



قطاع الحماية والرعاية الاجتماعية في سوريا  
Protection and Community Services Sector inside Syria

# Syria Protection and Community Services Sector Factsheet 2016 May

## MAJOR ACHIVEMENTS

So far in 2016,  
**1,754,162**  
services were provided to people  
in Syria, an increase of over  
**1,000,000** since April.

### In May 2016

- **41** members reported protection and community services activities. Syrian NGOs, State institutions and International NGOs are delivering the majority of the response.
- Operational activities in **21** additional Sub-Districts took place, covering **116** Sub-Districts in Syria.

### In 2016

- 15 besieged and hard-to reach locations were accessed through Inter-Agency Convoys in 2016 where Protection risks were identified with **424,000** persons live.
- The Syria Humanitarian Country Team endorsed the paper on "Protection and Humanitarian Considerations for the Engagement of Humanitarian Actors in Situations of Negotiated Ceasefires and Related Humanitarian Evacuations in Syria" to further improve humanitarian response.

## KEY FIGURES

An estimated **7.2 million** people in Syria require protection and community services.

Humanitarian actors estimate that **6.5 million** persons are internally displaced due to the crisis.

**450,000** Palestine Refugees are affected by the crisis and require protection and community services.

Estimated **592,700** persons live in besieged areas with acute protection and community services' needs.

## Background

The Protection and Community Services Sector (PCSS) brings together protection and community services actors in Syria to ensure effective coordination of the response to the needs of the persons affected by the crisis, avoid duplication, share best practices and develop strategies and joint responses to address protection challenges. The Sector provides advice to the Humanitarian Coordinator and the Humanitarian Country Team on protection advocacy and interventions, and assists other Sectors to mainstream protection principles and standards in their humanitarian response.

The PCSS is led by UNHCR and currently has 17 members, including UN agencies, National and International NGOs. It has two sub-working groups: Child Protection (CP), led by UNICEF with 17 members, and Gender Based Violence (GBV), led by UNFPA with 19 members.

The Sector's objectives, as per the 2016 Humanitarian Response Plan, are to (1) Increase the protection of affected people at risk from the consequences of the crisis through sustained advocacy, risk mitigation and enhanced protection responses; (2) Strengthen the capacity of national community-based actors to assess, analyse and respond to protection needs; (3) Girls and boys affected by the crisis, with a focus on those most at risk in prioritized locations, have access to effective and quality child protection responses in line with the CP Minimum Standards in Humanitarian Action; (4) Survivors of GBV have access to quality comprehensive GBV services, and measures are in place to prevent and reduce risks of GBV; and (5) Reduce the impact of explosive remnants through risk education activities.

## Achievements Response

- Community-based responses continued to expand in May, with 10 new Community Centres becoming operational, of which seven in Aleppo, and one each in Tartous, Homs and Damascus. This brings the total number of Centres to 48 in 10 governorates, providing a wide range of services to IDPs and host communities. 39 new Community-Based Initiatives were identified and their implementation was initiated during the month of May with a total of 48 finalized since the beginning of the year.
- To address the need for specialized training on protection and community services for humanitarian workers of Sector and Sub-Sector partners, discussions are advancing to set-up training centres in Damascus, Aleppo and Homs. The purpose of the centres is to build local protection capacity of governmental actors, UN, international and national NGOs as well as community-based organizations in order to ensure sustainability in the development of skills and knowledge required to address protection needs and services at the individual and organizational levels. This shall be achieved through inter-agency efforts to coordinate capacity-building among concerned actors country-wide in order to maximize impact and reduce duplication.
- Partners are increasingly undertaking joint training to achieve greater and more harmonized operational impact. National NGO staff and Outreach Volunteers from several Governorates benefitted in May from such joint GBV training undertaken in Damascus. Similarly, basic Child Protection and PSS training was provided to mostly newly recruited staff in Qamishly, Homs, Aleppo, Damascus, Tartous, Lattakia and Hassakeh.
- In the first five months of the year, 593,907 children have received education on the risks posed by unexploded explosive devices by Child Protection Sub-Sector partners throughout the country, in collaboration with the Ministry of Education. A total of 345,271 services of socio-economic support or material assistance have been provided to increase the capacity of persons and families to minimize protection risks. 323,437 psychosocial services have been provided by Sector and Sub-Sector partners to mitigate the consequences of the crisis in affected population. 104,608 counseling services to persons and groups have been provided through community-based interventions from inside the country.
- 430,000 Palestine refugees in Syria are dependent on UNRWA to meet their minimum humanitarian needs, representing 95% of the remaining population. These needs are addressed through a range of humanitarian support services. In addition, a range of critical

protection activities continue being implemented, including monitoring of protection concerns among Palestine refugees; GBV monitoring and referral; community awareness raising and capacity building for prevention of GBV; legal assistance to survivors of GBV; vocational training for vulnerable or special-need groups, including women, people with disabilities and young people; human rights education in UNRWA schools; and regular advocacy, both public and private, on civilian protection issues.

- Members of the PCSS, CP and GBV Sub-Sectors continued to participate in Inter-Agency Convoys. By end of May, participating UN Agencies have identified protection risks in 15 locations (estimated 424,000 persons) using tools developed by the PCSS and Sub-Sectors. Protection risks have been identified in five new locations accessed in May, while on-going access to some of the locations previously accessed is providing more insight on the linkages between risks and the root causes. This is serving to devise protection responses to pressing protection issues areas where access may become possible –notably in areas under local truces- in agreement with relevant parties. The safe passage of students from some of the besieged and hard- to-reach areas to sit in the end of academic year State examinations has been an encouraging development. Protection risks faced by Palestine refugees in besieged and hard-to-reach areas, particularly Yarmouk, remain of grave concern. Women and children in particular remain extremely vulnerable to a number of protection risks including early marriages, psychological and emotional trauma, association with armed groups, and inaccessibility to education. In addition to that, humanitarian assistance has been intermittent after renewal of escalations inside Yarmouk and increased insecurity in early April.
- PCSS and Shelter Sector have agreed to jointly address Housing, Land and Property, as a key component of the humanitarian response, notably with a view to facilitate returns and reconstruction when and where conditions permit.

## Gaps and Challenges

- In view of the rapid expansion of protection and community services, national partners require support in providing specialized training to newly recruited staff and long-term capacity-building initiatives to strengthen the capacity on specialized areas, such as legal assistance, child protection and issues related to GBV.
- Additionally, there continues to be a need for long-term capacity-building initiatives to strengthen the capacity of partners working on specialized areas, such as legal assistance, child protection and issues related to GBV.
- Identification of needs on protection and community services to better respond to the situation of affected population.
- While access to persons affected has improved throughout the year, notably in besieged and hard- to-reach areas, it should be further increased to respond to the existing needs in protection and community services. The security situation in parts of the country prevents partners to develop protection responses in these areas, and a streamlining of required approvals to implement projects would increase the implementation of service for persons in need.
- Tens of thousands of Palestine refugees continue to live in areas of active conflict in a state of profound vulnerability, with communities frequently overwhelmed by armed engagements and exposed to life-threatening levels of deprivation.

## Human Interest

### Peer-to-Peer Support Helps Hanan Overcome Displacement Challenges

Hanan and her family were displaced from their home in rural Damascus three years ago and settled in Damascus. This caused significant distress to Hanan as her displacement resulted in loss of her major social supports including her family, neighbors, friends and the 'normal' environment she grew up in and was used to. She has a six-year-old child and also had a daughter who died from brain damage. The death of her child in the absence of any of her familial supports, in addition to the stressors associated with internal displacement, have resulted in her suffering from depression, a loss of interest and she stopped taking care of herself and her family.



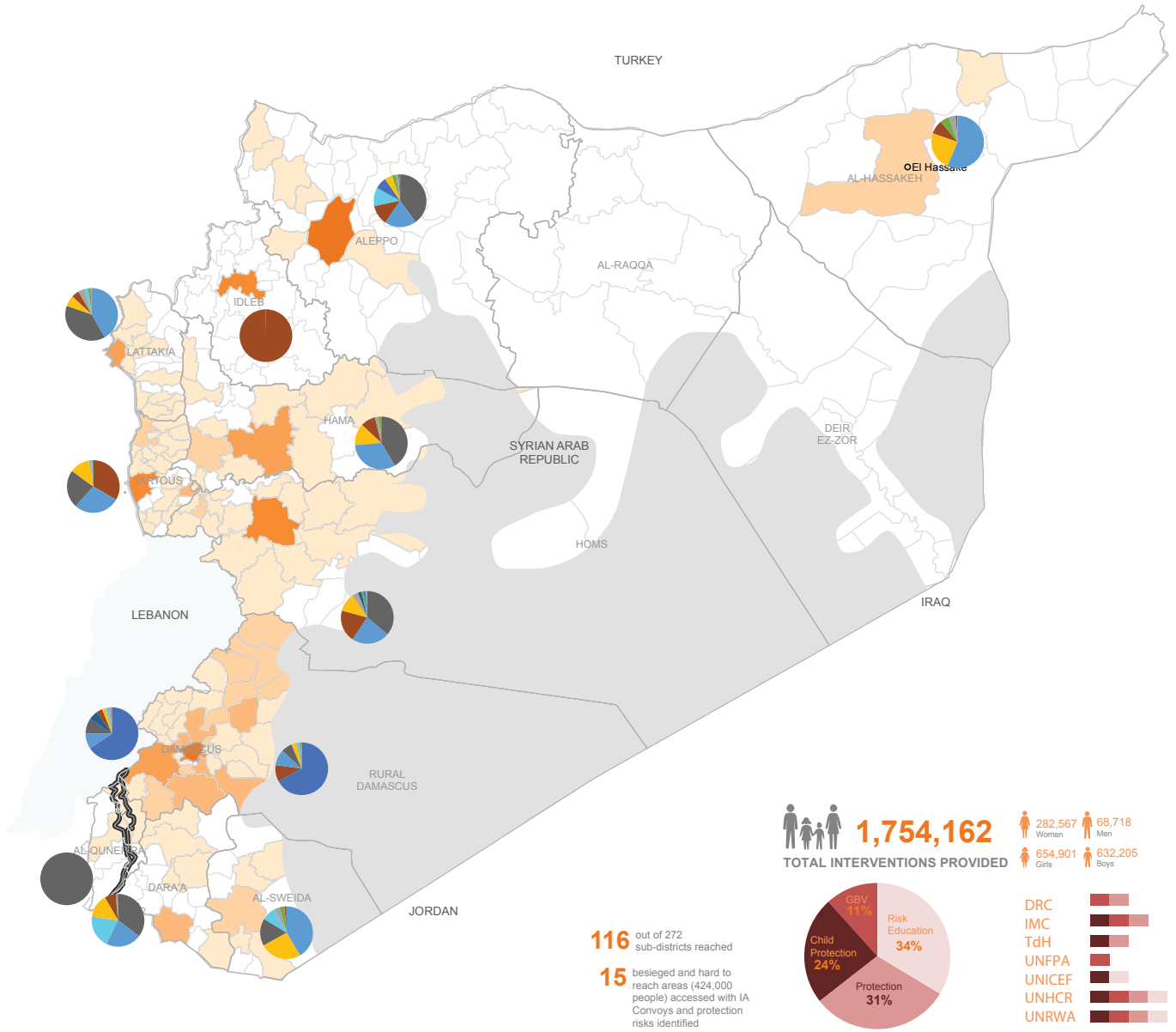
She enrolled in the peer-to-peer support programme, established as safe environment for groups to discuss parenting challenges and provide support to one another, and showed remarkable improvement after the third session. The group formed an ongoing support group for her, which has resulted in a strengthening of her family relationships, increased self-care and Hanan has even stopped smoking!

The peer-to-peer support programme is currently implemented in clinics in Barzeh and Jaramana and it is planned to extend this to the clinic in Tartous and the Recreational Activity Centre in Jaramana. The programme targets parents and caregivers with children between 6 and 12 years and adolescents between 13 and 18 years. Its' overall objective is to increase knowledge and communication skills between parents and children, and therefore strengthen inter-family relationships; this is especially relevant given the current context of many transitional IDP communities. This programme also focuses on the importance of play and self-esteem of parents, caregivers and children.

This success story is only one example of the impact the programme is having on its beneficiaries. Others include mothers no longer using physical punishment as a parenting tool, as well as a father visiting the centre to thank the trainers for the positive impact this programme has had on his family relationships.

Sector Leader	Sector Members and Partners
 <p><b>UNHCR</b> The UN Refugee Agency مفوضية الأمم المتحدة للاجئين</p>	

# Protection and Community Services Sector Activities Overview as of May 2016



**PROTECTION**  
540,280 beneficiaries

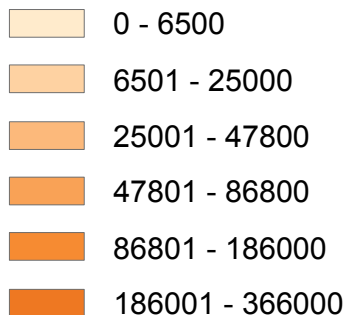


**GENDER BASED VIOLENCE**  
202,381 beneficiaries



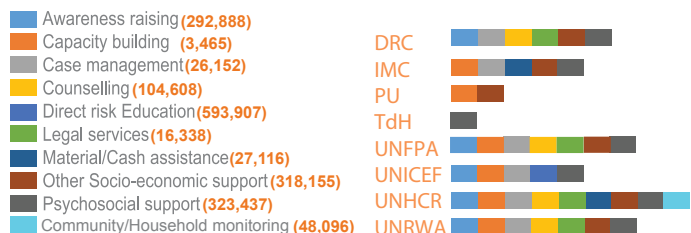
**CHILD PROTECTION**  
1,011,501 beneficiaries

## TOTAL\_REACHED



The detailed 4w map of protection and community services activities inside Syria is available at:  
<https://www.humanitarianresponse.info/en/operations/syria/protection-and-community-services>

## INTERVENTIONS BY CATEGORY OF PROTECTION ACTIVITIES AND ORGANIZATIONS



Protection partners also provided group and community activities like focus group discussions and awareness campaigns (562 GBV campaigns had taken place over the reporting period). 5,273 recreation and early childhood development kits were also distributed. More than hundreds organizations from the host and affected communities were supported for self management in addition to 4 small business associations supported to improve resilience of the community. 367,764 protection leaflets were distributed in 24 sub districts to raise rights awareness.