UNHCR
The UN Refugee Agency

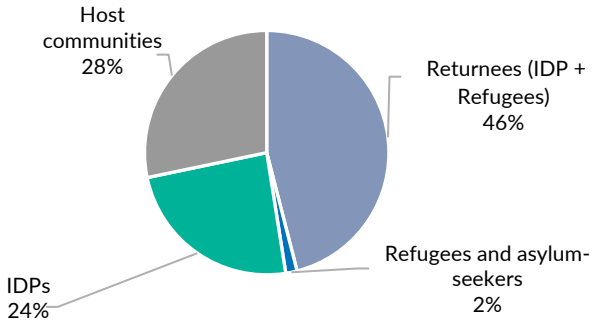
FACTSHEET

Community Centres in Syria

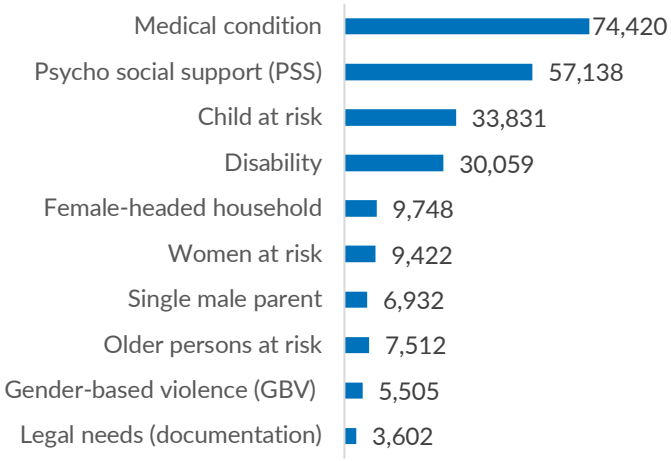
January – December 2024

113	2,303	113
Community centres	Outreach volunteers	Mobile units

433,503 individuals registered at UNHCR-supported community centres during 2024.



Vulnerabilities identified in 2024

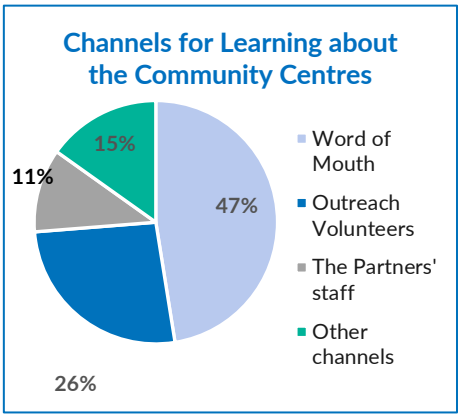


UNHCR-Supported Community Centres

The network of UNHCR-supported community centres in Syria is fundamental to the UNHCR Syria Protection and Solutions Strategy, bringing to the fore community participation, reaching out to affected populations, assessing protection risks and vulnerabilities using a participatory **age, gender and diversity approach**, identifying community resources, responding to the priority needs expressed by communities, strengthening community self-help networks, and offering a wide range of protection services and support to benefit internally displaced people (IDPs), asylum-seekers, refugees, returnees and host communities.

One-stop shops

The community centres are designed as a **"one-stop shops"** providing protection interventions that include, but are not limited to, psychosocial support (PSS), gender-based violence (GBV) prevention and response, child protection case management, legal aid, non-formal education programmes, services for persons with disabilities and older persons, provision of medical in-kind assistance, social and recreational activities, life and vocational skills development, income-generating support, health counselling, awareness raising on a range of protection issues as well as consultations with communities to ensure their meaningful participation.

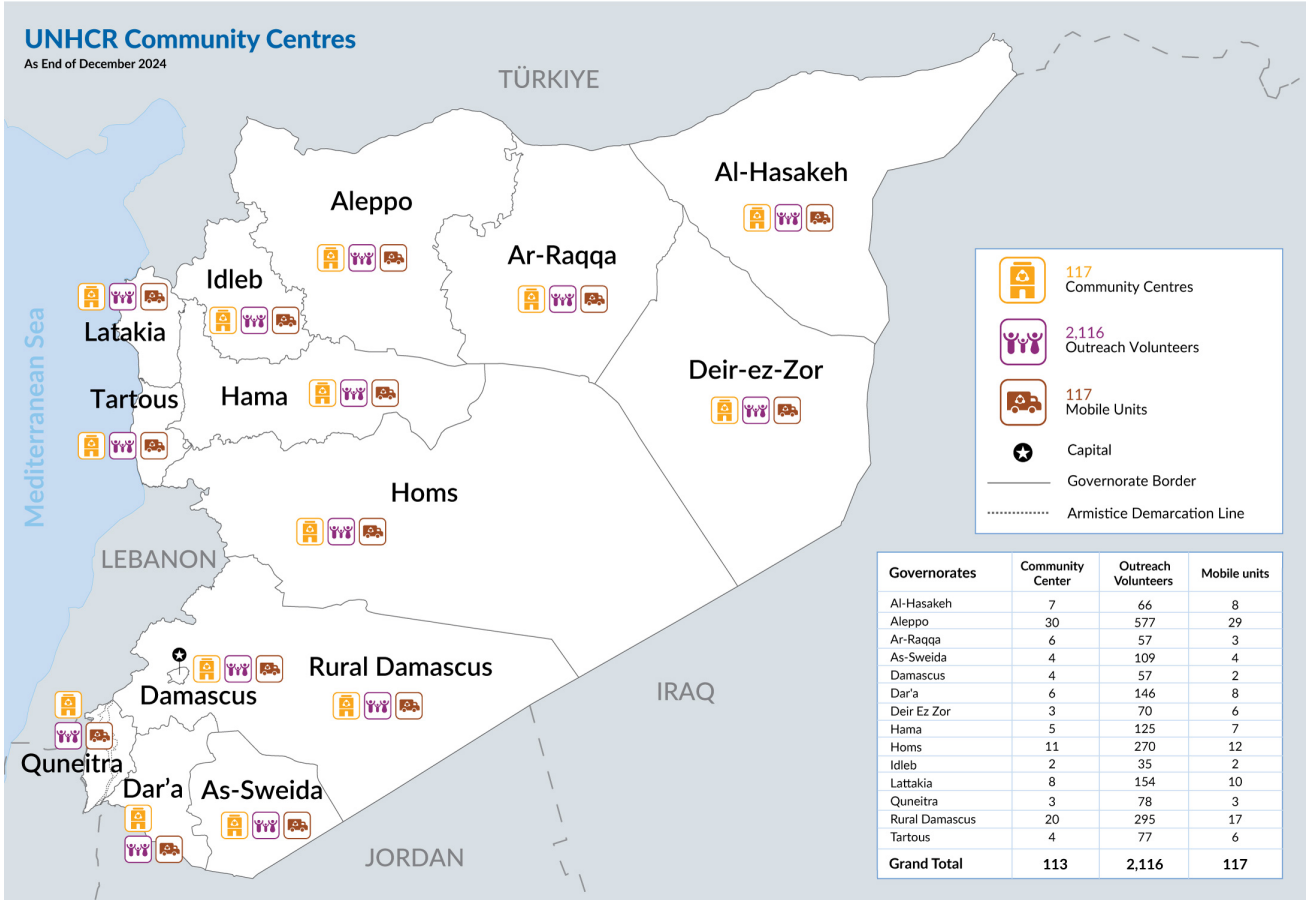


The community centres are considered hubs where identification of needs and vulnerabilities, as well as referrals to adequate response and protection services are provided.

Over the years, the community centres have successfully earned the trust of the communities, becoming the go-to destination for services tailored to their needs.

Community Centres, Mobile Units and Outreach Volunteers

Between January and December 2024, UNHCR and its partners managed **113** community centres linked with **117** mobile units. These facilities were supported by a network of **2,116 male and female outreach volunteers (ORVs) from different age groups and diverse social backgrounds.**



Governorates	Community Center	Outreach Volunteers	Mobile units
Al-Hasakeh	7	66	8
Aleppo	30	577	29
Ar-Raqqa	6	57	3
As-Sweida	4	109	4
Damascus	4	57	2
Dar'a	6	146	8
Deir Ez Zor	3	70	6
Hama	5	125	7
Homs	11	270	12
Idleb	2	35	2
Lattakia	8	154	10
Quneitra	3	78	3
Rural Damascus	20	295	17
Tartous	4	77	6
Grand Total	**113**	**2,116**	**117**

The Mobile units are established to reach communities in remote and hard-to-access areas and cover persons who live away from the centres, are unable to afford transportation fees or reach the centres because of lack of available public transportation, security restrictions or other personal circumstances. The role of the mobile teams is to identify and address needs and refer cases or directly provide a variety of protection services. These services include legal assistance, child protection activities, women empowerment, GBV prevention and response activities, psychosocial services, awareness-raising, and educational and recreational activities.

The Outreach Volunteers are an important link between the communities and the community centres. The outreach volunteers play a fundamental and active role in building trust between UNHCR and the communities, acting as advocates for the most vulnerable members within their communities. They inform communities of the services available at the community centres, identify needs, provide first response, and refer cases to the community centres or other services providers for further intervention.

The Complaint and Feedback Mechanisms (CFMs) promote information sharing and transparent communication between UNHCR and the communities to ensure their participation in the monitoring of the quality of services and assistance delivered, as well as decision-making on all issues affecting their lives. They also reinforce accountability aiming at improving all services targeting communities and ensuring transparency, equitable access to services without discrimination, abuse, or exploitation in all the services provided. The CFMs allow UNHCR and its partners to provide timely protection-sensitive solutions and feedback to communities.

UNHCR and its partners have established an effective feedback and complaint procedure in all its premises, including community centres, to report any misconduct or procedural unfairness.

Protection Services Provided in UNHCR-Supported Community Centres

Community mobilization and outreach

- Network of 25–35 outreach volunteers linked to each community centre;
- Mobile activities in communities where people cannot easily reach the centres;
- Community-based committees including:
  - Women and men committees supporting GBV protection interventions.
  - Children Clubs and Child-Welfare Committees supporting child protection intervention.
- Social activities and events with representation of different population groups to promote inclusive participation in decision-making. Population groups include youth, persons with disabilities, children, women, men, and older persons.
- Support to community-led initiatives and community-based organizations.

Education

- Remedial education programmes, catch-up classes and other accelerated programmes;
- Homework café for children who have dropped out of school and students who need to improve their academic performance;
- DAFI scholarships[1] for refugee and asylum-seeker post-secondary education;
- Coordination with the Ministry of Education, the Ministry of Higher Education, and the Education Sector.

Two-way communication and information dissemination

- Focus group discussions, awareness raising sessions and campaigns on legal issues, education, child protection, health (including mental health), and GBV;
- Information dissemination on services and assistance provided within the catchment area of the community centres such as establishment of information desks, brochures, leaflets, hotlines, and service mapping.

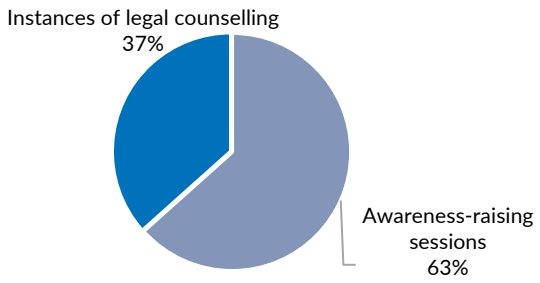
Recreational activities

- Cultural and social events;
- Summer camps, sports, and musical activities.

[1]The Albert Einstein German Academic Refugee Initiative, known as DAFI, offers higher education scholarships to refugee students.

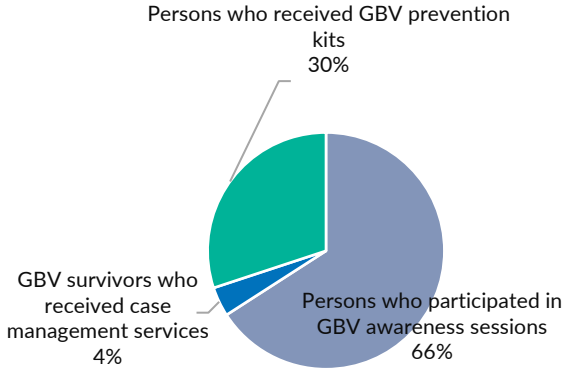
Legal aid

- Legal counselling, awareness, and assistance, primarily on birth registration, civil documentation, personal status issues, and housing, land, and property;
- Legal representation before authorities and courts.



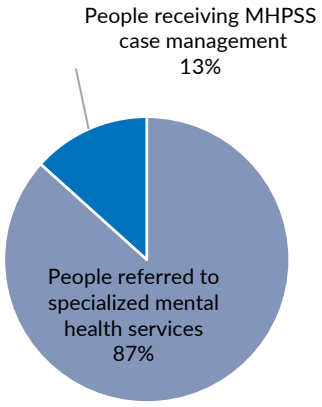
GBV services

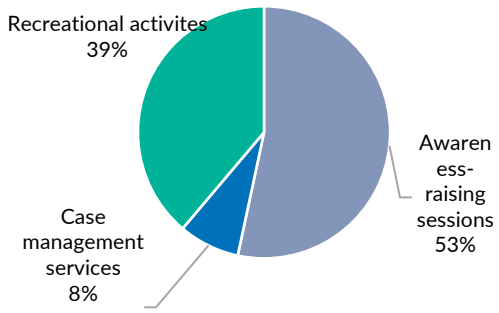
- Counselling and case management for GBV survivors and provision of hygiene kits;
- Referrals of GBV survivors to specialized services such as mental health and psychosocial support services, health services, livelihood programmes, and legal services;



Mental health and psychosocial support

- Mental health and psychosocial support (counselling - group and individual);
- Services for persons with specific needs including rehabilitation programmes and care for older persons;
- Medical in-kind assistance for persons with disabilities.



Child protection services

- Child-friendly spaces;
- Recreational activities;
- Awareness sessions;
- Counselling and case management for children-at-risk;