- Rehabilitating public structures as collective shelters.
- Upgrading unfinished private buildings.
- Providing owner- / tenant oriented shelter assistance to repair their premises.
- Strengthening awareness of IDP's and host community on Housing Land Propriety rights through awareness session by legal aid partners.
- Enforcing ongoing capacity building efforts to enhance the governmental response to the IDP crisis.

Activity	Individuals Reached
Collective Shelter Rehabilitation	9,702
Private Shelter Upgrade	39,552
Owner-Oriented Shelter Support	12,184
Capacity Building/ Training of Stakeholders on Resilience-Oriented Shelter Skills	186
UNRWA Collective Centres' Management and Maintenance	3,517
Emergency Shelter Kits Provision	25,842
Community Structure/Infrastructure Rehabilitation	5,200
Collective Shelters' Upgrade	5,496
O&M Units Support	8,290
Winterization Kits / Materials' Distribution	5,911
Grand Total	115,880

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 permitted to operate 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 / carlevaro@unhcr.org



NFI Sector



Non-Food Items (NFIs) support remains a primary need for the crisis-affected population, with, according to the 2016 HNO, an estimated 5.8 million people in need of this kind of support. Access to and availability of NFIs remain 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 there.

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 Premiere Urgence (PU), as well as national NGOs such as GOPA and the Syria Trust. This group works together with SARC, MoSA, the MoLA and the General Authority



for Palestinian Refugees in Syria to respond to new displacements. In 2016, inter-agency and UNRWA operations reached a total of 859,898 people in hard-to-reach and besieged areas, of which 259,810 (30%) are in besieged areas and 322,542 (37%) are in hard-to-reach areas. Through 99 inter-agency convoys to Rural Damascus, Homs, Hama, Aleppo and Idlib Governorates, 1,192,574 NFIs have been distributed. Throughout Syria nearly 5.9 million people have been supported with nearly 9.2 million NFIs.

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



The Sector Focuses on Six Core Areas of Response:

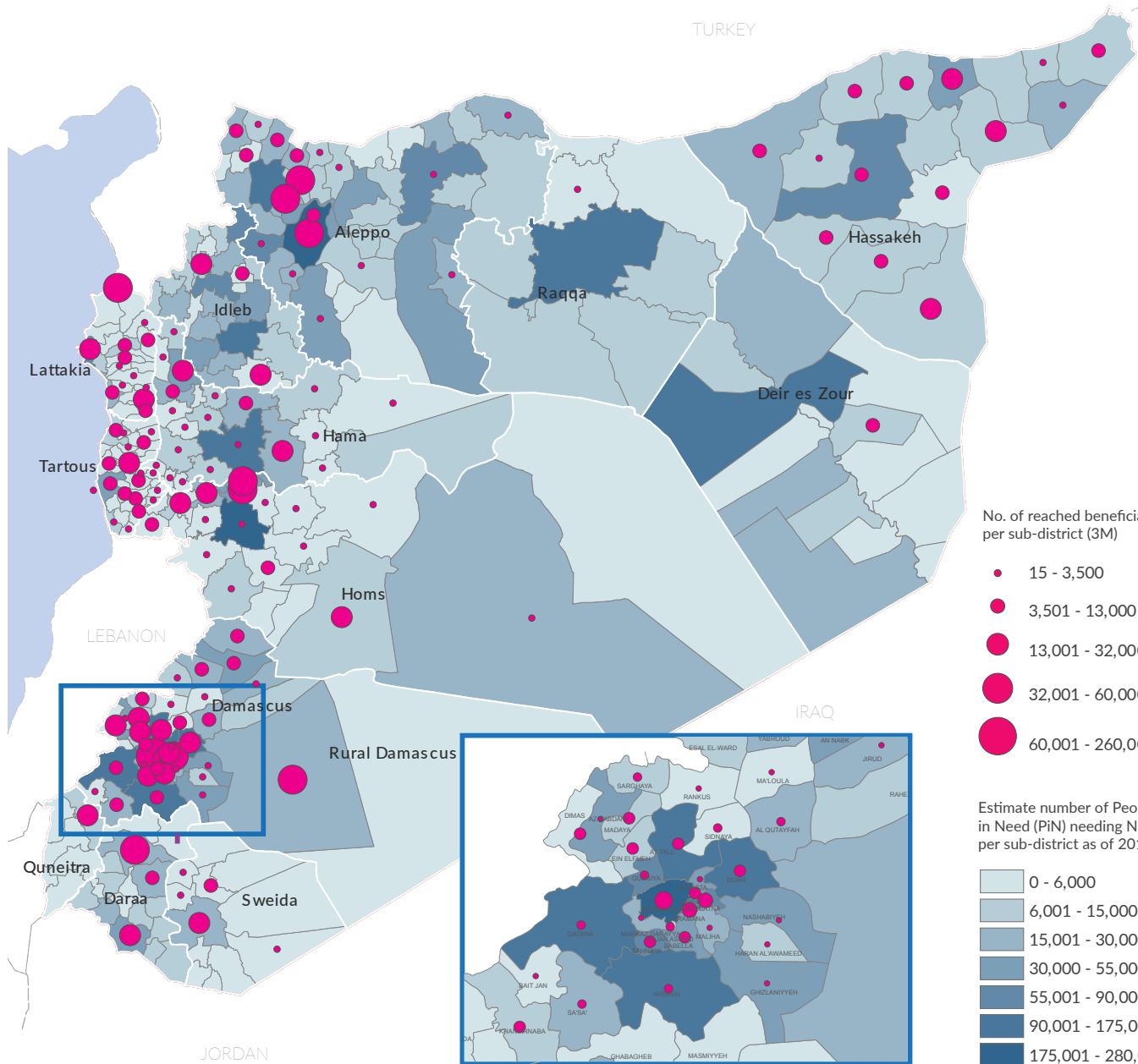
- Respond to sudden emergencies, as well as provide more sustainable solutions by focusing on saving and sustaining lives through providing NFI kits and construction materials/tools.
- Create linkage with other sectors: proactive engagement with the Protection, CCCM, WASH, Livelihood and Early Recovery and Education sectors
- Ensure adequate and affective contingency planning to respond to the sudden displacements.
- 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.
- 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.
- Build the capacity of actors responding to the humanitarian crisis in Syria, including international NGOs, local NGOs, and other stakeholders.

Gaps & Challenges

- Access to population in need (especially in besieged and hard to reach areas).
- Bureaucratic constraints.
- 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 2015, 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 structured to data management. The Whole of Syria (WoS) coordination and linkages were also strengthened during the year. Several new items have also been introduced in addition to the standard items which have allowed sector members more flexibility in targeting vulnerable group with specific items.

Sector Coordinator: Joel Andersson / anderssj@unhcr.org



TOTAL BENEFICIARIES REACHED / SERVED

5,924,656

PEOPLE WHO RECEIVED AT LEAST 1 NFI

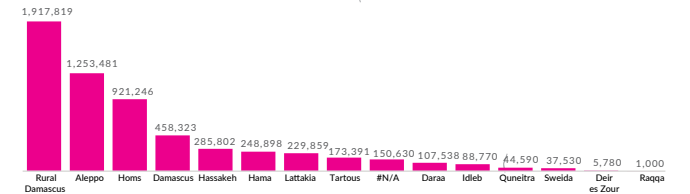


2,403,562

PEOPLE WHO RECEIVED MORE THAN 4 NFIs



TOTAL BENEFICIARIES PER GOVERNORATE



BENEFICIARIES REACHED BY TYPE OF SUPPORT



IN-KIND ASSISTANCE

5.73M

Estimate number of persons inside Syria who received in-kind assistance from regular programs of the sector



INTER-AGENCY CONVOY

1.46M

Estimate number of persons from hard-to-reach and besieged areas who received in-kind assistance through inter-agency convoy. Figures are based upon UNHCR inputs only.



CASH SUPPORT

405K

Estimate number of persons who received cash assistance from UNRWA

NOTE: Breakdown of beneficiaries per type of support does not necessarily sum up to the reported number of beneficiaries as some communities may have received more than one type of assistance.

TOTAL NFI DISTRIBUTED PER TYPE



6M

STANDARD NFIs
composed of blankets, quilts, mattresses/sleeping mats, kitchen sets, plastic sheets, jerry cans, solar lamps, hygiene kit, diapers, and rechargeable fans



1.2M

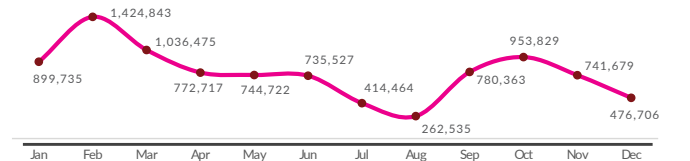
WINTERIZATION NFIs
composed of additional plastic sheet for waterproof flooring, sweater, underwear, baby clothing set, children hats and socks



2M

SUPPLEMENTARY NFIs
composed of carpet, dignity kits, heater stoves, house cleaning kits, kids clothes, mosquito nets, new-born baby kits, sanitary napkin, student hygiene kit, summer clothes, and sleeping bag

TOTAL NFI DISTRIBUTION PER MONTH



























Creativity Amongst Partners Results in Double the Benefit in Aleppo



In Aleppo UNHCR in cooperation with partner Namaa showed significant creativity in designing a livelihoods intervention which resulted in a double benefit to displaced people. The intervention came in the form of a production unit which was established after rehabilitating an abandoned warehouse and equipping it with 67 sewing machines. This unit helps 60 people every six months to master the art of sewing and helps them enter the job market by linking them to job opportunities or assisting them in starting their own business through the small business grant programme or supporting them with the needed sewing toolkits. However, during the recent displacement from East Aleppo, IDPs in this production unit designed and manufactured nice warm winter capes which were then distributed to the displaced people in Jibreen



Partners

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

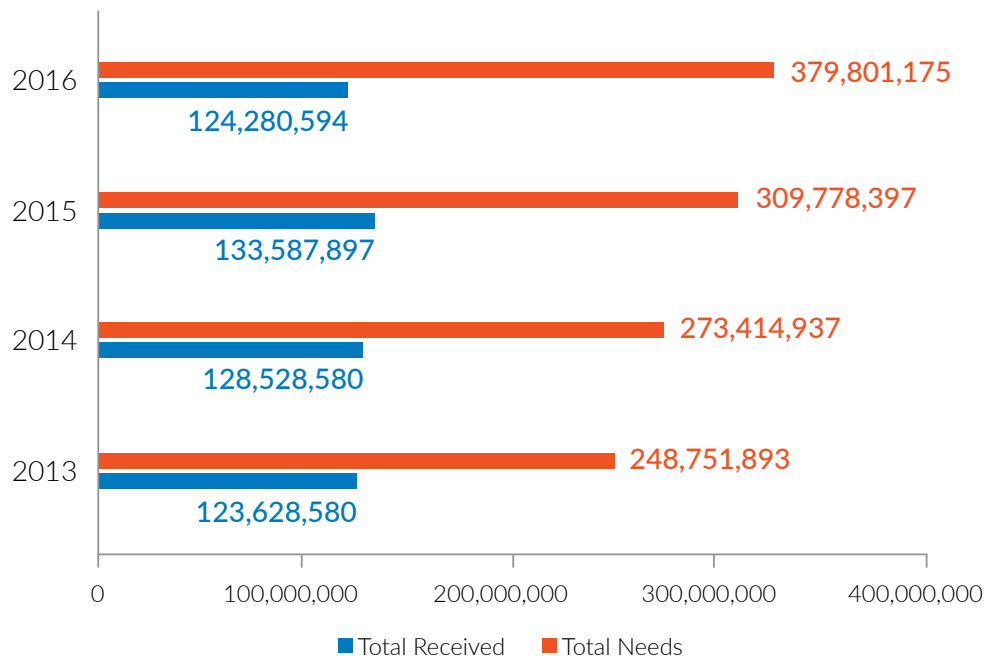
Donors and Funding

By the end of 2016, UNHCR Syria received a total contribution of \$124,280,594 representing 33% of its total funding needs, which is \$379,801,175 to implement its Humanitarian Response Plan for Syrian IDPs 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. Receiving additional funds would have boosted UNHCR's response and allowed UNHCR to reach more vulnerable beneficiaries to save and sustain lives, reduce vulnerabilities and foster resilience and community support mechanisms

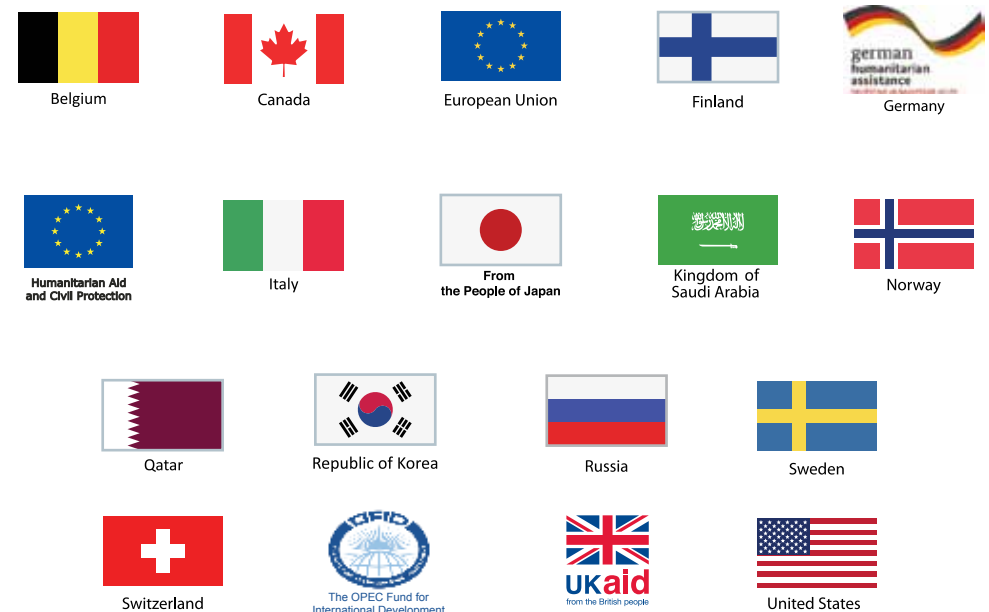
By the end of the reporting period, the top five donors were the governments of the United States of America, Federal Republic of Germany, Canada, Kingdom of Norway and the European Union. In addition UNHCR continued to receive support from the private sector, although it is still quite low representing only 3% of the total funds received.

The refugee programme inside Syria continued to be overshadowed by the on-going conflict and the resulting protection risks affecting all civilians on Syrian territory, with funding predominantly allocated for the IDP response. As the refugee programme continue to be underfunded which results in insufficient resources, the needs of refugees and asylum seekers keep growing. By the end of 2016, the refugee programme had only received \$1,726,396, which represents only 3% of its funding requirements.

Funding History



Thanks to our Donors including Private Donors



UNHCR Syria's New Website

In August, UNHCR Syria launched its new electronic website, devoted to its humanitarian response to the Syrian crisis. The new website illuminates UNHCR as a leader in the Protection sector providing psycho-social support, legal aid, gender-based violence referrals, child protection services, community based initiatives as well as awareness raising sessions on various issues.

The site which is very user friendly also focuses on UNHCR Syria's response in the areas of Shelter, NFIs, Health and Education. In addition, it highlights the joint efforts with UNHCR's partners including national and international nongovernmental organizations and community-based local organizations.

www.unhcr.org/sy

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:

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UN High Commissioner for Refugees (UNHCR), UNHCR Syria in Focus September, available at:

<http://reliefweb.int/report/syrian-arab-republic/unhcr-syria-focus-september-2016-enar>

2016 Syrian Arab Republic Humanitarian Response Plan (HRP):

https://www.humanitarianresponse.info/en/system/files/documents/files/2016_hrp_syrian_arab_republic.pdf

2017 Syrian Arab Republic Humanitarian Needs Overview (HNO):

<http://reliefweb.int/report/syrian-arab-republic/2017-humanitarian-needs-overview-syrian-arab-republic>

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