



# VOICES FROM THE FIELD

UNHCR Syria End of Year Report 2014

**“I believe that in 2015 we will face enormous shortages in the capacity to deliver assistance to populations in distress, this can be a terrible tragedy.**

**2014 was the year which the humanitarian assistance reached a breaking point and so if things do not improve we will face a critical situation in which many people will not be able to have the minimum assistance they need to survive.**

**Concerning the war in Syria no one is winning and everybody is losing; mainly all the Syrians and the neighbors and the super powers. It's time for all parties to come together and forget about contradictions and differences and to understand that they are all losing and the only way to stop this, is to stop the war.”**

*Quote from António Guterres, a BBC radio talk  
on lessons to be learned from 2014*

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<b>ACF</b>	Action Against Hunger	<b>MoSA</b>	Ministry of Social Affairs
<b>AGDM</b>	Age, Gender and Diversity Mainstreaming	<b>NFI</b>	Non Food Item
<b>AOGs</b>	Armed Opposition Groups	<b>NGOs</b>	Non-Governmental Organizations
<b>AV</b>	Armored Vehicle	<b>PSS</b>	Psychological Social Support
<b>CBI</b>	Community-Based Initiative	<b>PTD</b>	Project Tracking Database
<b>CBO</b>	Community-Based Organization	<b>PU</b>	Première Urgence
<b>CBP</b>	Community-Based Programme	<b>RSD</b>	Refugee Status Determination
<b>CRC</b>	Convention of the Rights of the Child	<b>SAF</b>	Syrian Armed Forces
<b>CRI</b>	Core Relief Item	<b>SARC</b>	Syrian Arab Red Crescent
<b>DRC</b>	Danish Refugee Council	<b>SGBV</b>	Sexual and Gender Based Violence
<b>GBV</b>	Gender Based Violence	<b>SHARP</b>	Syrian Humanitarian Assistance Response Plan
<b>GOPA</b>	Greek Orthodox Patriarchy	<b>SRP</b>	Syria Response Plan
<b>HR</b>	Human Rights	<b>SSSD</b>	Syrian Society for Social Development
<b>IA</b>	Inter Agency	<b>UASC</b>	Unaccompanied and Separated Children
<b>IASC</b>	Inter-Agency Standing Committee	<b>UNFPA</b>	United Nations Population Fund
<b>IDP</b>	Internally Displaced Person	<b>UNHCR</b>	United Nations High Commissioner for Refugees
<b>IED</b>	Improvised Explosive Device	<b>UNICEF</b>	United Nations Children's Fund
<b>IHL</b>	International Humanitarian Law	<b>UNMAS</b>	United Nations Mine Action Service
<b>IMC</b>	International Medical Corps	<b>UNRC/HC</b>	United Nations Resident and Humanitarian Coordinator
<b>IOM</b>	International Organization of Migration	<b>UNRWA</b>	United Nations Relief and Works Agency for Palestinian Refugees
<b>MHPSS</b>	Mental Health and Psychosocial Support	<b>WASH</b>	Water Sanitation and Hygiene
<b>MoFA</b>	Ministry of Foreign Affairs	<b>WoS</b>	Whole of Syria
<b>MoLA</b>	Ministry of Local Administration	<b>WFP</b>	World Food Programme

## FOREWORD from the UNHCR Representative

As the crisis in Syria is about to enter its fifth year, humanitarian needs have increased dramatically with 12.2 million people now in need of humanitarian assistance, including 7.6 million internally displaced people. The volatile security situation, including attacks on UN staff and property, limited access to affected populations in hard-to-reach areas, declining funding levels and huge population displacement have made operating in Syria extremely difficult and challenging.

Despite this, UNHCR has reached, individually and as part of inter-agency convoys, 105 hard-to-reach and besieged areas in Syria in 2014. In February, under challenging circumstances UNHCR provided Core Relief Items (CRIs), cash assistance, and psychosocial support to 1,366 evacuees from the old city of Homs. In April, UNHCR and SARC negotiated a four-hour ceasefire with the fighting parties in Aleppo city and managed to cross through Boustan Al Qasr into Eastern Aleppo city, delivering much needed CRIs to 3,500 vulnerable people, there. Similarly, UNHCR responded to the winterization needs of the most affected, in an immediate and efficient manner reaching out to almost 1 million individuals. In May to facilitate UNHCR operations in the South East, we opened a new office and logistic hub in Sweida.

In total UNHCR, in close coordination with its stakeholders, including partners and sister agencies, delivered 16,342,573 Core Relief Items reaching 4,562,005 individuals in 13 out of 14 governorates.

Due to ongoing conflict, the protection needs of the population are huge. As a result of our protection outreach, 465,000 individuals benefited from core protection assistance in 12 Governorates, protection support and services were provided through seven offices, 17 community centers, and Partner organizations and out-reach volunteers. More than 3,000 refugees and asylum seekers and 14,772 IDPs benefited from legal counseling and assistance, we also distributed 43,052 school kits in Damascus, Daraa and Homs and 41,040 clothes for IDP children in the Hassakeh Governorate. During the



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year, we facilitated numerous specialized training courses, throughout Syria, including those supporting women's rights and female empowerment as well as against sexual and gender-based violence (SGBV). In December, UNHCR and the Ministry of Social Affairs (MoSA) signed a framework agreement for the establishment of a Women and Children Protection Unit to respond to the growing protection needs of women and children affected by the crisis. The protection unit was officially opened on 17 December 2014.

The conflict has led to increased morbidity and mortality rates, the rising spread of diseases, malnutrition and other health issues. Through 15 UNHCR funded primary healthcare clinics in Damascus, Rural Damascus, Homs, Hama, Tartous, Aleppo and Hassakeh governorates, over **615,000** people have benefited with access to healthcare. While UNHCR provided protection to some 35,000 refugees under its mandate, in August UNHCR dealt with an influx of **95,000** mainly Yazidi Iraqis to Hassakeh. Whilst many have returned, others have stayed in the Newroz camp. In order to respond to this emergency, in the North Eastern of Syria UNHCR chartered 11 flights carrying CRIs for **50,000** people in Hassakeh.

Since July, after the UN Security Council Resolution 2165, UNHCR has continued with its cross border humanitarian assistance which culminated in adoptions of the "Whole of Syria" approach in an effort to improve the effectiveness and operational reach of their collective responses.

All the achievement in 2014 has been possible because of the dedication of our staff and partners. On 27 November 2014, the High Commissioner, Mr. Antonio Guterres, humbled me by the Award of Excellence for Achievement as a Representative. On this occasion, while accepting this award, I dedicated it to the 400 committed UNHCR staff working tirelessly in seven duty stations in Syria. Despite the scourge of war lingers, UNHCR staff will continue to perform, while earnestly hoping that the year 2015 will be a better year for the people in this beautiful country.

**Tarik Kurdi**  
**Representative UNHCR Syria**

A handwritten signature in black ink, appearing to be 'Tarik Kurdi', written in a cursive style.

## DURING THE YEAR

UNHCR on behalf of the Protection Sector signed a framework agreement with MoSA for the establishment of a Women and Children Protection Unit concerned with developing and implementing Protection strategies, plans and programmes based on the relevant rules of international law

UNHCR, through various means, including cross line missions reached 1,129,801 beneficiaries in 105 hard to reach and besieged locations

UNHCR expanded operations into a third building in Damascus and opened a new office in Sweida

After a large-scale attack on the Yazidi population in the Ninawa district of Iraq, UNHCR responded rapidly to a massive influx of refugees in the Hassakeh governorate by airlifting humanitarian relief, organizing transport from the border, and deploying specialized staff to the field

UNHCR now has new implementing partners working in Raqqa, Deir es Zour, Quneitra and Hama thus establishing presence in 13 Governorates of Syria

UNHCR reached 4.56 million individuals with over 16 million Core Relief Items

2014



# TIMELINE 2014

## JANUARY

- UNHCR reaches Raqqa for the first time since November 2013 with CRIs for 4,200 vulnerable people
- More than one million people receive 'winterized' CRIs since the programme started in November 2013
- Mortars result in the closing of Qamishly airport therefore preventing the movement of staff in and out of the area for a few days
- With Geneva II peace negotiations pending, the UN receives threats from radical militant groups resulting in the reduction of staff presence by 50%
- UNHCR reaches Hama city, as part of an inter-agency mission, delivering CRIs to 5,000 beneficiaries; this is an area that had not received assistance since late November 2012

## FEBRUARY

- Ceasefire is breached in the Old City of Homs putting UN staff at risk during their mission
- UNHCR provides all 1,366 evacuees from the Old City of Homs with cash assistance, psychosocial support and CRIs
- After 11 months of besiegement, UNHCR reaches through an inter-agency convoy Barzeh, Damascus with CRIs for 23,000 beneficiaries
- UNHCR successfully charts 15 airlifts to Qamishly carrying life-saving CRIs for 50,000 IDPs as well as medical supplies including polio vaccines to 250,000 children
- A joint UNHCR- WFP mission is able to reach Raqqa with CRIs such as first-aid, food and hygiene kits for 8,000 people

## MARCH

- A mortar explodes in close vicinity to the UN hub in Homs causing some material damage and triggering 50% reduction in staff presence, also, an IED goes off 500 meters from the UNHCR office in Qamishly.
- 1 million beneficiaries are reached with CRIs in 2014
- UNHCR participates in an inter-agency convoy reaching Al Houla, Homs for the first time since March 2013 to deliver CRIs for approximately 1,000 households.
- UNHCR trucks are the first to cross Nusaybeen border in Turkey into Qamishly carrying CRIs to 50,000 IDPs; an area that has been unreachable by road since May 2013
- UNHCR Armored Vehicle is hit by a bullet at a checkpoint whilst on mission in Rural Damascus
- More than 2 million vulnerable displaced Syrians receive winterized CRI packages including extra thermal blankets and plastic sheets since the beginning of the programme in November 2013

## APRIL

- For the first time since March 2011, UNHCR reaches the besieged areas of Nubul and Zahra with 4 trucks of relief items as part of an inter-agency mission
- In Aleppo, homemade rockets land 700m away from UNHCR office, a large explosion close to the city center leads to missions being suspended and UNHCR staff being trapped under besiegement for two weeks
- An IED explodes 500 meters away from the Merry Land Hotel in Qamishly where UNHCR staff live and work
- A UN inter-agency mission reaches Ras Al Ein, Hassakeh for the first time since the beginning of the conflict in Syria, where CRIs were distributed for approximately 4,500 IDPs
- UNHCR and SARC negotiate a four-hour ceasefire with the fighting parties in Aleppo city and manage to cross through Boustan Al Qasr into Eastern Aleppo city, delivering CRIs to 1,500 people



## MAY

- UNHCR volunteers vaccinate 37,395 children against polio in Hassakeh Governorate since the beginning of 2014
- Movement of staff in Damascus is further restricted after a significant increase in mortars landing in the vicinity of UNHCR office in the lead up to the elections
- UNHCR opens a new logistics hub including an office and warehouse in the southern governorate of Sweida
- 2 million beneficiaries are reached with CRIs
- for the first time since December 2013, UNHCR reaches 8,500 vulnerable individuals from Adra Oumalieh and Yalda, rural Damascus through an inter-agency convoy with CRIs
- More than 1,000 refugees resettled
- UNHCR convoy composed of 9 trucks crosses the border from Jordan and dispatches aid to 25,000 IDPs living in Sweida, Quneitra and Daraa

## JUNE

- UNHCR opens a field office in the southern Syrian city of Sweida
- UNHCR convoy crosses the border from Jordan to UNHCR warehouse in Sweida, and distributes aid to an estimated 550,000 IDPs living in Sweida and Daraa
- UNHCR opens a warehouse acting as a hub stocked with emergency CRIs for coordinating the cross-border operations across the Jordanian-Syrian border
- UNHCR completes the distribution of CRIs dispatched across Turkish-Syrian border and continues to transfer CRIs to 50,000 IDPs in Hassakeh governorate
- UNHCR implements 41 CBIs in January 2014
- UNHCR continues to import items into the country, despite significant hold ups in moving items caused by additional bureaucratic procedures
- More than 4,711 children have benefited through UNHCR implementing partners from community services activities

## JULY

- Refugee Reception Area of UNHCR Damascus was hit by shrapnel
- United Nations Security Council issued a second Resolution 2165 authorizing cross border humanitarian missions
- UNHCR Charters 11 flights and completes another airlift operation to Qamishly carrying CRIs for 50,000 IDPs
- After 20 months without access, a UN inter-agency convoy entered the besieged area of Moudamiyeh, Rural Damascus with UNHCR distributing CRIs for 20,000 people
- First cross border inter-agency convoy into Syria under United Nations Security Council Resolution 2165 takes place through the Bab Al Salam crossing in Turkey

## AUGUST

- Armed Opposition Groups post a threat online to target several locations of Damascus city. A series of mortar attacks follow with UNDSS suspending the movements of staff temporarily
- Following large scale attacks in Ninawa, Iraq, a huge influx of 95,000 individuals, mainly Yazidis, occurs
- UNHCR responds to Yazidi crisis rapidly distributing tents and CRIs from its contingency stock and airlifting a further 2000 tents, 5000 mattresses and CRIs for 5,000 people, as well as providing transport for over 6,000 people
- 3 million beneficiaries reached
- 10 million CRIs distributed
- UNHCR participates in first inter-agency convoy to Idlib with CRIs for 12,800 individuals
- Sheraton Hotel hit by mortars

## SEPTEMBER

- Massive increase in indiscriminate mortar fire around Four Seasons Hotel
- United Nations peacekeepers kidnapped held for 2 weeks by AOGs and later released
- Four Seasons Hotel hit with a rocket and one UN staff member injured
- Influx of Yazidis stabilizes, UNHCR begins identification exercise in Newroz camp
- AOGs release statement via video announcing further attacks on Damascus city. On 16 September, 12 confirmed mortars and 18 rockets hit the city. Many in close proximity to the Four Seasons Hotel
- International Coalition begin airstrikes on IS positions. IS issue statement targeting nationals of coalition. UNDSS upgrade kidnapping threat for UN staff. Flights to and from Qamishly suspended
- UN convoy attacked on Aleppo road. One UN AV badly damaged with occupants having to be transferred to another AV. One UNHCR staff was present - Road to Aleppo temporarily closed to UN movements

## OCTOBER

- On 02 Oct UNHCR carried out a successful cross line mission to the hard-to-reach opposition controlled Jesr Al Haj in the eastern part of Aleppo city delivering 2,000 CRI kits and hygiene kits for 10,000 individuals
- Due to the large scale fighting in Kobane at the Syrian-Turkish border over 4,000 people move from Kobane to the Hassakeh Governorate through Turkey. UNHCR provides immediate assistance.
- Site preparation and winterization activities begin in Newroz Refugee camp in the Hassakeh governorate
- On 23 October UNHCR carried out a cross line mission to the hard-to-reach areas of Orem, Anadan, Kafer Hamrha, Afrin and Maareht Al Artik in Aleppo with CRIs for 20,000 individuals


## NOVEMBER

- UNHCR CRI distribution finally surpasses the four million beneficiary mark
- On 11 November UNHCR, again as part of an IA mission, reached Al Waer with hygiene kits for 20,000 individuals
- UN envoy Mr. Stefan Di Mistora visited Homs and meets the governor and leaders of AOGs from Al Waer.
- UNHCR coordinated the airlift of 14 metric tons of essential and life-saving medicines to Qamishly for the benefit of 19,000 individuals

## DECEMBER

- On 01 December UNHCR, on behalf of the Protection Sector, signs a framework agreement, with the Ministry of Social Affairs (MoSA) for the establishment of a "Women and Children Protection Unit" in MoSA.
- UNHCR carries out a number of cross border deliveries through the Nusaybeen crossing from Turkey which delivering full CRI kits for 75,000 people in the Hassakeh governorate
- UNHCR distribution finally surpasses the sixteen million CRI mark

## HUMANITARIAN SNAPSHOT

- 
- ◉ **12.2 MILLION** almost half of the population in-need of assistance
  - ◉ **7.6 MILLION** IDPs including 5.6 million children
  - ◉ **4.8 MILLION** in hard-to-reach areas
  - ◉ **212,000** in besieged areas
  - ◉ **191,000** killed
  - ◉ **2 MILLION** Jobs lost (54% Unemployment)
  - ◉ **140 BILLION** in economic loss
  - ◉ **1.2 MILLION** houses damaged including 400,000 completely destroyed
  - ◉ **5.6 MILLION** children affected, over 4,000 schools damaged

## CHALLENGES AND RISKS

Syria is a very challenging country for humanitarian staff to operate in, due to the ongoing crisis, shifting conflict lines and different armed actors with ill-defined command structures.

Some of the current risks faced by staff include: Direct gunfire at UN Armoured Vehicles while on missions close to contested areas, indirect fire resulting from the clashes between the SAF and AOGs in North Aleppo, Rural Damascus and Rural Homs, theft or robbery, road traffic accidents, direct/indirect mortar fire and rocket attacks in Damascus such as the ones which hit the Sheraton Hotel in August and the Four Seasons Hotel in September (where UN Staff reside), collateral damage from various types of IEDs, terrorist attacks as well as the abduction/kidnaping of International staff for ransom or political motives. Even as recently as December two mortars landed 500 meters away from the Safir Hotel in the Al Hamra area of Homs city, where UN international staff reside and where the UN hub is located. Luckily all UN staff were accounted for and safe.

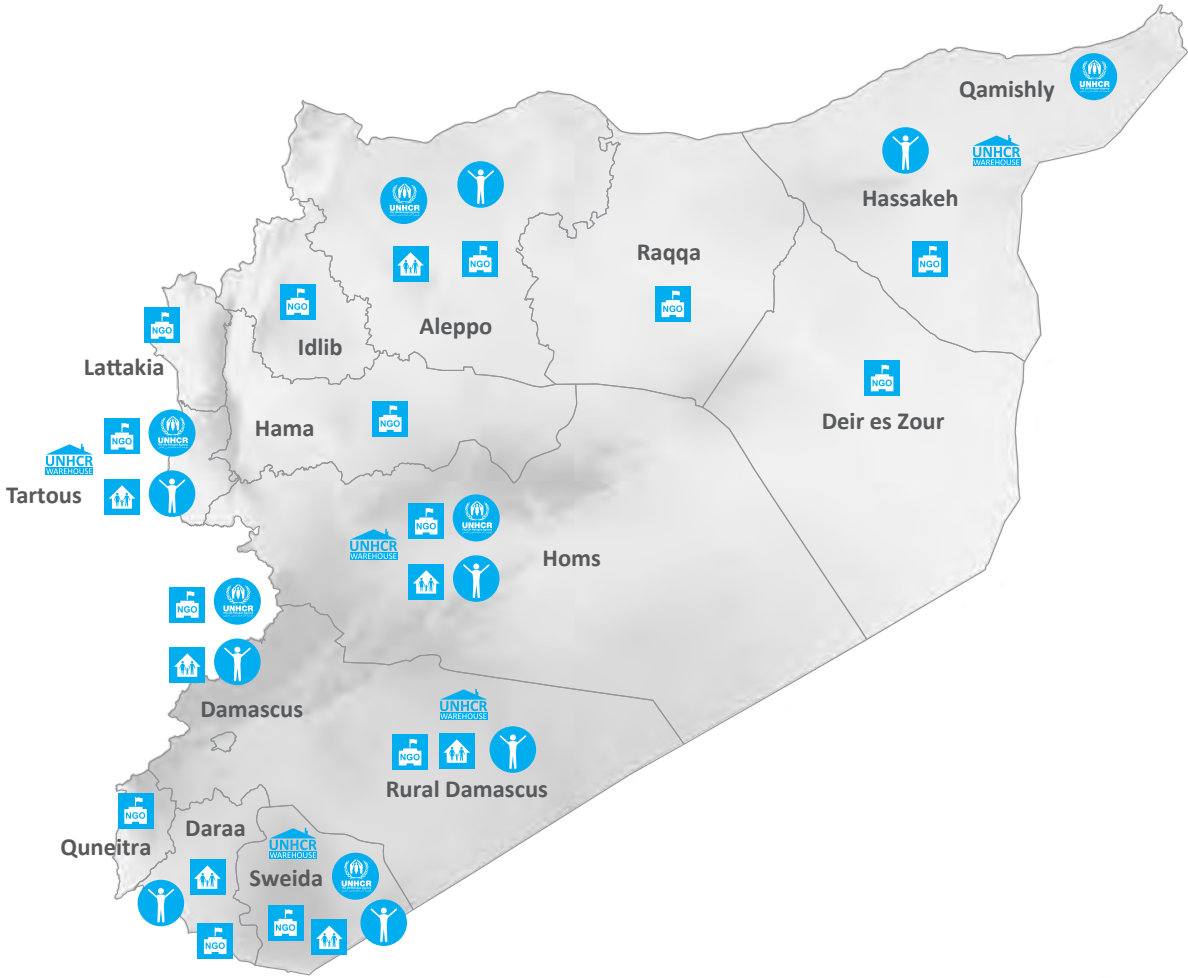
Despite this, however, UNHCR continues to operate and even expand its presence throughout the country.



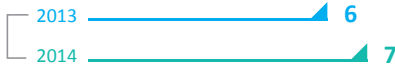
DAMAGE TO  
UN VEHICLES AFTER ATTACKS



FOUR SEASONS HOTEL AFTER ROCKET ATTACK



UNHCR Offices



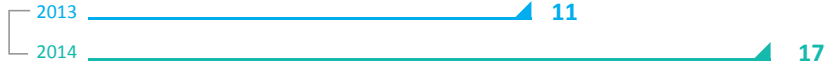
UNHCR Warehouses



NGOs



Community Centers



IDP Outreach Volunteers





## SECURITY COUNCIL RESOLUTIONS 2139 + 2165 + 2191

SECURITY COUNCIL RESOLUTIONS 2139, 2165 AND 2191 ARE IMPORTANT TOOLS IN RECALLING THE OBLIGATIONS OF ALL PARTIES UNDER INTERNATIONAL HUMANITARIAN LAW.

During 2014 the UN Security Council passed a number of resolutions in relation to the conflict in Syria.

**Security Council Resolution 2139** that came into place on 22 February demands all parties to put an end to all forms of violence and attacks against civilians, to facilitate the expansion of humanitarian relief operations, to lift sieges of populated areas and allow for humanitarian access for humanitarian agencies and partners, including across conflict lines and border, to ensure humanitarian assistance reaches people in need through the most direct routes. It also requests that, within 30 days of its adoption, the Secretary General report monthly on its implementation by all parties in Syria.

**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, Al Yarubiyah and Al Ramtha 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'.

**Security Council resolution 2191** was adopted unanimously on 17 December 2014 decided that United Nations agencies and humanitarian partners could continue until 10 January 2016 to, with notification to the Syrian authorities, use the border crossings at Bab Al Salam, Bab Al Hawa, Al Yarubiyah and Al Ramtha in addition to those already in use as originally authorized by resolution 2165. It requests that the Secretary General continue to report to the Council monthly within the framework of resolutions 2139 and 2165.

**Security Council Resolutions 2139, 2165 and 2191** are important tools in recalling the obligations of all parties under International Humanitarian Law and International Human Rights law and provides leverage to negotiate safe and unhindered access to the growing number of internally displaced 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. Practically speaking, however for any operation to be effective, it will require the consent of all parties to the conflict.



## WHOLE OF SYRIA APPROACH AND THE 2015 STRATEGIC RESPONSE PLAN (SRP)

The United Nations is committed to deliver humanitarian aid and implement its response plan with full respect to the sovereignty of the Syrian Arab Republic and in accordance with General Assembly Resolution 46182. In addition, the United Nations is also committed to the implementation of Security Council Resolutions 2139, 2165 and 2191. The UN will also continue to advocate for greater respect for international law, international humanitarian law, international refugee law and international human rights law.

Since September 2014, humanitarian actors operating inside Syria or across the Turkish and Jordanian borders have embarked 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. The UNRC/HC for Syria has continuously briefed the Syrian Government and kept them informed of the importance of the WoS approach and of the ongoing consultations with UN and other humanitarian actors.

As part of the WoS approach, the 2015 Syria Strategic Response Plan (SRP) was developed, as an overarching framework for the humanitarian response inside Syria. The Syrian Government was consulted on SRP and their cooperation in the implementation of the plan was solicited. It covers the period from 1 January

to 31 December 2015, aiming to address large-scale humanitarian needs throughout all 14 governorates, using the most direct and effective routes to deliver assistance. It also provides the umbrella for coordinated action to prioritize resources for the most affected areas and people in need, increasing access, response capacity and advocating for increased protection. Bringing together humanitarian actors working in Syria or from neighbouring countries for the first time under a single framework, the plan aims to increase the effectiveness of the response by improving the identification of needs and gaps inside Syria and strengthening the harmonization and streamlining of response activities across the different hubs, thus reducing overlap and duplication of efforts and increasing outreach.

The 2015 Syria Strategic Response Plan includes 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 two clusters: Protection and Community Services, CCCM and NFI/Shelter.

**UNDER THE 2015 STRATEGIC RESPONSE PLAN UNHCR IS SECTOR LEAD IN PROTECTION AND COMMUNITY SERVICES, CCCM AND NFI/SHELTER.**



The humanitarian strategy revolves around five key elements:

- Coordinated action
- Prioritisation of needs
- Ensuring access to affected people without discrimination
- Increasing response capacity
- Emergency preparedness

Humanitarian actors responding inside Syria under the SRP need over US\$2.9 billion to assist up to 12.2 million people in need, setting specific targets for each sector. However, despite the scale-up of the response, critical gaps remain: sustaining the humanitarian response in Syria will be necessary throughout 2015, particularly given the fact that funding for the humanitarian response inside Syria in 2014 has not kept pace with the increasing needs.

# OPERATIONS IN 2014

CORE RELIEF ITEMS

SHELTER

PROTECTION

HEALTH





## CORE RELIEF ITEMS (CRIs)

IN 2014 UNHCR DISTRIBUTED MORE THAN **16 MILLION** CRIs TO OVER **FOUR AND HALF MILLION** PEOPLE IN SYRIA.

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.

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, other items can be added to the kits during times of extra hardship, such as rechargeable fans in very hot weather.

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 7.6 million IDPs as possible, UNHCR runs a huge logistical operation involving everything from forecasting, planning, and budgeting to local, regional or even global procurement, especially as many goods are not available in Syria at present because of the limited production capacity due to the crisis.



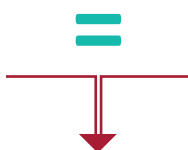
© UNHCR/B. Diab 2014

## A CONTRIBUTION TO 1 DISPLACED FAMILY'S WARMTH, HOT MEAL, CLEAN WATER, HYGIENE, PROTECTION AND DIGNITY

### CRI FAMILY KIT



1 KIT



250 \$



1 FAMILY

#### CRI Family Kit

3 Mattresses

3 Sleeping Mats

Baby and Adult Diapers

1 Kitchen set

1 Plastic Sheet

5 Blankets

1 Jerry Can

Sanitary Napkins

1 Hygiene kit

\* Summer: 1 Rechargeable Fan



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### WINTERIZATION

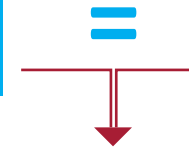
As a response, this year UNHCR started its winterization plan for affected Syrians in November. The agreed winterized items include high thermal blankets distributed together with the standard CRI kits. Up until the end of December 2014, UNHCR had assisted **752,612** individuals through its winterization support.

The winter conditions during the year have caused great suffering to affected Syrians, especially in contested and hard-to-reach areas. Temperatures in December 2014 fell as low as minus 5 degree centigrade in many areas in the country. With many of the 7.6 million people internally displaced in Syria living in informal shelters and unfinished buildings exposed to the harsh elements of nature. This extreme weather has left millions of Syrians more vulnerable to the rain, snow, cold, and damp conditions.

### WINTERIZED CRI FAMILY KIT



1 KIT



300 \$



1 FAMILY

#### CRI Family Kit

3 Mattresses

3 Sleeping Mats

Baby and Adult Diapers

1 Kitchen set

2 Plastic Sheets

5 High Thermal Blankets  
(instead of Regular blankets)

Winter Clothing

1 Jerry Can

Sanitary Napkins

1 Hygiene kit

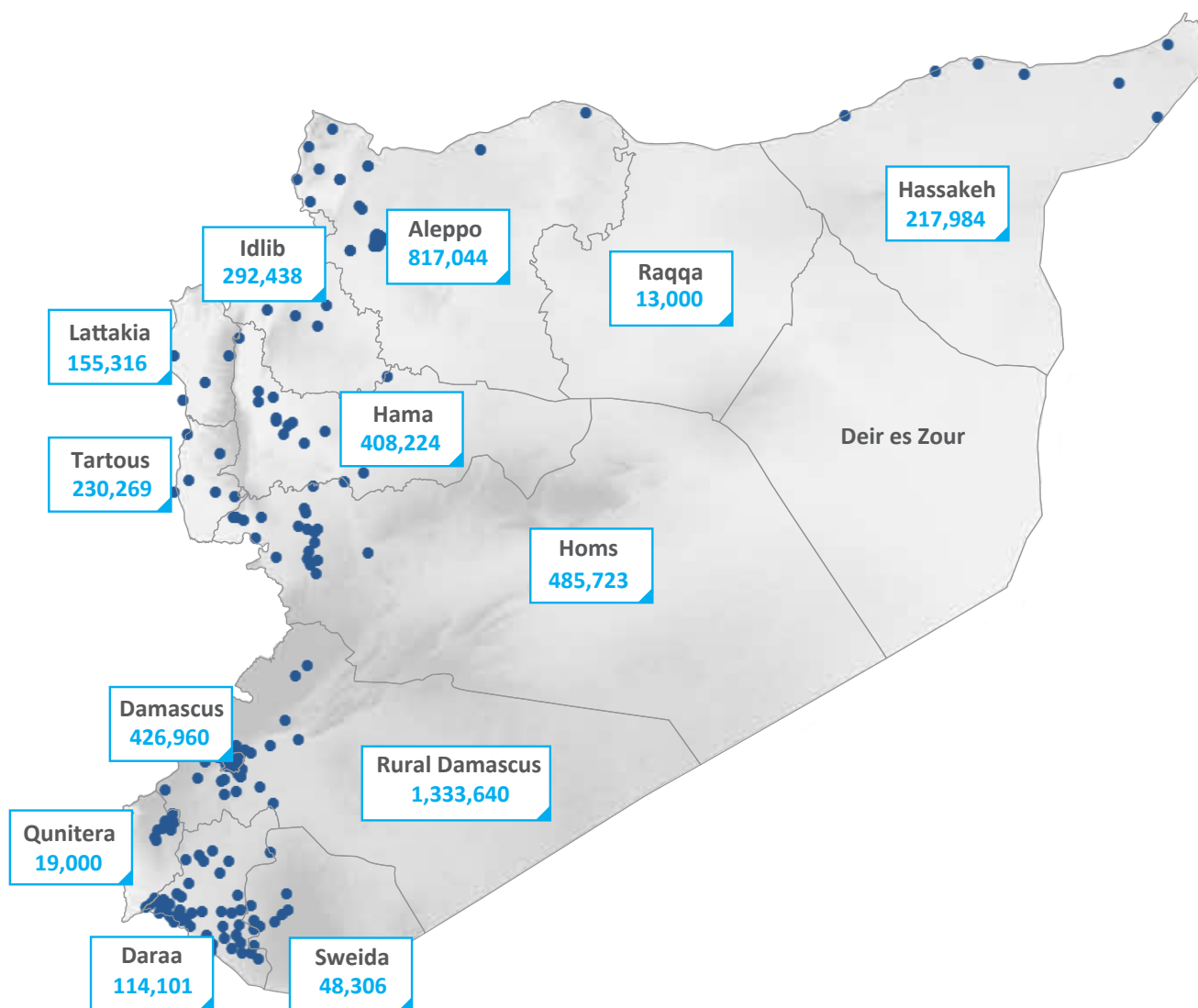


## CHALLENGES

- Funding gaps which has compelled some agencies to adjust their target downward for the winterized activities.
- Security concerns for humanitarian personnel hindering the delivery of emergency assistance to those who are in need.
- Shifting lines of crisis and proliferation of armed groups preventing the delivery of timely, needs-based humanitarian assistance within Syria.
- Limited number of NGOs permitted to operate in Syria as well as their limited operational capacity.
- Insufficient profiling and disaggregated data on the displaced population and host communities hampering effective planning and advocacy.
- Administrative procedures, in both the import of CRIs and dispatch procedures.
- Unilateral economic and financial sanctions impeding procurement of essential humanitarian supplies from outside Syria.
- Inflation of prices on both CRIs and fuel having negative impact on the displaced population.



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CRI DISTRIBUTION  
IN 2014 REACHED  
**4,562,005** INDIVIDUALS



UNHCR DISPATCHED  
**16,342,573** CRIs

## CROSSING BORDERS

Approved requests in 2014 for CRIs, medicine, IT and mission support equipment have resulted in 878 trucks from UNHCR entering into Syria from Jordan, seven trucks entering from Lebanon and 100 trucks entering from Turkey. These were organized as part of UNHCR regular programme and do not include the cross border operations taking place pursuant to Security Council Resolution 2165.

In 2014, pursuant to UNSCR 2165, UNHCR has participated in 29 cross-border convoys to provide CRIs for 195,000 individuals. This includes eight convoys to Southern Syria from Jordan with core relief items for 34,000 individuals and 21 convoys from South-eastern Turkey (Gaziantep) through the Bab Al Salam and the Bab Al Hawa crossings with core relief items for 161,000 individuals.



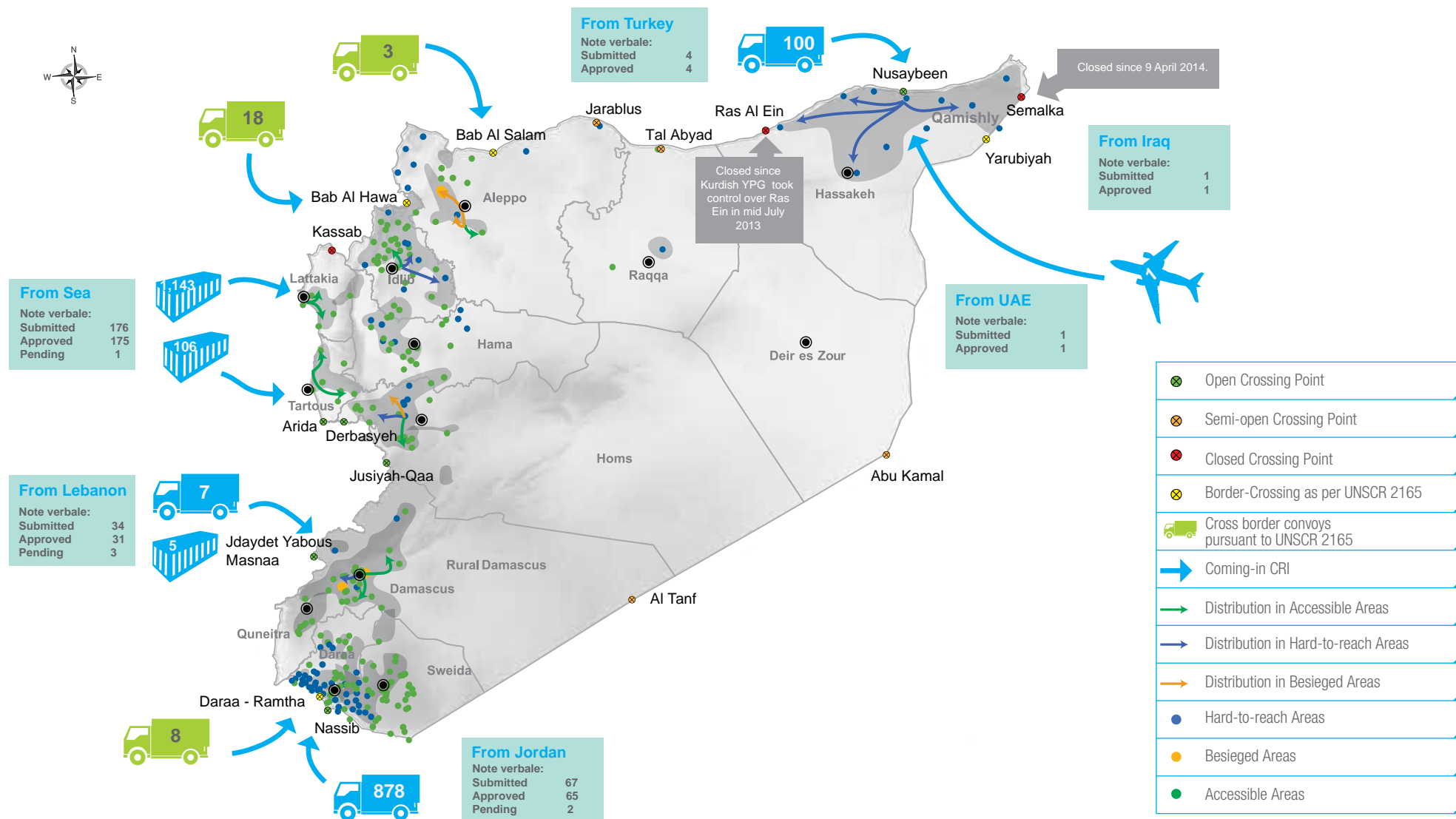
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## UNHCR DISPATCH ACROSS CONFLICT LINES



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In 2014, through UNHCR missions, inter-agency missions, and regular programmes, UNHCR has reached 104 hard-to-reach areas in Hama, Homs, Daraa, Aleppo, Idlib, Raqqa, Hassakeh, Quneitra and Rural Damascus, including gaining access to six besieged areas in Aleppo, Homs and Rural Damascus. These cross line missions resulted in 1,129,801 vulnerable beneficiaries receiving CRIs.





## MONITORING

Monitoring of humanitarian aid provided by UNHCR is done based on the reports and observations of UNHCR implementing partners and through regular and direct observation and ongoing assessments by UNHCR. Monitoring activities are carried out at various levels by agencies implementing sub-projects including UNHCR Branch Office, Sub Office and Field Offices.

The main challenge of monitoring the operation is the security restrictions placed by the on-going hostilities in large parts of the country. These constraints limit movements, yet UNHCR is monitoring the distribution of aid through:

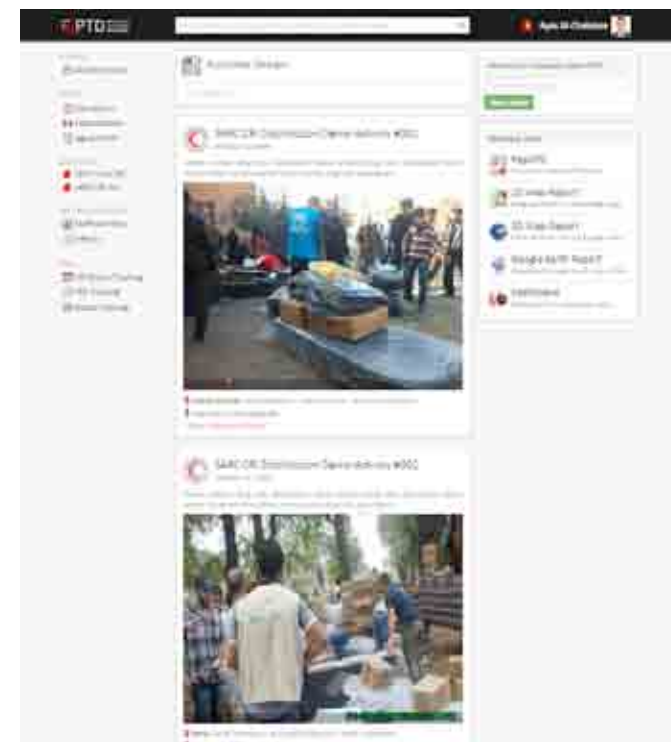
- Joint missions with partners to assess the needs of IDPs in each location as well as joint distribution exercises and post-distribution monitoring missions to ensure that aid reaches the most in need.
- Spot-checking by UNHCR staff during distribution in areas where it has concrete presence as well as reports provided by partners in areas where UNHCR does not have a field office.
- NFI sectorial working group chaired and coordinated by UNHCR to ensure feedback from several sources and identify potential gaps or misuse.
- UNHCR Field Offices engaged in post-distribution monitoring exercise mainly in collective shelters, community centers and distribution points.

UNHCR has recently improved the quality of reporting from its implementing partners by carrying out capacity building training in the areas of reporting and information management in field offices in Homs, Aleppo and Tartous, with further training planned in 2015 in all field offices in Syria.

## THE PROJECT TRACKING DATABASE

Efforts are made constantly to ensure the data accuracy. Once this step is completed, data is uploaded on the Project Tracking Database (PTD) which is a web-based platform developed for the purpose of reporting, tracking and monitoring programmes with partners and to ensure all the activities are implemented according to UNHCR standards in order to ensure that appropriate assistance is delivered to UNHCR Persons of Concern. It aims to help UNHCR to monitor activities remotely in unsecure areas through GPS-tagged pictures. In 2015, PTD will be used by all partners to directly feedback to the system with information of their activities and in anticipation of this training workshops for staff and partners will be organized across Syria on how to use the system.

Despite all the arduous security and administrative challenges, UNHCR has been working hard to maintain the urgent nature of the response and gain access to new hard-to-reach and besieged areas. In 2014, UNHCR reached **4,562,005** vulnerable individuals with **16,342,573** CRIs and with the advent of the Whole of Syria approach, UNHCR will endeavour to surpass these figures in 2015.





## SHELTER

WITH **7.6 MILLION** PEOPLE DISPLACED IN SYRIA, SOME OF THEM MULTIPLE TIMES, THE SHELTER NEEDS ARE STAGGERING.

Due to the continuous clashes 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 collective shelters such as schools, public buildings, tower buildings, hospitals, basements and mosques or to host families mostly from the local communities in other areas.

With 7.6 million people now displaced inside Syria, many of whom have been displaced multiple times, the country remains the largest and fastest evolving displacement crisis in the world. Collective shelter inhabitants include women, children, the elderly and the disabled. Most of them face trauma, distress or a great deal of suffering due to the conflict.

They reside in poor living conditions due to the lack of basic services such as food, water, electricity and garbage solutions, which in some cases have resulted in the outbreak of diseases. Most of the IDPs live in host communities



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## UNHCR RESPONSE

UNHCR continued to respond to the emergency shelter need and as lead of the Shelter Working Group worked very closely with its implementing partners, the Ministry of Local Administration, Première Urgence (PU), Syrian Society for Social Development (SSSD), The Syria Trust for Development, Secours Islamique France (SIF), Danish Refugee Council (DRC) and UN-Habitat to provide appropriate and equitable shelter to affected populations in order to save lives, reduce suffering and manage vulnerability. Emergency shelter interventions are formed in the rehabilitation of collective shelters, private shelter upgrades and the provision of tents. In addition, winterization measures were applied in the shelter intervention which is helping people overcome the harsh winter months.



## SHELTER REHABILITATION

Rehabilitation has been undertaken at collective shelters in order to improve the physical condition of the buildings including water sanitation facilities. The minimum standards were agreed upon by the Shelter Working Group to guide agencies and ensure that all required facilities were available in collective shelters. UNHCR and implementing partners conducted detailed technical assessments of the needs for each collective shelter, including minimum protection standards that all shelter interventions should consider such as collective spaces for women and children, locks on doors for private family space, lighting in private and collective areas, including in corridors, toilets and bathrooms. In 2014, UNHCR and its partners provided assistance to **25,739** people who benefited from **102** rehabilitated collective shelters.

## PRIVATE SHELTER UPGRADE

UNHCR continues to implement Private Shelter Upgrade with the Implementing Partners as one of its main shelter response options assisting IDPs who live outside official collective shelters. Through closure of the openings and creating WASH facilities, the project has successfully improved the physical conditions of private shelters, mostly unfinished buildings, by sealing open windows, fixing doors and setting partitions in open spaces to provide privacy to families. In 2014 there were **43,157** people who benefited from the upgrade of **8,609** private shelters in Daraa, Rural Damascus, Homs and Aleppo.

## UNHCR INSISTS ON THE MINIMUM PROTECTION STANDARDS THAT ALL SHELTER REHABILITATIONS SHOULD REACH.



## TENTS

Tents are provided when other options are not available due to conditions in the area such as a lack of buildings that can serve as shelters or due to an urgent need to find a secure place for IDPs. In 2014, UNHCR responded with this shelter option in Tartous, Homs, Rural Damascus and most notably in Hassakeh during the Yazidi influx from Iraq when tents were airlifted from Damascus to develop the Newroz refugee camp there. UNHCR stands ready to respond to such crises in the future.

## CHALLENGES

The major challenges in shelter programming in Syria are security concerns in a volatile context, cumbersome administrative requirements and procedures, funding shortfall and donors' reluctance to invest in shelter response within Syria, sudden imposed emergencies forcing partners to develop immediate response impacting agencies' capacity, funding and other resources as well as unpredictability of the political and social context in Syria and the greater regional context.

In addition, shelter response cannot be considered in isolation and needs to be part of a holistic package of multi-sectorial support to the affected populations. Shelter activities need to be planned in union with other sectors such as WASH, Protection, Education, Health, Early Recovery and Livelihoods. In 2015, UNHCR will continue to further engage with other sectors to address the many cross cutting issues associated with shelter.



## STORY

### THE 1070 SHELTER PROJECT IN ALEPPO, BRINGS RELIEF TO 24,000 PEOPLE



In March 2014, UNHCR in partnership with the Ministry of Local Administration and the Syrian Society for Social Development, completed work on a major shelter project in Aleppo which provided shelter, security and decent living conditions for 24,000 IDPs. The project provided 1,070 shelters in 98 previously unfinished buildings in the Hamdanyeh neighborhood in Aleppo. Before the project these unfinished buildings were only stone finished facades with no partitions, infrastructure, wood work or power. However, they were identified as a huge potential to shelter displaced families arriving to the area. With the support of UNHCR, these 98 buildings were provided with main power boards, water installations, entrances, staircases and proper roofs. 3,979 sealing kits were used providing adequate living conditions with floors cleaned

and covered with Tarpaulin, cement block walls sealed, and rooms provided with partitions to ensure privacy for multiple families sharing a space.

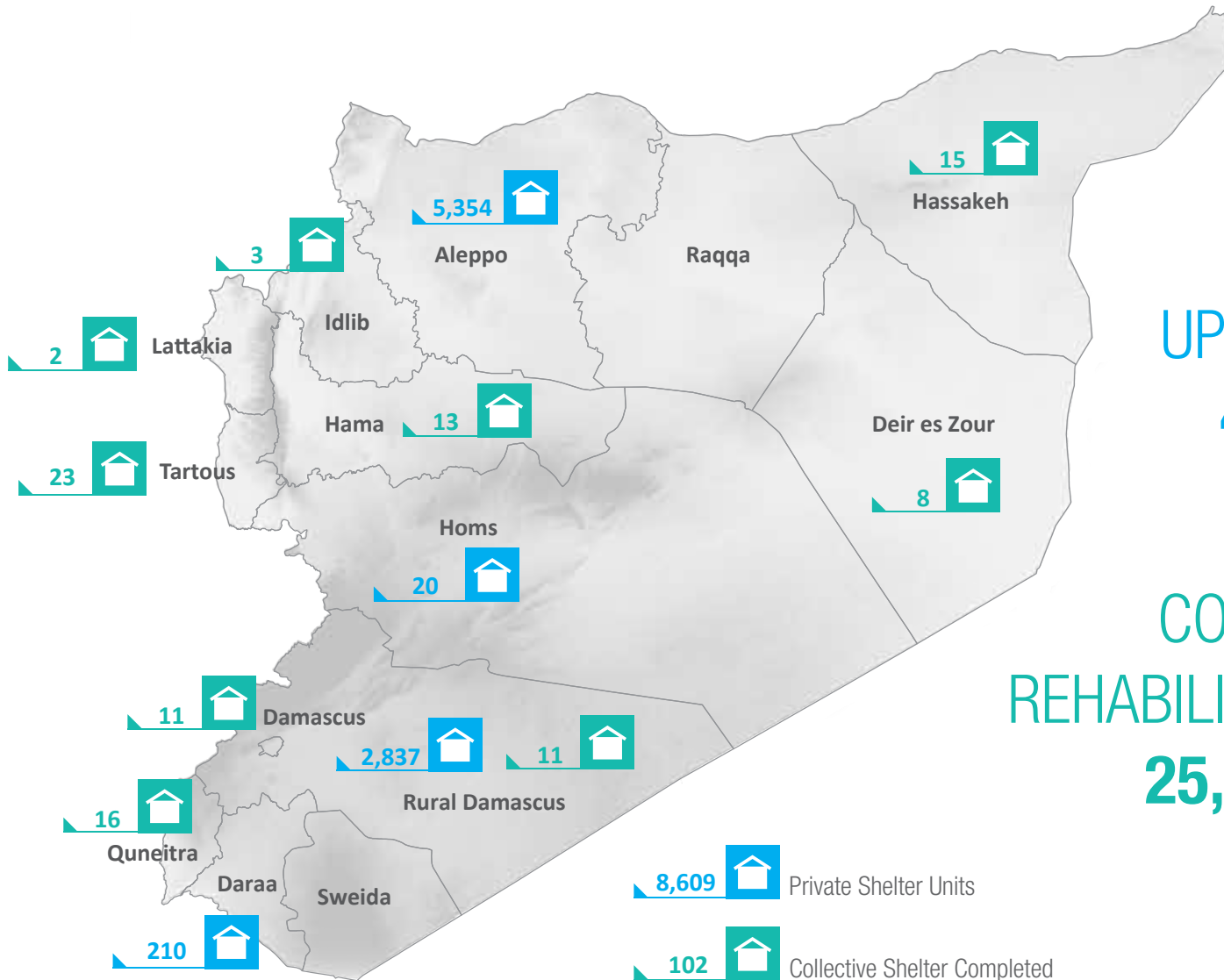
In addition, to ensure tenancy, 3,979 hand-over documents were distributed with the signature of IDPs and Aleppo municipality representatives.

Before



After





PRIVATE SHELTER  
UPGRADE COMPLETED FOR  
**43,157** BENEFICIARIES

COLLECTIVE SHELTER  
REHABILITATION COMPLETED FOR  
**25,739** BENEFICIARIES



## PROTECTION

### UNHCR: THE PROTECTION AGENCY

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established in 1950 by the United Nations General Assembly. The agency 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 Iraq 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 Syrian crisis, and based on the UN Guidelines on Internal Displacement, UNHCR expanded its operations to support the increasing number of internally displaced Syrians.

The objective of UNHCR's work with IDPs is to promote the protection, focusing on those protection issues and needs that directly relate to displacement. In situations of armed conflicts, all parties have the responsibility to respect the rights of all civilians, including the fundamental guarantees provided for under international humanitarian and human rights law. Impartiality, confidentiality and neutrality are core protection principles that have been mainstreamed in all UNHCR programmes.



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## COMMUNITY-BASED PROTECTION

The impact of the conflict in Syria is complex and wide ranging. It has caused forced displacement, sudden destitution, break-up of families and communities, as well as the collapse of social structures. Several areas in the country have become out of reach for international organizations and community solutions have become over-stretched.

### COMMUNITY - BASED PROTECTION RESPONSE IN 2014

UNHCR has realized the necessity of community participation in providing Protection to communities. Its community-based protection puts the capacities, rights and dignity of affected individuals at the center of programming and contributes to a Protection response in Syria which is sustainable and tailored to the needs of the affected communities. Inspired by the Syrian tradition of solidarity and social collaboration, UNHCR has designed several programmes protecting and empowering local communities. These include Community Centers, Community-Based Initiatives, Outreach Volunteers and capacity building, resilience and the empowerment of local organizations.

### COMMUNITY CENTERS

The establishment of the community centers promotes social mobilization as they offer a space for interaction and socialization among displaced and local communities. They also ensure better access to vulnerable populations, while providing them with social and protection services, supporting their psychosocial well-being, giving insight into their needs and linking them with service providers and specialists.



©UNHCR/SSSD 2014

The interventions of the Community Centers are designed in line with the Age Gender Diversity Mainstreaming approach (AGDM), with special attention given to persons with specific needs. Some services provided by the Community Centers are, counseling, educational support, psycho-social support (PSS), awareness raising, livelihood, support to persons with specific needs, assessment activities, courses in the private sector, PSS clinical therapy, outdoor social and PSS activities, community empowerment and participation. In 2014, UNHCR produced the Community Center manual that compiled a series of Standard Operational Procedures for the activities implemented in the Centers aiming to ensure compliance with international standards.



©UNHCR /Q.Alazroni 2014

## COMMUNITY - BASED INITIATIVES

With this concept, the affected communities are responsible for designing and implementing, in a participatory manner direct impact initiatives to improve their living conditions. In 2014, UNHCR supported community-based initiatives within shelters such as basic rehabilitation and improvements, manufacturing emergency lights for prevention of SGBV, emergency rehabilitation of water sanitation facilities, sewing mattresses sheets and pillows for IDPs, cleaning campaigns, rooms for teaching classes for children as well as initiatives outside the shelters including self-managed kindergartens, school uniforms for IDP children, community garbage management systems, clean-up campaigns, collective food conservation initiatives, home schooling, recreational activities for children and many other initiatives.

## OUTREACH VOLUNTEERS

Reaching the IDP population, ensuring their participation, identifying their vulnerabilities and providing them with the proper support are the main reasons behind the design of the Outreach Volunteers Programme. This programme is a strong illustration of the active participation of Syrian national NGOs in responding to the need of the population affected by conflict. In 2014, more than 300 volunteers from different age groups joined the network of UNHCR. They have exceeded their traditional role in reaching the IDP population, communicating with them and engaging the host community. They have become an important tool to help and support the affected IDPs and for ensuring the participation of IDPs, identifying their vulnerabilities, advocating for their right to have access to humanitarian services, exploring the local capacities and providing them with the proper support including care giving to persons with specific needs, information dissemination and awareness, as well as specialized services such as medical and psychosocial support. They also represent an effective implementation tool in shelters and many areas.

## EMPOWERMENT OF LOCAL ORGANIZATIONS

Empowering local organizations and fostering their humanitarian role have proved to be a proper strategy to respond to the needs of communities in the country especially that these organizations are more knowledgeable than others of the needs of the communities within which they operate. UNHCR therefore has provided grants to qualified local NGOs in the country for implementation of quick impact projects offering assistance to local communities in the field of health, education and women empowerment with focus on persons with specific needs.



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# STORY

## PRODUCING HANDICRAFTS MAKES NAJLAA TOTALLY INDEPENDENT

Najlaa\* is a married woman who was forced to flee with her children to Sweida city seeking safety due to the conflict in her town Dweir in Rural Damascus. As Najlaa is a graduate of the Fine Arts' Institute, she was excited to join the accessories course supported by UNHCR and she started producing accessories at home to earn living. Her small business flourished when she managed to make deals with three shops in Sweida city for the provision of hand-made accessories as well as selling her products to various shops in the surrounding rural areas. "I am so glad that after losing almost everything that I had I managed to gain income. What makes me grateful is that I kept my dignity by becoming completely self-reliant".

\* Name has been changed



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## CHILD PROTECTION

Children's protection concerns are increasing with the deterioration of the humanitarian situation in Syria. Currently, over 5.6 million Syrian children within the country are in need (2015 SRP). Children from different age groups are exposed to various protection concerns such as separation of families, unaccompanied children, children with disabilities, school drop-outs, child labor, exploitation and child recruitment. In addition, ongoing violence further exacerbates the vulnerability of children and increases their exposure to physical injury, harassment, violence, exploitation, recruitment into armed groups, the worst forms of child labor and child marriage.

### CHILD PROTECTION RESPONSE IN 2014

UNHCR along with its implementing partners and in close coordination with local government institutions, local NGOs and other UN agencies dedicated its efforts and resources to respond to the concerns of affected children in terms of enhancing the identification of children at risk, providing adequate support, promoting the participation of the community in child protection activities and building the capacity of the national NGOs on children protection issues and concerns.

Within the scope of UNHCR Syria, UNHCR's child protection strategy is rights-based and promotes non-discrimination and the best interest of the child as the

core of protection interventions. In collaboration with local partners and institutions, different types of activities are conducted at collective shelters, community centers, Child and Family Care centers and child friendly spaces located within the communities in nine governorates.

UNHCR has been also working on improving the quality of services and assistance provided to children and their caregivers. Therefore, Standards Operating Procedures and Guidelines are being developed together with partners to build the capacity of Child Protection teams and enhance the quality response to protection needs in respect of humanitarian principles.

## STORY

### HUMAN INTEREST

Mariam is a four year old Syrian IDP child with Down syndrome and has been coming to the UNHCR funded Child Family Care Center (CFCC) since October 2013.

She is undergoing the Portage programme which is a home-based programme for early intervention to educate mothers of special needs children starting from birth and comes four times a week to the center and undergoes occupational therapy such as self-help skills (dressing, buttoning and zipping up clothes), play skills

such as playing with other children and using a variety of specialized learning toys as well as learning the alphabet and drawing lines and shapes. Despite the fact that she has vision problems Mariam can now draw lines and triangles and is learning how to pronounce letters of the alphabet, greet people and assemble simple puzzles.



Her mother accompanies her to the center where she has gained knowledge and skills to provide care and support to Mariam. She asserts that the largest source of stress associated with having a child with Down syndrome comes from knowing that these children are entering a world in which many people judge them simply by looking at their faces. She is very grateful for the support of UNHCR and the Center but worries about the future when this programme finishes.



## SEXUAL AND GENDER - BASED VIOLENCE

Due to the escalation of the conflict in Syria, norms regulating social behavior are weakened and traditional social systems are broken down leading to increased levels of Sexual and Gender-Based Violence (SGBV).

While some forms of SGBV such as sexual violence are still under-reported due to the reluctance of many survivors to report on account of stigmatization, shame or fear, social acceptance and impunity of perpetrators, other forms of SGBV have been commonly observed by UNHCR and local partners including child marriage and domestic violence. Moreover, a number of women-headed households, whose men are missing, due the conflict, struggle to afford their children's needs.

### SGBV RESPONSE IN 2014

In light of the Syrian Humanitarian Response Plan (SHARP 2014), UNHCR in cooperation with local partners and other UN agencies has adopted an approach of mainstreaming SGBV prevention and response activities throughout all its activities to enhance the identification of and support to survivors of SGBV, building the capacity of local NGOs on SGBV prevention and response and promoting participation of the community in SGBV prevention activities. Despite the challenges that UNHCR faces such as lack of quality services in the field of SGBV, limited access to some areas, under-reporting of some forms of SGBVs and lack of sufficient data, UNHCR has continued its cooperation with its local implementing partners in order to foster its response to SGBV.

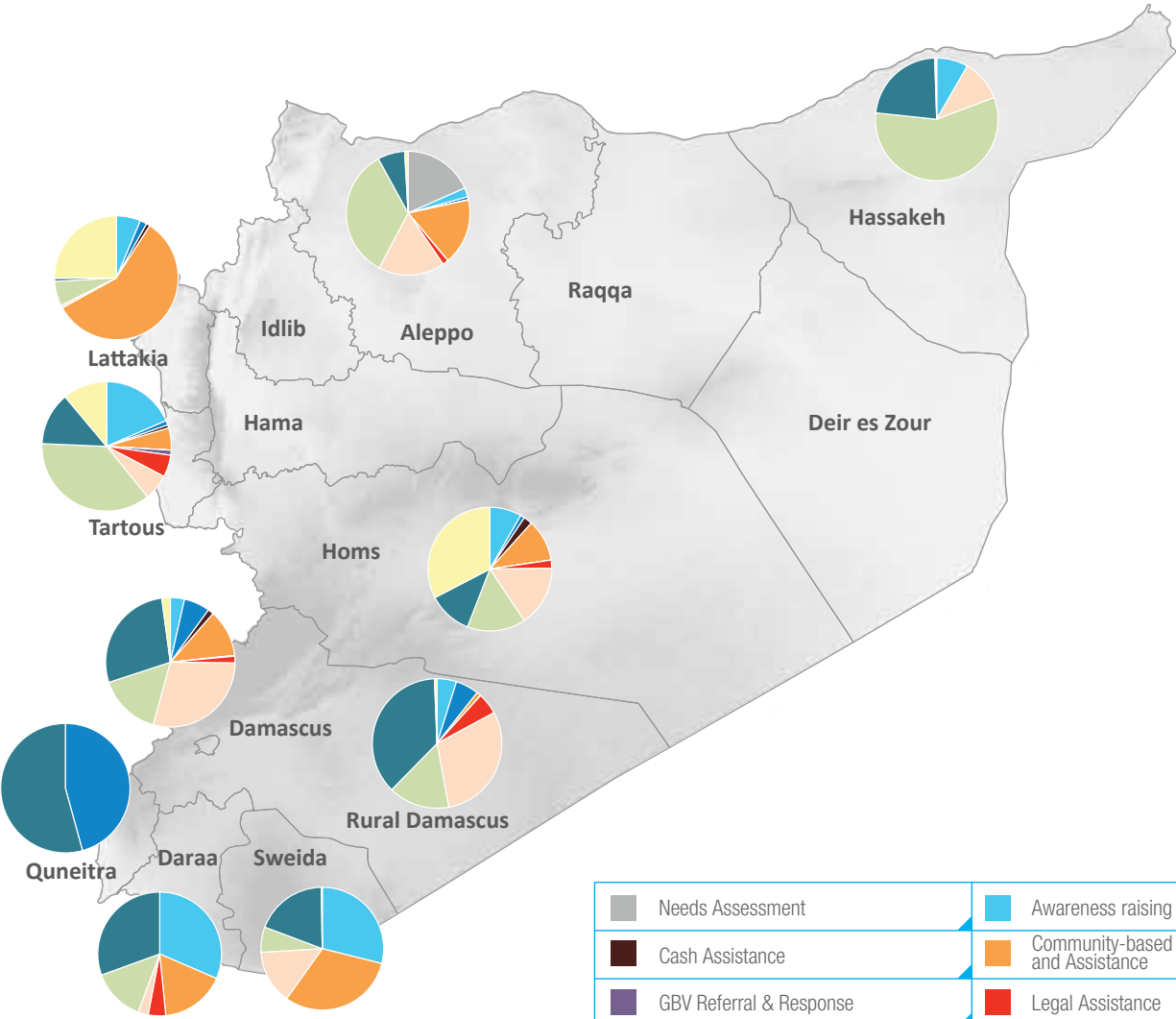
## LEGAL AID

With 7.6 million displaced, people have amongst other things lost their personal status documents, such as birth certificates and identification cards with this adversely affecting the most vulnerable IDPs. For example, after four years of conflict, more and more children have been born in areas where they cannot be registered.

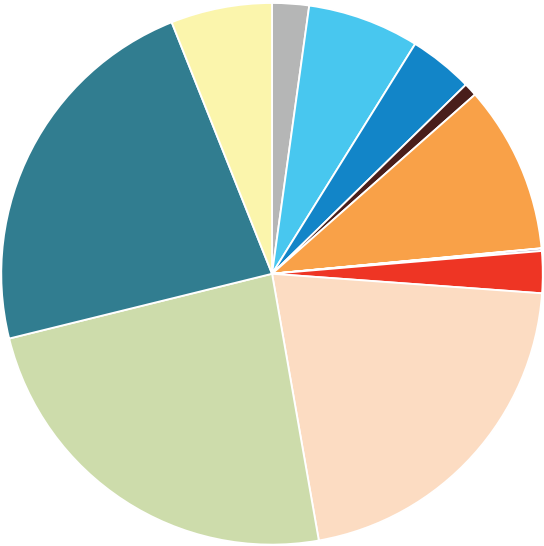
The replacement of documentation is often difficult for a variety of reasons, one of which is the complex administrative procedures as some documents can only be obtained from the area in which the person is registered in the civil status record which is often hard to reach due to the current security situation. In addition, many IDPs are not aware of how to obtain personal documents or how to replace their lost ones.

### LEGAL AID RESPONSE IN 2014

In close cooperation with local authorities UNHCR provides legal aid to IDPs mainly for documentation and birth registration. However, the provision of legal aid during the year by UNHCR was not without its challenges which included the difficulty of access to some collective shelters due to the deterioration of the security situation as well as difficulties in reaching IDPs residing outside the shelters. Through providing legal aid, it came also to the attention of UNHCR that incidents such as early marriage, unofficial marriage and mistreatment of children have increased among the IDP populations leading UNHCR to arrange for raising awareness sessions for IDPs and the affected communities on the importance of documenting personal status events. In 2014, UNHCR provided legal assistance to 13,850 beneficiaries. UNHCR is developing mechanisms with authorities and partners in addressing these issues.



464,969 BENEFICIARIES  
BENEFITED FROM  
PROTECTION ASSISTANCE



Needs Assessment	Awareness raising	Capacity building
Cash Assistance	Community-based Participation and Assistance	Evacuation and Relocation
GBV Referral & Response	Legal Assistance	Psychosocial Support (PSS)
Recreational Activities	Socioeconomic Activities	Targeted Material Assistance

## CASH-BASED ASSISTANCE

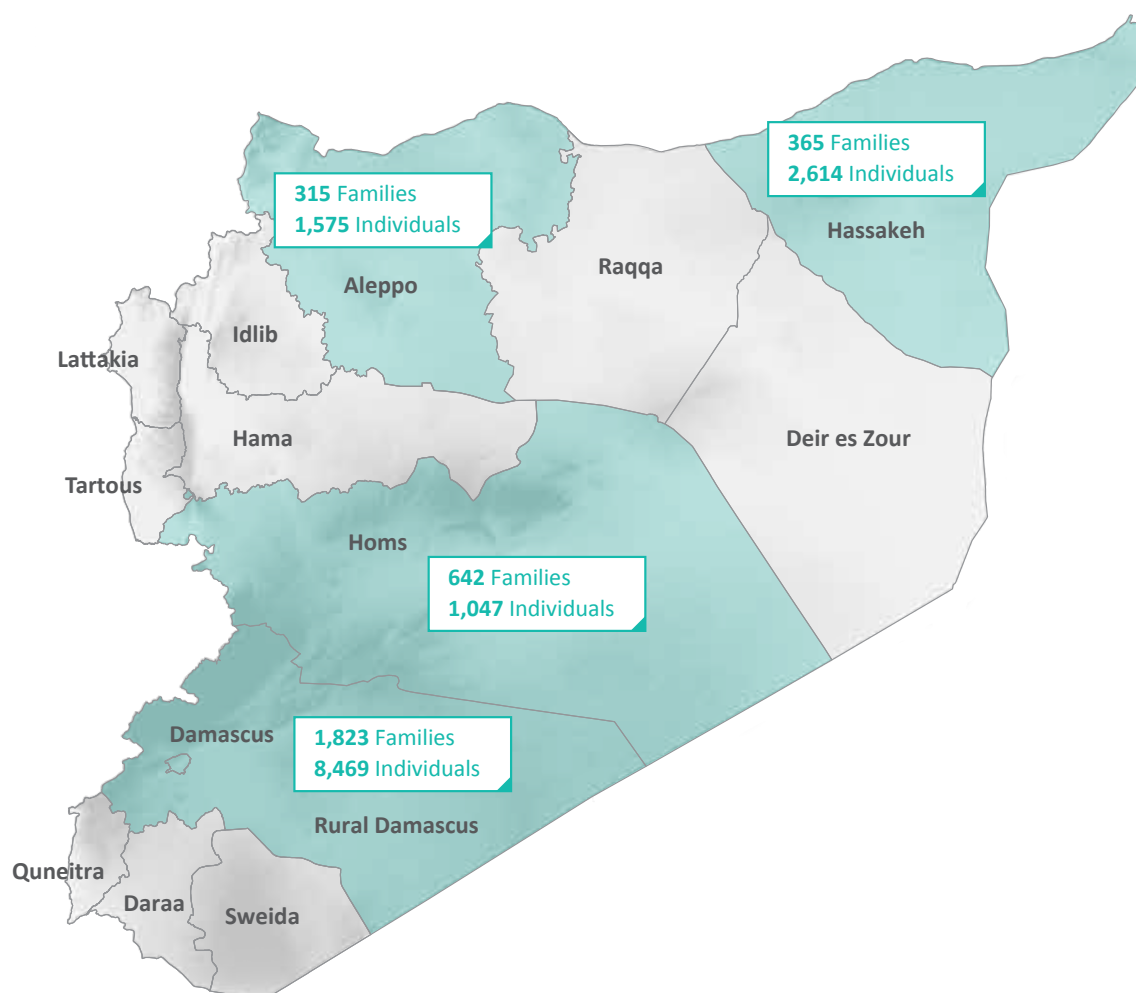
The lack of income is resulting in vulnerable individuals being exposed to exploitation or having to engage in harmful practices in exchange for the means needed to cover their basic needs. The cash-based assistance provided by UNHCR is meant to be an effective protection tool for particularly vulnerable IDP families while supporting them in a dignified way to meet their basic needs not covered by other forms of assistance such as core relief items.



## CASH ASSISTANCE RESPONSE IN 2014

In 2014, UNHCR developed new criteria and modalities of implementation to identify the most vulnerable individuals eligible for cash assistance and distributed cash assistance to the evacuees from the Old City of Homs which had been besieged for 18 months, as well as to IDPs in Hassakeh, Aleppo, Damascus and Rural Damascus.

## 13,705 BENEFICIARIES BENEFITED FROM CASH ASSISTANCE



## HEALTH

THE SYRIAN CRISIS HAS INCREASED MORBIDITY AND MORTALITY, RISK OF THE SPREAD OF DISEASES, VULNERABILITY TO MENTAL HEALTH AND PSYCHOSOCIAL DISTRESS AND MALNOURISHED CHILDREN.

Since the beginning of the crisis, primary, secondary, and tertiary healthcare services in the country have deteriorated due to damaged health facilities, power outages, and shortages of lifesaving medicines, medical supplies, and qualified healthcare professionals, including female health workers for reproductive health services. The quality and equity of provision of services in public health facilities have been significantly affected with 57% of public hospitals reported to be partially functioning or completely out of service while 63% of public basic Emergency Obstetric Care Centres are non-functional. In addition, lack of access to adequate shelter, sanitation, food and safe water, has seriously undermined people's ability to prevent and respond to health related risks in their environment. Water availability has decreased to less than 50 percent of its pre-crisis levels. An estimated 1,480 women give birth in dire conditions every day due to the weakening of the healthcare system, and outbreaks of communicable and vaccine-preventable diseases (including polio and measles) have increased.



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## UNHCR RESPONSE

As most Internally Displaced Persons (IDPs) lack the financial resources necessary to pay for health care and medication, UNHCR's approach to health aims mainly to protect them from risks to their health and well-being through providing free access to Primary Health Care (PHC) which mainly includes:



### PRIMARY HEALTH CARE CLINICS

UNHCR supports 16 PHC clinics in different governorates; Damascus, Rural Damascus, Hassakeh, Aleppo, Homs and recently in Hama benefitting **578,041** individuals through the provision of PHC which includes medicines for acute and chronic diseases.



### OUTREACH SERVICES

Many IDPs may not be able to access available health care services due to insecure environments, long distances, lack of affordable transport, disability or fear of stigmatization. Through its outreach volunteers, UNHCR managed this year to conduct regular checks on the well-being of **5,473** affected individuals who are housed in their communities.



### MEDICAL EQUIPMENT AND DEVICES

In 2014, UNHCR supported many health facilities in Hassakeh, Aleppo, Lattakia and Damascus with medical equipment such as ventilators, incubators, anaesthesia machines, haemodialysis machines, surgical kits and X-ray machines for the benefit of around 122,000 individuals. In addition 150 people were supported with wheelchairs, crutches, walkers, oxygen cylinders and masks.



### MENTAL HEALTH AND PSYCHO SOCIAL SUPPORT

Being displaced by conflict inevitably causes adverse effects on the psychological, social, emotional and spiritual well-being of people. Therefore, UNHCR in cooperation with UNFPA and SARC has provided during the year **50,734** MHPSS services to **6,000** individuals in Damascus and Rural Damascus.



### MEDICINES

The focus of UNHCR has been primarily on providing medicines for chronic and acute diseases. UNHCR has also provided secondary and tertiary healthcare in special cases. This year, medicines have been supplied to hospitals in Hassakeh, Aleppo and Homs benefitting more than **350,000** individuals.



### VACCINES

In 2014, UNHCR delivered vaccines against meningitis, tuberculosis, MMR, tetanus and Polio to around **250,000** individuals due to the deterioration in health and environmental conditions in Syria which increased vulnerability of people especially IDPs to communicable disease.

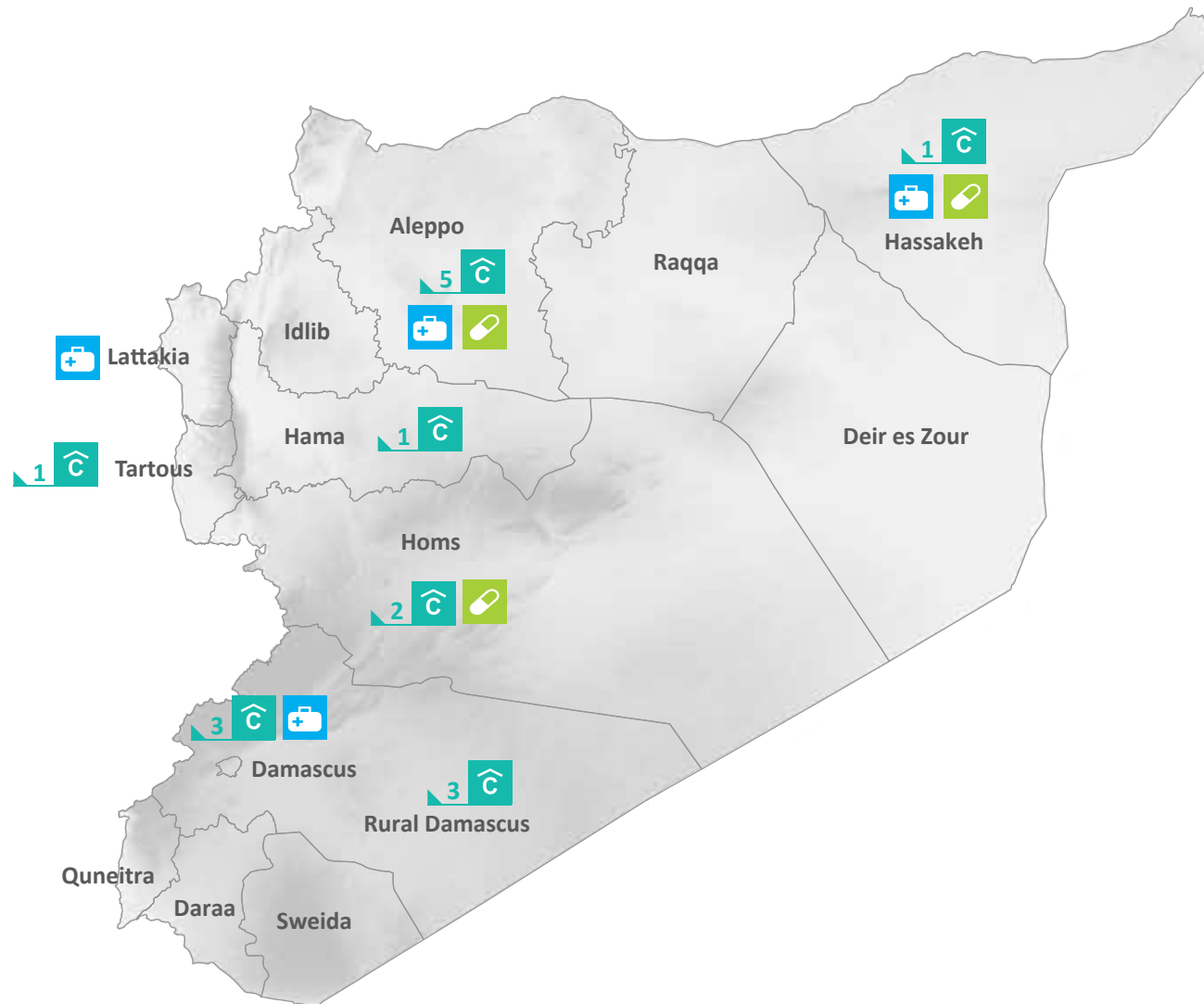
# STORY

## UNHCR HEALTH SUPPORT LEADS TO BETTER LIFE



Hamid is 69 years old and has long suffered from diabetes which led to diabetic foot, a cataract in the left eye, and gout. He approached the UNHCR Tartous field office seeking medical and financial assistance, as he needed urgent surgery on his eye, medicines and a wheel chair.

With the assistance of UNHCR he has successfully undergone surgery for his eye and received a wheelchair which has greatly assisted his movements. During a follow up visit by UNHCR staff, Hamid and his family extended their gratefulness for all services and support provided by UNHCR and stated that it has helped to make his life easier after all the years of suffering he endured.





**615,443**  
BENEFICIARIES  
GAINED ACCESS  
TO HEALTH CARE

-  Medical Equipment
-  Medicines
-  PHC clinics

## FIELD OFFICES

ALEPPO

DAMASCUS

HASSAKEH

HOMS

SWEIDA

TARTOUS





## ALEPPO-COVERING THE NORTH WEST

The city of Aleppo has remained divided into two distinct parts; Western and Eastern and most of the country side is still isolated due to the precarious security situation. Nonetheless:

- In response to the government decision to evacuate IDPs from schools used as shelters, UNHCR has upgraded 5,354 private units, in order to meet the needs of 26,810 individuals affected by this secondary displacement.
- UNHCR and SARC negotiated a four-hour ceasefire with fighting parties in Aleppo city and managed to cross through the besieged Bustan Al Qusar into eastern Aleppo city delivering CRIs for 1,500 people. Shortly after, through an inter-agency convoy, UNHCR gained access to the besieged villages of Nubul and Zahra with CRIs for 5,000 beneficiaries.
- Pursuant to SCR 2165, Cross Border Missions were organized through the Turkish Bab Al Hawa border crossing to support affected people in Aleppo. The shipments contained blankets, jerry cans, kitchen sets, sleeping mats, and other basic household items.
- Cross line missions were organized to deliver CRIs for individuals in hard-to-reach areas including Orm, Nubul, Afrin, Azaz, Anadan, Kafer Hamrha, Maareht Al Artik and Tal Refaat for nearly 60,000 individuals.
- Health Volunteers and five health facilities in eastern and western Aleppo were supported to provide primary health care and respond to the spread of diseases such as Gastroenteritis, Salmonella poisoning and Hepatitis for the benefit of 182,734 individuals.

## STORY

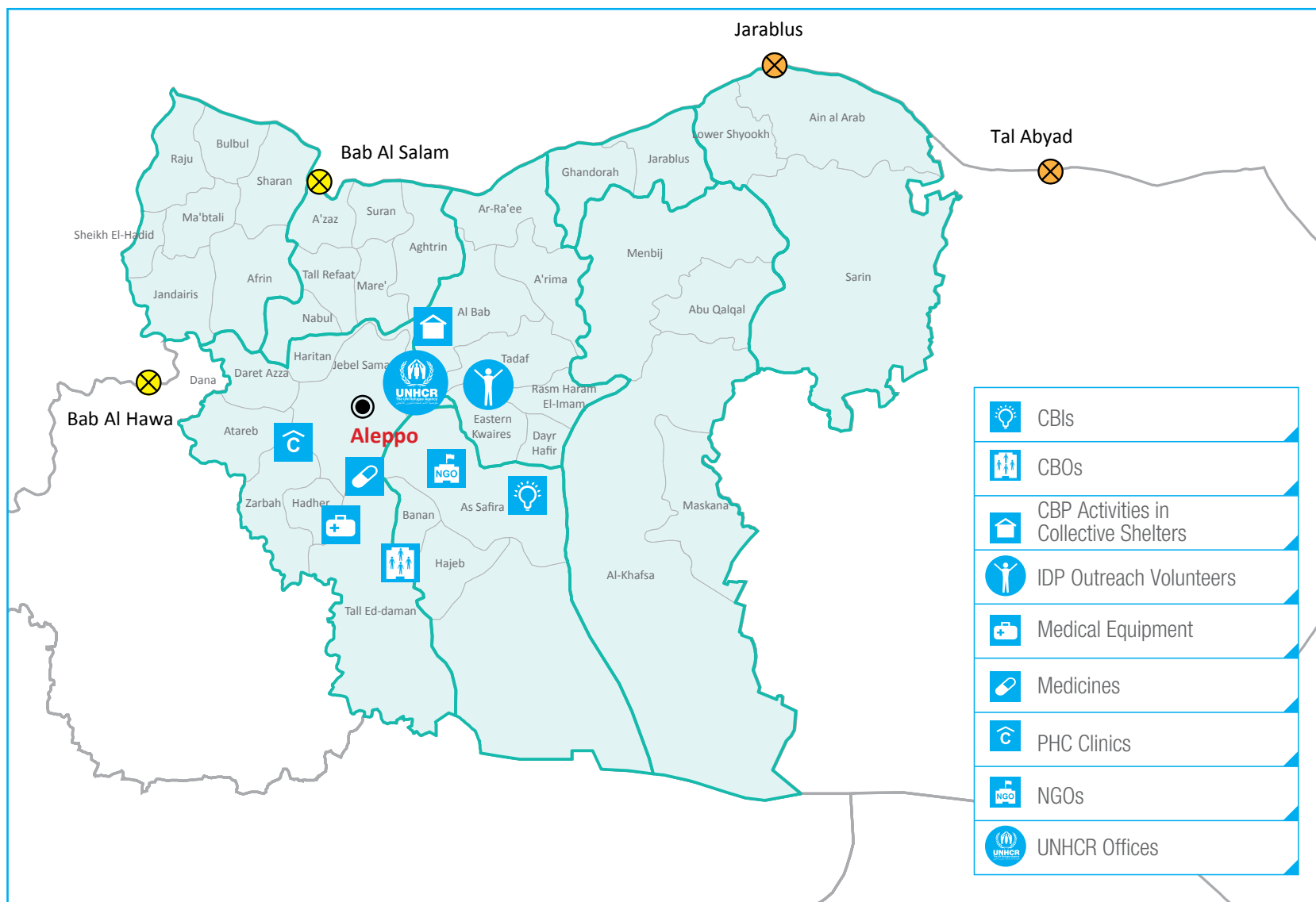
### AFTER LOSING HOPE, SAMER IS PRODUCTIVE AGAIN

One evening, a shell dropped nearby Samer in Aleppo and penetrated his body causing serious harm to his legs, stomach and right arm. After several months of treatment and a number of surgeries, his broken bones finally healed, yet his arm remained completely dysfunctional. Samer, who is a computer network installer became jobless because he was unable to use his arm, with no income to support his three children.

With the assistance of UNHCR, Samer received physiotherapy through an electrical instigation device in the Yadan Bi Yad center and eventually managed to get his job back and return to normal daily activities. “What was essential in my treatment is that I had the opportunity to receive medical assistance and advice since the early days of my injury” said Samer who then went on to thank UNHCR for their assistance.



SAMER WITH UNHCR FIELD STAFF, ALEPPO



## DAMASCUS-COVERING THE CAPITAL AND SURROUNDINGS

Damascus and Rural Damascus remain a key area due to their geo-social importance. In 2014, constant and severe military operations at the North-Eastern side, the South-Western areas as well as in the North-Western areas of Rural Damascus increased risks for IDPs, exposed them to multiple displacements and reduced their capacity to meet their basic needs. Despite this UNHCR:

- Achieved inter-agency humanitarian CRI deliveries in the hard-to-reach Mamoura and Harasta in Rural Damascus benefiting 7,500 individuals, in addition to the hard-to-reach Barzeh in Damascus benefiting 23,000 individuals following the cease fire agreement between the fighting parties.
- Rehabilitated 22 collective shelters for the benefit of 11,622 individuals, in addition to ongoing rehabilitation works in 18 other shelters.
- Conducted regular monitoring visits to five major areas where UNHCR's persons of concern are located: Al Tal, Al Kisweh, Sehnaya, Al Nabek and Qutyiefah and Jeramana.
- Managed to reach 80% of the 2014 registered beneficiaries comprising of 1,633,768 individuals with CRIs.
- Opened a Community Center in Al Hameh to provide support to the affected population in Rural Damascus.



## STORY

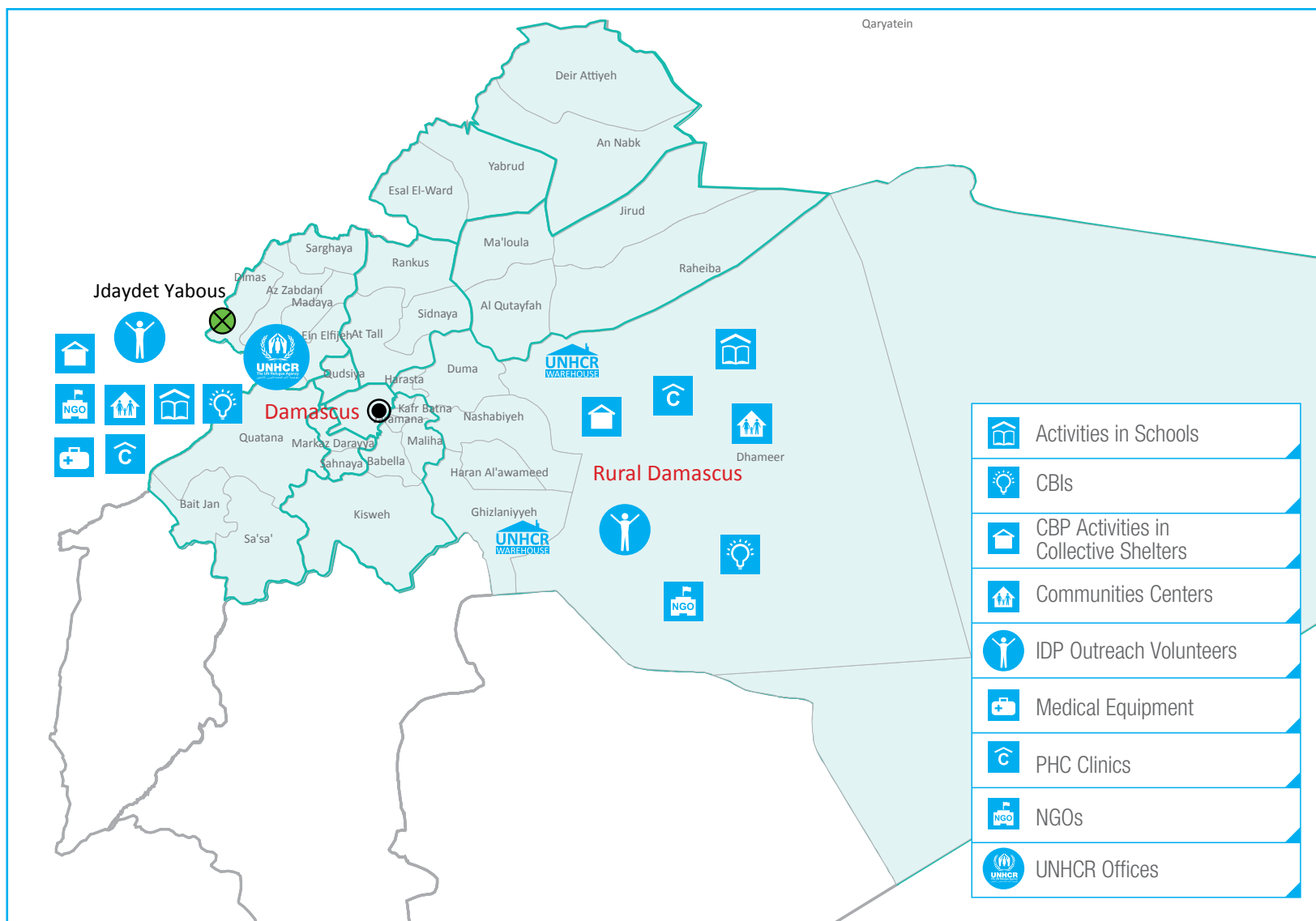
### ARTIFICIAL LIMBS HELPS ZEINAB\* BECOME INDEPENDENT AGAIN

Zeinab, a 36 year old mother of five children, had been living with her family in East Ghouta, Rural Damascus. Because of the crisis, Zeinab and her family have been displaced multiple times, from village to village in search of safety. However, one day Zeinab and her seven-year old child were subject to shelling. Fleeing from the explosions, she realized that she had lost her leg and that her other foot was missing.

Zeinab said in tears: "I am looking forward to the day when I can walk again. I used to always help others, now I have to depend on them".

Two months after the attack, Zeinab eventually reached the artificial limbs center in Damascus, supported by UNHCR. She had to undergo surgery in order to improve the shape of her amputated legs before getting artificial limbs. After the surgery and a long recovery period and training, Zeinab was fitted with two artificial legs allowing her to walk again.

\* Name has been changed





## HASSAKEH- COVERING THE NORTH EAST

Due to the ongoing armed conflict, the road to north-eastern part of Syria from Damascus has remained inaccessible during the year. Hassakeh has suffered from insecurity and lack of telecommunications. However:

- A new office was opened in Qamishly for additional coverage of the north-eastern region in Syria as well as a new warehouse which was filled immediately with CRIs.
- 217,984 vulnerable individuals in Hassakeh governorate received CRIs through airlifts and crossing the Turkish border.
- 67,586 children were vaccinated against polio by UNHCR volunteers in Hassakeh.
- UNHCR responded to the influx of nearly 100,000 Yazidi Iraqis fleeing Ninawa to Hassakeh governorate by providing transportation, Protection, CRIs and shelter services.
- UNHCR responded to the displacement of 4,442 civilians from Kobane to Hassakeh Governorate. Families were assisted either directly by UNHCR or through ORVs in their area of residence by identifying the displaced families as well as distributing CRIs to them.



AHWAZ TRADING FROM HER CANDY STALL

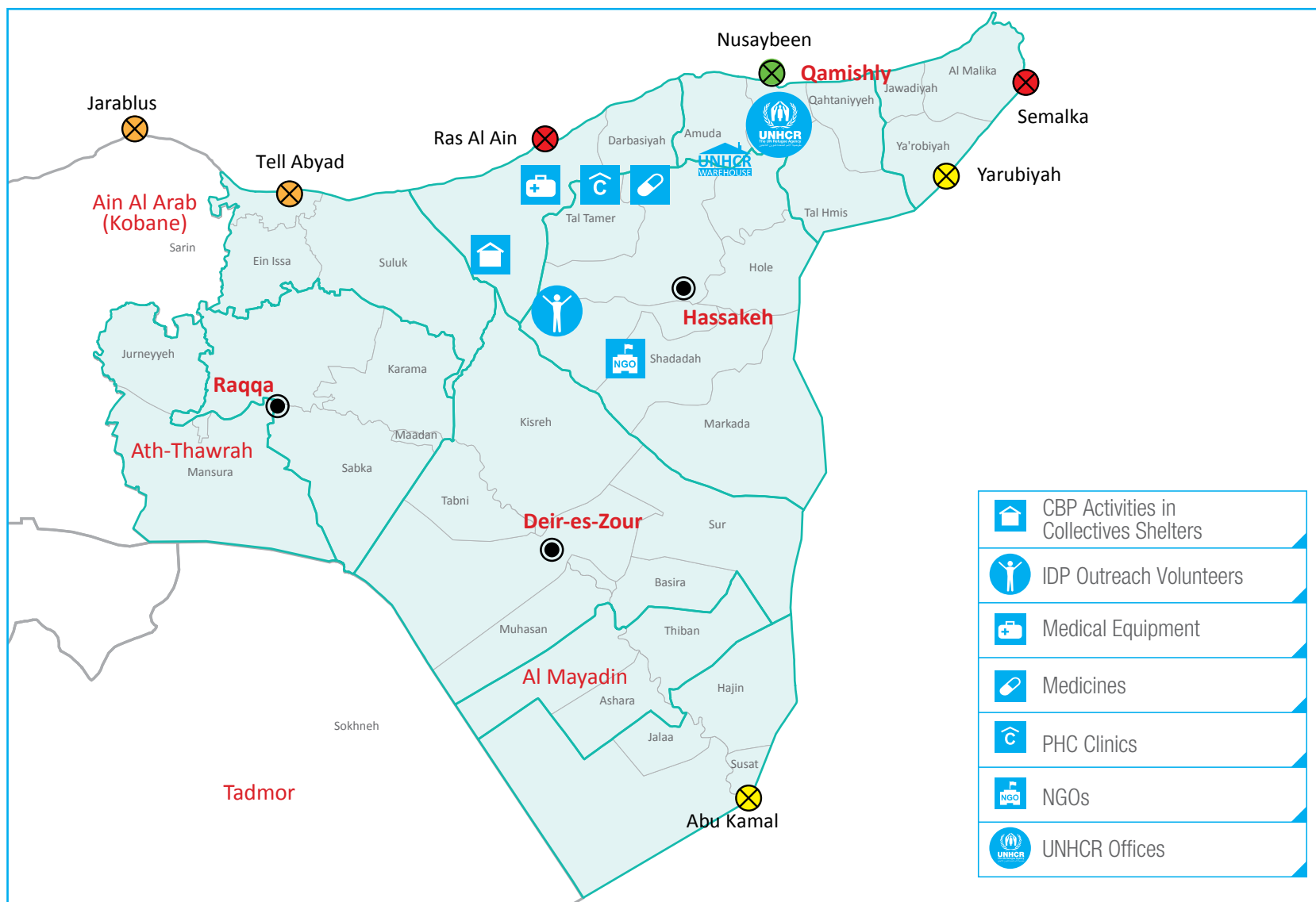
## STORY

WITH NO OPTION BUT TO BE STRONG, AHWAZ SUCCEEDS IN TURNING MISERY INTO HOPE

Ahwaz, a displaced woman from Idlib suddenly found herself alone with eight children after her husband went missing in 2012. She moved to Qamishly to seek security and worked long hours as a cleaner. “I had to accept working for little income just for the sake of my children” said Ahwaz.

Unable to afford high rents in the city, Ahwaz had no option but to live in a collective shelter. With no vacant rooms available, she and her children had to endure living in a tiny and cold room in the shelter yard. However, full of energy, Ahwaz and her children wake up every morning to clean the corner of the street, opposite to the collective shelter and set up a stand full of candy. “Without the stand, I would not have been able to feed my children. Life is getting more expensive nowadays and children need a lot of investment” said Ahwaz.

With the assistance of UNHCR, Ahwaz established this candy stand, has become more self-reliant and has even enrolled her children in private schools to pursue their study which was interrupted by their displacement. “My dream is to save enough money to rent a house in Qamishly city and open a small shop in the near future” Ahwaz said full of determination.



## HOMS-COVERING CENTRAL SYRIA

Access to some parts of Homs has remained a challenge especially Al Waer neighborhood, the scene of heavy clashes. Nonetheless:

- Emergency assistance was provided to 2,000 evacuees from the Old City of Homs following the agreement between the two conflicting parties.
- After more than a year without access, Taldao and Al Qabo villages in Homs received CRIs for 22,500 individuals. Moreover, the hard-to-reach Kafarlaha, Al Ghour, Talbiseh and Al Mishrifi in Homs were reached with humanitarian assistance for 76,000 individuals.
- Pursuant to SCR 2165, 5,000 individuals in Muhradah District in Hama received CRIs through shipments entering Syria via Bab Al Hawa border crossing in Turkey.
- 59 children were evacuated from an orphanage in Al Waer after a prolonged besiegement and unsuccessful attempts to reach a truce agreement between the fighting parties.
- UNHCR had a new implementing partner in the Hama governorate; Hama Social Care. This agreement sees UNHCR supporting primary health care and emergency medical referrals at the secondary health care level. In the short time since the partnership began in October 2014, over 44,226 individuals have benefited from health care in Hama.

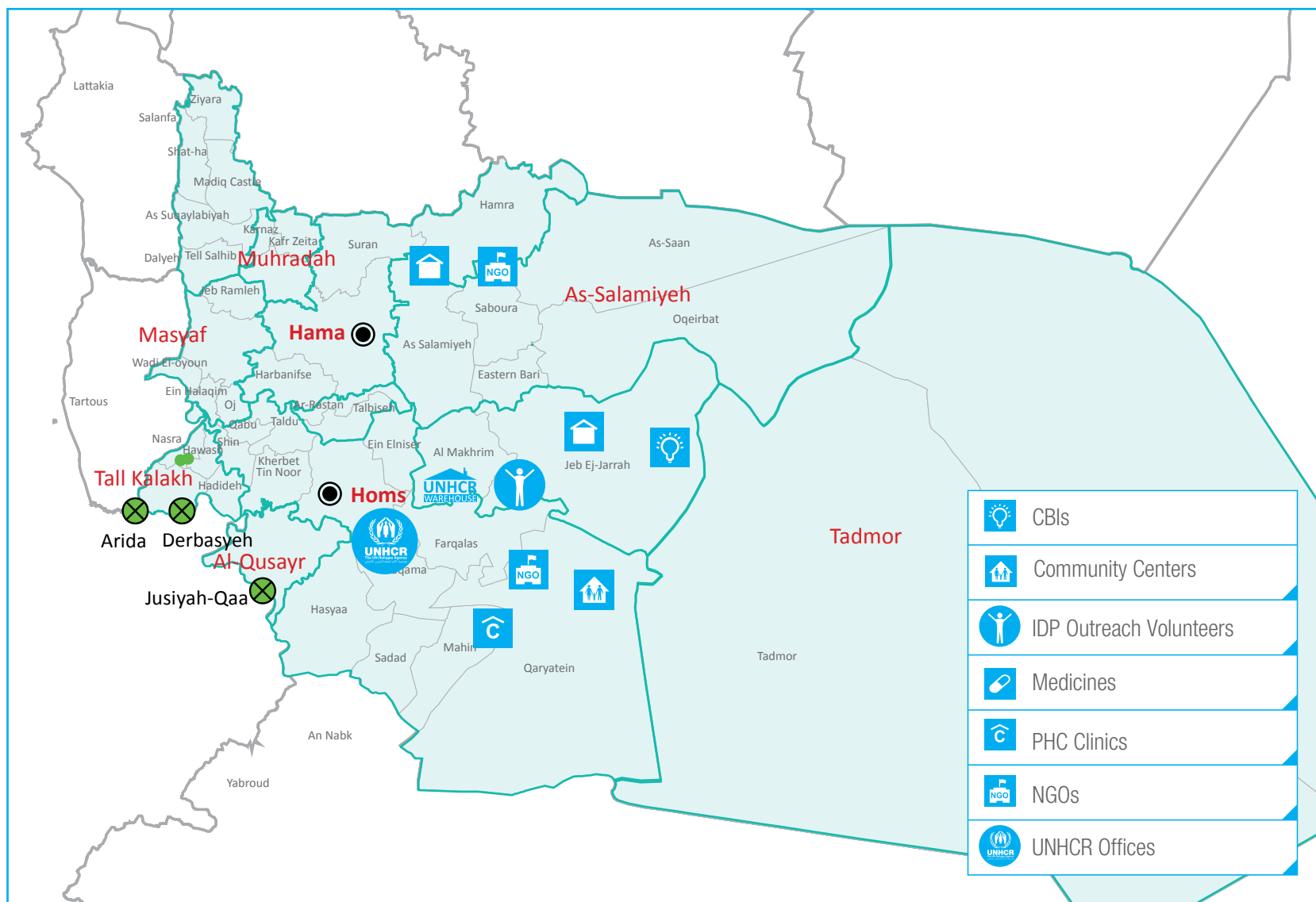


RAJAA DURING A MONITORING VISIT FROM UNHCR

## STORY

### AL WAER ORPHANAGE EVACUATED AFTER BEEN HIT BY MORTAR

Rajaa, a 10 year old girl residing in an Orphanage in Al Waer was evacuated from the Orphanage with 58 other children after a mortar hit the building and caused injuries to two children. “I was really scared and felt that I really need my parents”, said Rajaa. The children, including Rajaa from the Al Waer orphanage were transferred to Homs Grand Hotel, then to an alternative orphanage in Al Hamra area of Homs city. UNHCR accompanied the children during the transfer and have conducted visits to the hotel with its partners and continues to assess the children’s needs and identify their protection issues.





## SWEIDA-SERVING SOUTH WESTERN SYRIA

Daraa and Quneitra are two governorates which have been affected heavily by the intense fighting since the beginning of the crisis in the country. Nonetheless:

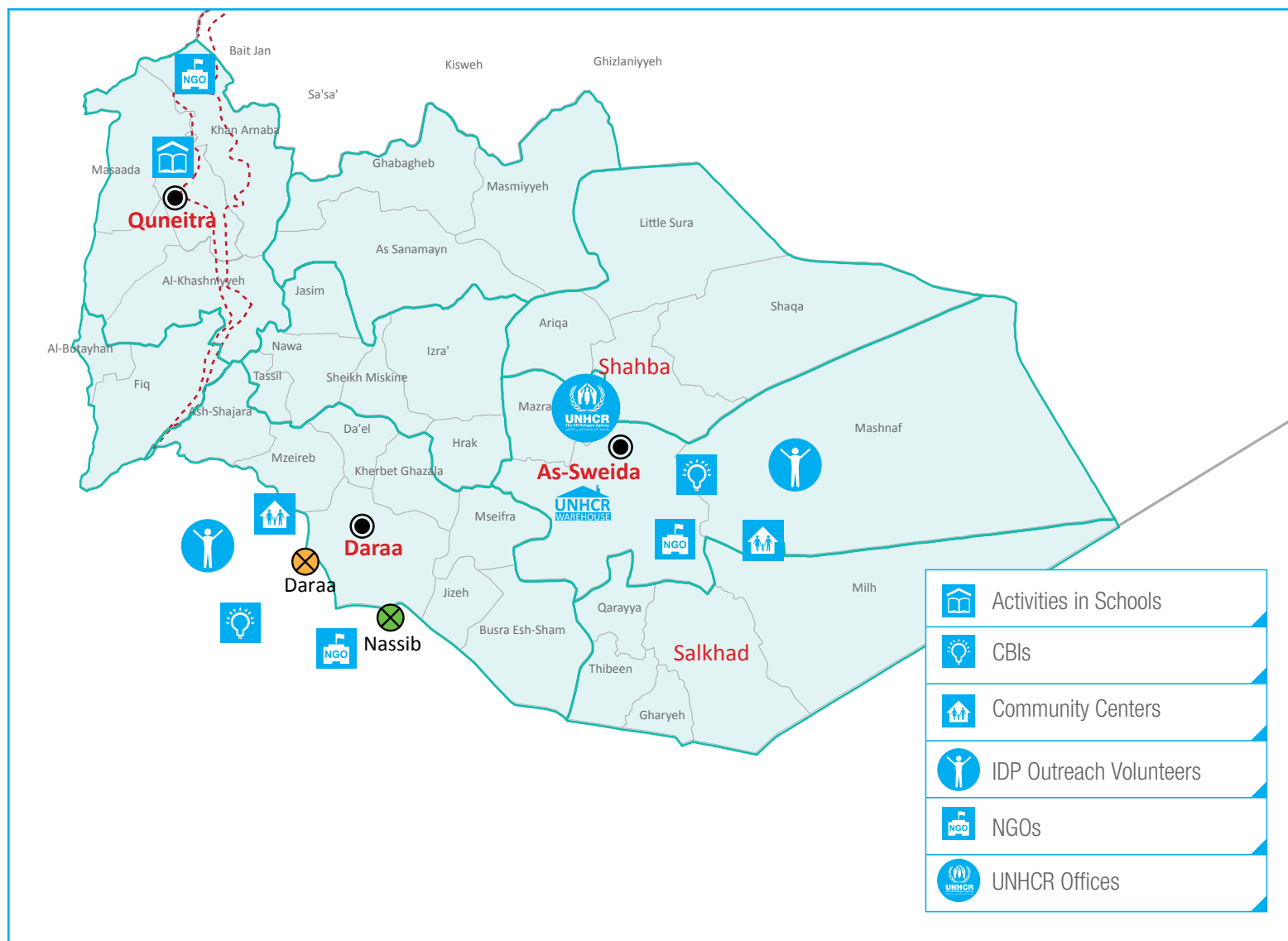
- A new logistics hub including an office and warehouse stocked with emergency relief items was established in Sweida to act as a hub for coordinating the cross-border operations of aid across the Jordanian-Syrian border.
- A convoy crossed the border from Jordan to stock the new UNHCR warehouse in Sweida to distribute humanitarian aid to an estimated 550,000 IDPs living in the neighboring governorates of Quneitra and Daraa.
- 181,407 IDPs were assisted with urgently needed CRIs in Daraa, Sweida and Quneitra
- Hemodialysis machines and sessions providing life-saving support were provided to hospitals in Sweida.
- 49 hard-to-reach areas in Daraa were assisted with core relief items for the benefit of 107,432 individuals.



## STORY

### WITH THE HELP OF UNHCR YOUSIF OVERCOMES DISABILITY

Yousif, a 17 year old young man who originates from Um Walad in Daraa governorate was displaced with his family to Sweida city as a result of the crisis. Yousif suffers from medical problems causing him growth difficulties as well as heart and kidney deficiencies. A UNHCR outreach volunteer who visited Yousif discovered his interest in the maintenance of mobile phones and encouraged him to enroll in a course in this area. With the extra support Yousif proved himself to have huge ability as he graduated as one of the best students on the course. As a result he has since secured employment in a mobile maintenance shop in Sweida. “The support and encouragement I received has changed my life” Yousif says.



## TARTOUS-COVERING WESTERN SYRIA

Tartous is one of the few governorates in Syria which has remained relatively stable with very little armed conflict. In this climate:

- The hard to reach areas in Idlib and Lattakia were accessed with humanitarian assistance by eight inter-agency convoys that benefited 55,300 IDPs in Kah and Attameh camps, Ariha, Al Fowaa, Benesh, Kefraya, Saraqb and IDP camps in Sarmda and Haim.
- UNHCR imported 1,249 shipping containers of humanitarian assistance through the ports in Tartous and Lattakia.
- UNHCR reached, for the first time, Al Qlaileh, Bakas, Shirgag, Dafil, Al Hafeh, Bait Badour and other villages in Rural Lattakia where more than 12,545 vulnerable IDPs benefited from the distribution of CRIs.
- 39,260 individuals benefited from winter clothes distribution which took place in villages in Idlib, Tartous and Lattakia.
- 600 family tents were dispatched to replace the old ones in Al Karnak collective shelter in Tartous in order to improve the living conditions of IDPs residing there.

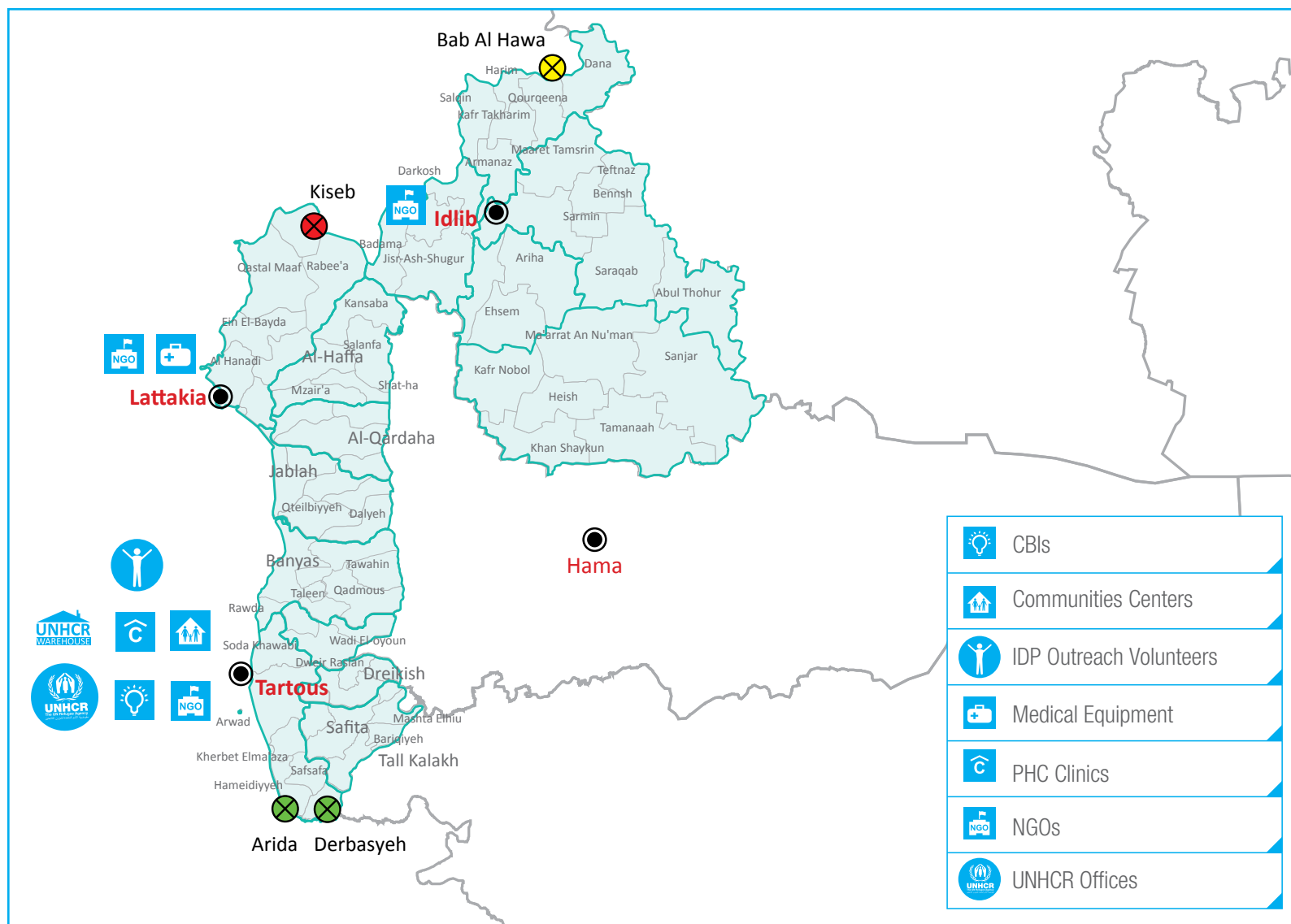


RAZAN STUDYING HARD

## STORY

### UNHCR OUTREACH VOLUNTEERS – A LIFELINE TO THE COMMUNITY

During a visit to IDP families in Tartous, a female UNHCR outreach volunteer met Razan, an 18 year old displaced young woman from Aleppo. Razan had to stop her education as her parents could not afford the costs of her school books anymore. The volunteer realized the strong will Razan had in pursuing her education and in a very practical solution she coordinated with students who still had high school books and started giving Razan lessons in Arabic, philosophy, geography and history. Razan recently succeeded in getting her high school diploma and is now looking to the future.





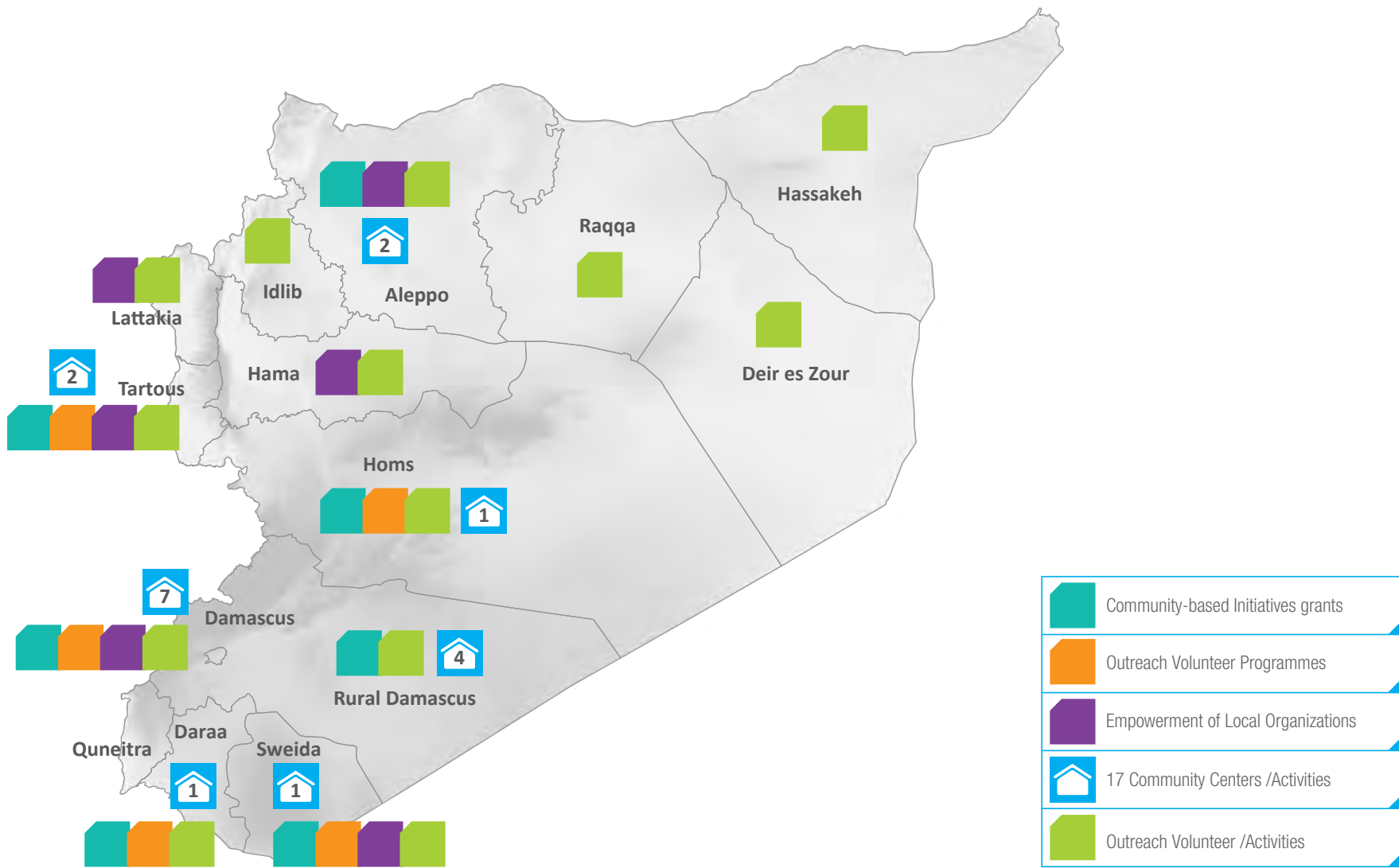
## CAPACITY BUILDING FOR SUSTAINABLE PROTECTION

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 being exposed to greater protection risks during conflict. Most affected people in Syria are not aware 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.

UNHCR therefore invests in the capacity building of service providers such as national authorities, humanitarian agencies, local and international NGOs, humanitarian workers and outreach volunteers. Since the beginning of the year, UNHCR has organized training sessions for more than 17,000 beneficiaries in the country. The courses promoted 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. In addition, training for partners was also organized by UNHCR in Homs, Aleppo and Tartous in the areas of Reporting, Information Management, Photography and Public Information.

UNHCR Syria believes that capacity building is an integral part of its humanitarian response as it helps to ensure that appropriate assistance and protection is given to IDPs and ultimately that displaced communities will be empowered and become capable of identifying and finding solutions for their own problems, exercising their rights as well as facing their current or future vulnerability with increased capabilities.





## SECTOR APPROACH

In Syria, UNHCR is the sector lead of two sectors: the Protection/Community Services sector and the Shelter/Non-Food Item (NFI) sector and works closely with other UN sister organizations, NGOs, and government bodies. UNHCR is also an active member of the health and education sectors and contributed significantly to the 2014 Syria Humanitarian Assistance Response Plan (SHARP) and the 2015 Strategic Response Plan.

### PROTECTION SECTOR

UNHCR is lead of the Protection Sector working closely with 19 partners which includes UNICEF, UNFPA, UNRWA, UNMAS, DRC, IOM, IMC, SARC and SSSD.

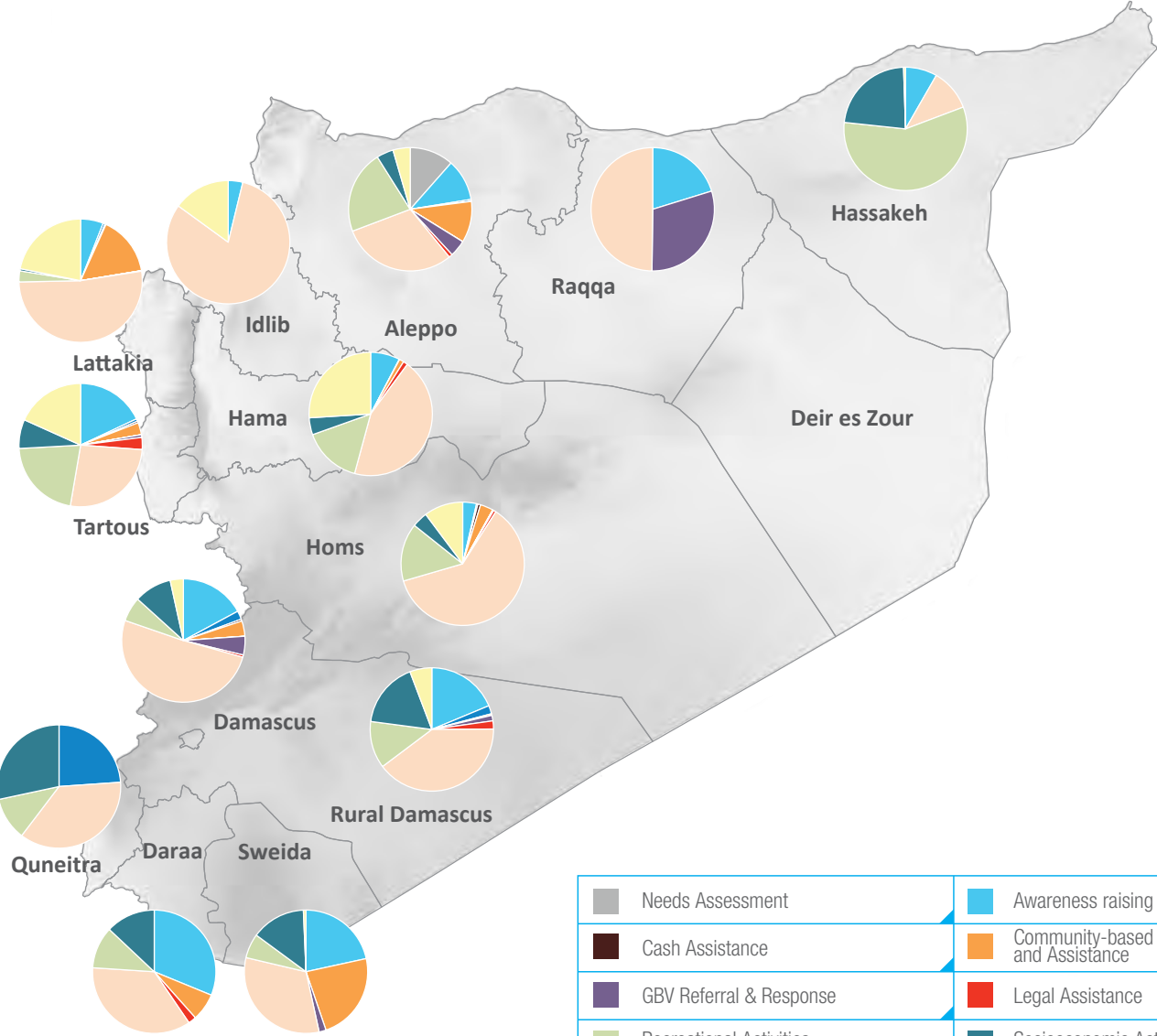
The definition of Protection used to guide the work of the Sector is the Inter Agency Standing Committee (IASC) endorsed concept of “all activities aimed at obtaining full respect for the rights of the individual in accordance with the letter and the spirit of the relevant bodies of law (i.e. HR law, IHL, refugee law)”. The Protection Sector works to mainstream protection considerations such as age and gender throughout the humanitarian response in order to multiply and maximize effective protection outcomes. The work of the sector is guided by the principles of neutrality, impartiality, independence, and the humanitarian principle of ‘Do no harm’. It supports

the affected population, including IDPs and the host community, in addition to reducing the adverse effects of displacement through a diverse range of protection and community services activities. These include social, legal and psychosocial counselling, recreational, educational and vocational activities provided in collective shelters and community centres as well as material and non-material assistance for persons with specific needs. The sector also aims to monitor/assess the needs of the affected population and use the available information to inform the protection strategy, advocacy and provide protection services in collaboration with partners. UNHCR also (on behalf of the sector) produces a monthly Protection Sector publication called Echoes from Syria (available on Ref World website) which deals in detail with one of many protection challenges faced by the sector.

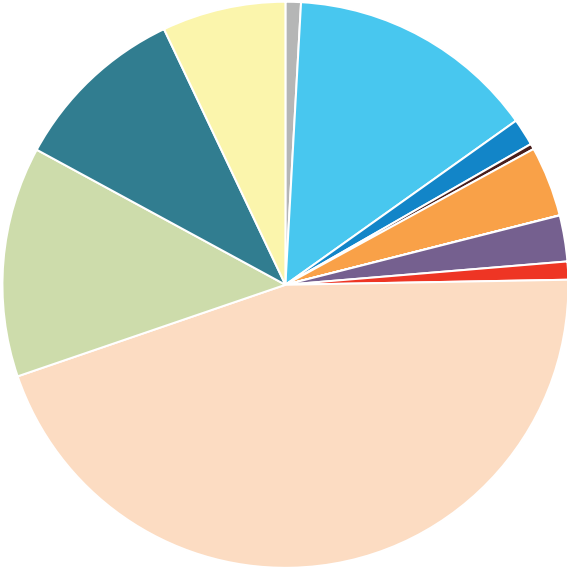
One of the key events of the year was when on 01 December 2014, UNHCR on behalf of the Protection Sector, and the Ministry of Social Affairs (MoSA) signed a framework agreement on establishing a Women and Children Protection unit. The Unit, in line with the 2014 Syria Humanitarian Assistance Response Plan (SHARP) and the 2015 Strategic Response Plan (SRP) shall be concerned with developing and implementing strategies, plans and programmes related to protection concerns in accordance with the relevant rules of international law.

INCLUSION IN BOTH THE 2014 SHARP AND THE 2015 STRATEGIC RESPONSE PLAN CONTINUES TO ENSURE THAT PROTECTION IS AN INTEGRAL PART OF THE OVERALL HUMANITARIAN RESPONSE IN SYRIA.





1,158,165 BENEFICIARIES  
BENEFITED FROM  
PROTECTION ASSISTANCE



Needs Assessment	Awareness raising	Capacity building
Cash Assistance	Community-based Participation and Assistance	Evacuation and Relocation
GBV Referral & Response	Legal Assistance	Psychosocial Support (PSS)
Recreational Activities	Socioeconomic Activities	Targeted Material Assistance



## NON-FOOD ITEM (NFI) WORKING GROUP

UNHCR is the lead agency for the NFI Working Group which includes UNICEF, UNDP, UNRWA, UNFPA, UN-Habitat, IOM, DRC, PU and SIF, GOPA, Terre des Hommes, Mercy Corps, Intersos, ACF. This group works together with SARC, MoSA, the MoLA and the General Authority for Palestinian Refugees in the Syrian Arab Republic to respond to new displacements. In 2014, the sector delivered 26,169,119 individual Core Relief Items to 5,738,253 vulnerable people in Syria, including hard-to-reach areas.

More than three million of these benefited from winterization support which was essential during the cold weather. These winter support kits included high thermal blankets, one extra plastic sheet, winter clothing including woollen sweaters, jackets, underwear, socks, hats, boots, and for infants, a full baby clothing set including a hat.



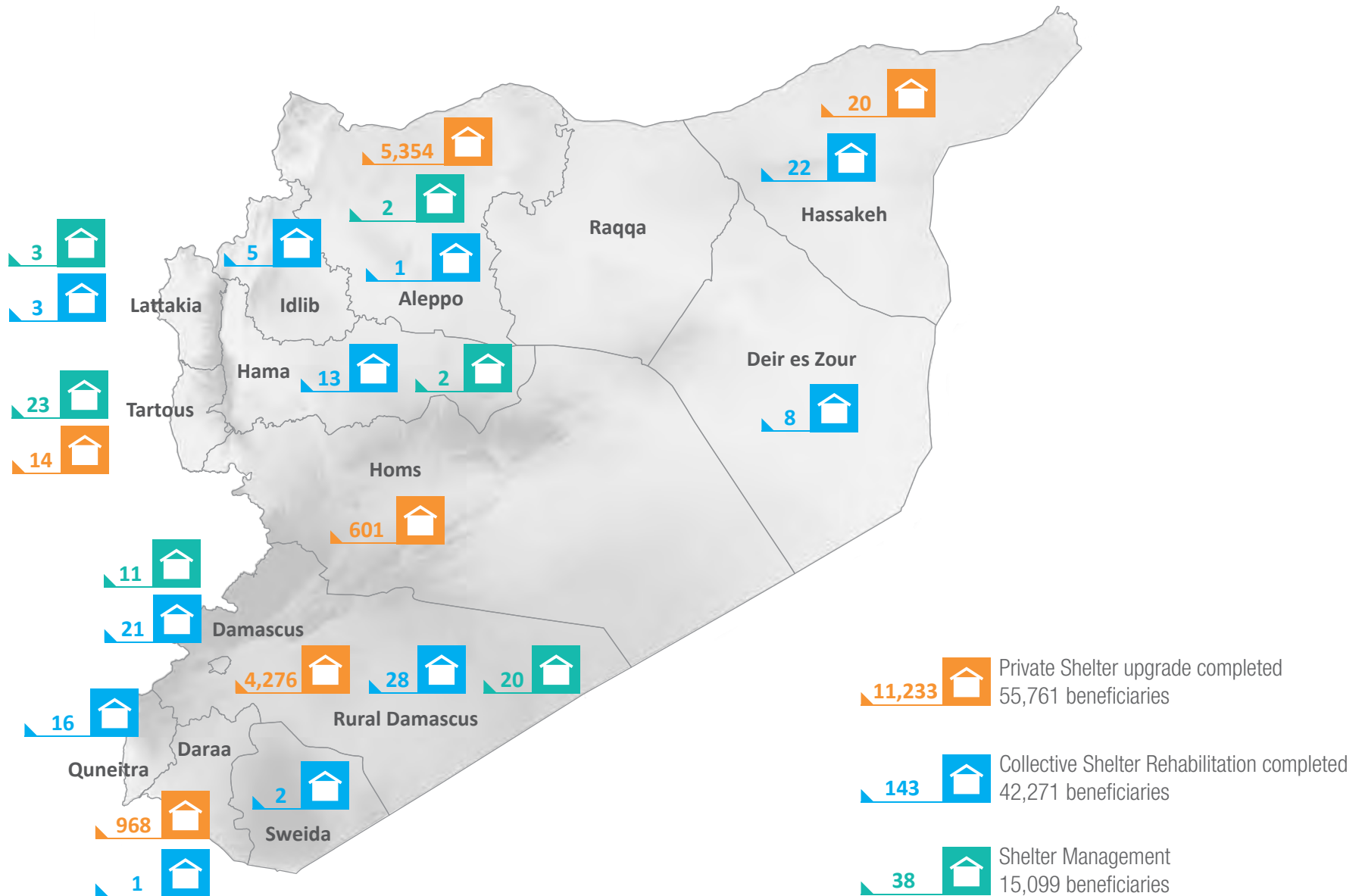
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## SHELTER WORKING GROUP

UNHCR is lead of the Shelter Working Group together with MoLA. The Shelter Working Group includes UNRWA, Première Urgence, UN Habitat, DRC and IOM. This group works together with the Ministry of Local Administration and the General Authority for Palestinian Refugees in the Syrian Arab Republic to map the needs in the country and provide a comprehensive response to the extent possible. In 2014, the working group assisted 113,131 individuals, which included 55,761 who benefited from 11,233 Private Shelter upgrades, 42,271 who benefited from 143 Collective Shelter Rehabilitations and 15,099 who reside in shelters managed by UNRWA.



©UNHCR /F.Al-Khateeb 2014



## REFUGEE PROGRAMME

Before the crisis, Syria used to host large numbers of refugees which accounted for 12% of the Syrian population. These numbers have decreased dramatically after the crisis due to the insecurity and the limited resources in the country. At the end of 2014 the number of asylum seekers and refugees currently registered in the country was **29,571** mainly from Iraq, Afghanistan, Somalia and Sudan. Like most Syrians, refugees residing in the country have been suffering from the adverse effect of the crisis in addition to other difficulties such as documentation issues, detention and lack of social networks to receive the necessary support.

### 01 RECEPTION AND REGISTRATION

The first point of access for assistance from UNHCR facilities is through reception and registration facilities which are available in Damascus, Aleppo and Hassakeh. During this phase, appointments are issued, documents are collected, registration forms are projected and referrals are made. During the year, **1,825** new individuals have been registered including **1,188** asylum-seekers.

### 02 STATUS DETERMINATION

The majority of asylum seekers in Syria have sought Protection due to the deterioration of the security situation in the country. Since the beginning of 2014, UNHCR finalized individual refugee status determination in respect of **1,528** individuals. The total is composed of 734 recognitions (48%) and 794 rejections (52%).



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## 03

## ASSISTANCE

- **Cash Assistance**

During the year, **27,546** refugees have received cash for food and **15,258** who are the most vulnerable have also received financial assistance. Moreover, **8,550** children refugees benefited from UNHCR education grants. UNHCR also supported **73** university students in the academic year 2013 - 2014.

- **Educational Assistance**

**2,022** individuals benefited from remedial classes for primary education.

- **Vocational Training**

**4,975** participated in vocational aiming at fostering the skills of both refugees and IDPs.

- **Livelihood Training**

A total of 30 individuals benefited from livelihood programmes for refugee women to start up a small business.

- **Awareness Raising**

Awareness raising sessions on several subjects inducing domestic violence, child marriage, sexual violence etc have been organized for the benefit of **1,600** refugees.

- **Legal Assistance**

UNHCR has provided during the year legal assistance in terms of documentation, detention and others issues to **2,738** refugees and asylum seekers including counseling, awareness raising and interventions at the police station and the office of civil affairs, note verbales and visits to the immigration department to follow up on the cases of detainees.

- **Health Services**

During the year, **20,310** refugees benefited from UNHCR-supported health services at primary and secondary health care level and 1,663 refugees benefited from emergency life-saving medical and surgical treatments at Tertiary health care level.

- **Protection for victims of SGBV**

**98** victims of SGBV were supported by UNHCR.

## 04

DURABLE  
SOLUTIONS

With the prolonged crisis in the country, refugees' possibilities for durable solutions have decreased. Resettlement has become the best option for providing physical protection for refugees in need for durable solutions. 1,889 vulnerable refugees were successfully resettled during the year in countries like Australia, Canada, Finland, Germany Netherlands, Norway, New Zealand, Sweden, Switzerland and USA. Priority was given to people with medical needs, women at risk, unaccompanied minors and people with legal and physical protection concerns.



## UNHCR EMERGENCY REFUGEE RESPONSE 2014: THE YAZIDI CRISIS

An influx of Yazidi Iraqis to Syria started in August 2014 following a heavy attack in Ninawa district of Iraq. The population fled their homes into the remote Sinjar Mountains in Iraq and started streaming into Syria. In the coming days an estimated 95,000 people entered Syria. Whilst the majority of these people returned back into Iraq, the rest have either resided in Newroz camp in Malkia area or moved to other villages in Malkia, Qamishly, Amuda and Derbasia.

These people were exposed to extreme conditions, including no water, food and shelter. Most seem to have fled with little more than the clothes that they were wearing and many even without shoes. Some of them traveled 150 km to reach the Semalka border crossing which can take few days to transit. A large majority of the Iraqi families were women and children who arrived in very poor condition, exhausted, dehydrated, and hungry, many with untreated wounds. UNHCR's response was rapid and included:

**Airlifts:** Prior to the anticipated influx, UNHCR had chartered 11 flights in July carrying Core Relief Items for 50,000 people into Hassakeh as contingency stock to respond to the ongoing situation in Iraq. However because of the scale of the emergency in August UNHCR responded with an Emergency Airlift Operation transporting a further 2,000 tents for 10,000 people, 5,000 mattresses and CRI kits for 5,000 people.



©UNHCR /Q.Alazroni 2014

**Core Relief Items:** UNHCR distributed CRIs to 45,000 vulnerable people. With the arrival of the harsh weather, the distribution of winterized kits, including gas heaters, began in October with the entire population of the camp.

**Transportation to Newroz camp:** UNHCR provided transport to over 6,235 refugees who were stranded in Sinjar Mountains to the Newroz shelter near Qamishly or to Semalka border through equipped trucks.

**Additional staff:** On 15 August, the capacity of UNHCR Office in Qamishly was increased through dispatching a team of 14 extra specialist staff from Damascus with Protection, logistics and ICT background to provide the necessary support.

**Registration:** UNHCR has kept a registration system in the camp particularly useful for tracking family members who appear to have lost each other in this chaos. As of 31 December, 3,019 individuals are living in the Newroz camp with 251 individuals living in rural Qamishly.

**Protection:** Protection concerns were assessed on the ground such as family separation, unaccompanied minors and lack of documentation for necessary response and referrals. A leadership committee, a distribution committee and a women's committee have been established by refugees to act as a coordination channel representing their concerns to UNHCR and other concerned agencies.

**Mobilization of sister organizations:** to provide other kinds of needed humanitarian assistance including among other things food items and drinkable water. Furthermore, UNHCR started the site preparation in October by graveling the demarked area in Newroz refugee camp with the onset of winter and worked on the sewage and water pipes as well as electricity wires. With the heavy rains in the area, UNHCR took mitigation measures such as providing bricks and sand so that water does not flow between the tents as well as adding a layer of crush stones to allow continuity of the site preparation.



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## STORY

### SURVIVING DEATH FROM IRAQ TO SYRIA

"I used to live in peace with my three married sons in Barmo village in Sinjar when suddenly our life was turned upside down with fighters getting close to our village", said Sayed, an elderly man who insisted on staying in his village but his son refused to leave without him. "My son took my hand and cried saying either we live together or we die together, it is a miracle that we made it", mentioned Sayed with tears in the eyes. Many refugee families could not leave together and have been separated, scattered between Sinjar, Syria and Kurdistan Region of Iraq. "Four people from our village were killed and a lot more were detained. Some of my family members could make it to the camp while others went to Dohok in Kurdistan", said Sayed. Sayed had a serious medical infection in his eye and was referred to a specialist for treatment. UNHCR with other humanitarian organizations provided protection to these vulnerable families through provision of proper shelter and life-saving items while assessing protection concerns on the ground to respond to their needs and make the necessary referrals.



©UNHCR /F.AI-Khateeb 2014

## STORY

### FIRST WINTER UNDER A TENT: REFUGEES CHILDREN WARM DREAMS OF HOME

Seveh is an eight year old Yazidi girl living in the Newroz camp and is one of the many children spending their first winter in tents. "I miss home and was never cold back there. It was much warmer than here" said Seveh while trying to warm her hands with her woolen cap. Seveh spends most of her time helping her mother with cleaning and taking care of younger brothers. "I cannot play outside the tent as the mud is everywhere and it is cold and I do not have enough warm clothes" said Seveh with sad eyes. Later in the day after the CRI distribution Seveh was very happy to see her father get blankets from UNHCR. "Mother promised to make me a warm winter coat with a cap out of this blanket. I will be warm and go out to play with friends" Seveh said with a big smile on her face. Surviving the cold winter and keeping children warm is the concern of all the camp families who have shown remarkable creativity in making practical and warm winter coats out of UNHCR blankets.



SEVEH



WINTER COAT FROM UNHCR BLANKET

## PARTNERS IN 2014



**AL BASSEL INSTITUTE**



**AL BATOUL CHARITY**



**AL NADA**



**AL TAALOUF CHARITY ASSOCIATION**



**DANISH REFUGEE COUNCIL**



**GREEK ORTHODOX PATRIARCHATE & ALL THE EAST**



**INTERNATIONAL MEDICAL CORPS**



**MINISTRY OF HIGHER EDUCATION**



**MINISTRY OF LOCAL ADMINISTRATION**



**OFFICE OF GOVERNOR OF HASSAKEH IN SYRIA A.R**



**PREMIÈRE URGENCE**



**SECOURS ISLAMIQUE FRANCE**



**SYRIAN ARAB RED CRESCENT**



**SYRIAN SOCIETY FOR SOCIAL DEVELOPMENT**



**TAMAYOUZ**



**THE SYRIA TRUST FOR DEVELOPMENT**



**UNITED NATIONS OFFICE OF PROJECT SERVICES**



## DONORS AND THE FUNDING LEVEL 2015

**DONATE TODAY**  
TO HELP SAVE LIVES AND PREVENT FURTHER SUFFERING TO  
MILLIONS OF VULNERABLE SYRIANS

THANKS TO OUR DONORS



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Australia



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Bahrain



Belgium



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Chile



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European Union



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Germany



Greece

Humanitarian Aid  
and Civil Protection

Hungary



Iceland



Iraq



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the People of JapanKingdom of  
Saudi Arabia

Kuwait



Latvia



Lithuania



Luxembourg



Malta



Netherlands



New Zealand



Norway



Oman



Poland



Portugal



Qatar



Republic of Korea



Russia



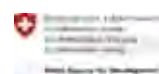
Slovenia



Spain



Sweden



Switzerland



UAE

UKaid  
from the British people

United States

## OUTLOOK FOR 2015

### PROTECTION

In 2015 UNHCR plans to strengthen the protection situation of civilians by coordinating and facilitating the capacity building of 300 governmental counterparts and NGOs on protection topics inter alia protection principles and humanitarian standards as well as shelter management and protection mainstreaming.

UNHCR plans to support persons with specific needs by integrating protection in community centres and through partnerships; activities will be specifically designed with attention given to these groups, while mental health and psycho-social support (MHPSS) will be expanded through NGOs targeting 55,000 beneficiaries. Through its financial assistance programme UNHCR plans to provide targeted support to 25,000 extremely vulnerable families (125,000 individuals) based on urgent protection concerns. It is also planned to prioritize participation and build capacities at the community level through a variety of community based protection activities. These include support to local NGOs and charities, community-based initiatives and a network of 400 Outreach volunteers.

Identification and response to survivors of SGBV will be enhanced through capacity building of local NGOs and partner staff, mainstreaming SGBV prevention and response activities through the community centres and outreach programs, enhancing the legal response to survivors of SGBV and support to the safe houses hosting survivors under imminent risk.

UNHCR's child protection focus for 2015 includes capacity building of NGOs, provision of recreational educational and vocational activities, provision of emergency relief items for children at risk and UASC and the establishment of child friendly spaces. UNHCR will expand its activities with authorities and partners to address the issue related to civil documentation and legal counseling. In 2015 UNHCR also plans to expand its relevant activities through training and monitoring the work of 20 lawyers in six Governorates. It is expected that 7,000 IDPs will benefit from the counselling and intervention activities under this programme.



## CORE RELIEF ITEMS

The conflict in Syria has resulted in addition to massive displacement of the population both inside and outside of the country, a breakdown of supply infrastructure. Given the limitations of in-country manufacturers and suppliers, regional and international sourcing options have been put in place to supplement the limited local procurement options that exist. In 2015 UNHCR plans to reach over four million IDPs with CRIs. In order to this it plans to build on foundations laid in 2014 in the following areas:

**Timeliness of procurement:** Develop and maintain local, regional and international frame-agreements to ensure timely relief supplies delivery and minimize delays.

**Timeliness of delivery:** Increase international and regional delivery capacity; establish reliable regional and local customs clearance and forwarding service agreement.

**Warehouse capacity:** Create six strategic supply-chain hubs (Damascus, Sweida, Homs, Tartous, Qamishly and Aleppo) for geographic specific proximity to beneficiaries and accessibility with the view to minimize bureaucratic processes.

By optimizing logistics and supply-chain management, UNHCR plans to improve supply-chain service delivery to Persons of Concern (PoC) in all Governorates, align supply-chain delivery with pre-determined operational output, consolidate contingency stocks in strategic supply hubs for immediate core-relief items delivery, allow the ability to scale-up operations through better market knowledge and infrastructure development and enhance the inter-agency coordination on cross border/ cross line deliveries.

In the areas of distribution UNHCR will continue to work with its main implementing partners, including SARC, GOPA and The Trust, while maintaining its commercial contractual agreements with private sector companies in the areas of transport, inspection, customs clearance and warehousing.



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## SHELTER

In the 2015 shelter strategy UNHCR plans to target 142,500 individuals with the rehabilitation of 100 collective shelters, the upgrade of 10,000 private shelters, the provision of 200 transitional structures and a self-help based cash and voucher programme for 30,000 vulnerable people. While UNHCR shelter interventions have benefited a considerable number of IDPs in 2014, the needs are huge and the response is still limited in scope. New options for shelter solutions will therefore progressively be explored in 2015.

## HEALTH

In 2014, UNHCR Syria maintained an active role as member of the Health Sector, in line with the Guidance on UNHCR's Engagement in Situations of Internal Displacement. In 2015 UNHCR plans to target 750,000 IDPs with free of charge basic PHC services including MHPSS and medicines for chronic and acute diseases. Emergency medical and surgical referrals will be provided to 4,000 IDPs. Community based health care and awareness initiatives in PHC services will be supported through capacity building for local NGOs and charity associations in selected areas. Community health volunteers will be trained to promote health and prevention of communicable diseases.

## EDUCATION

In 2015, UNHCR will continue to participate in the Education Working Group lead by UNICEF and to develop joint plans for education interventions. The Education activities planned by UNHCR for 2015 are interrelated with the UNHCR Community Centres programme. The education activities undertaken in the Community Centres will promote access to formal and non-formal education by providing remedial classes for a planned 20,000 students. UNHCR also plans to promote access to education for IDP children through the rehabilitation of 25 damaged schools in areas with low enrolment rate and high numbers of IDP students. Moreover, through its partner PU, UNHCR will provide training to 400 teachers. In addition at the beginning of the academic year, UNHCR also plans to distribute school kits to 100,000 children.





## LIVELIHOODS

The rapid shrinking of the private sector as well as of the informal labor market that employs a large proportion of the population are dramatic effects of the crisis experienced countrywide. This situation has led to a generalized loss of livelihood and a dramatic rise in the unemployment rate.

In response to this, in 2015, UNHCR plans to target 10,000 displaced and affected Syrians with vocational training implemented through the Community Centres. By attending vocational training, IDPs can develop skills for self-reliance that will be useful during and after the crisis. In addition, UNHCR plans to provide 300 start-up business grants and training targeting extreme vulnerable women.

UNHCR DOES NOT WANT TO JUST  
ACHIEVE THESE PLANNED TARGETS ...

**IT WANTS TO SURPASS THEM.**

HOWEVER, TO DO THIS UNHCR  
NEEDS MORE FUNDING AND IS  
ASKING DONORS FOR THEIR HELP  
IN ASSISTING VULNERABLE PEOPLE IN  
SYRIA.



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