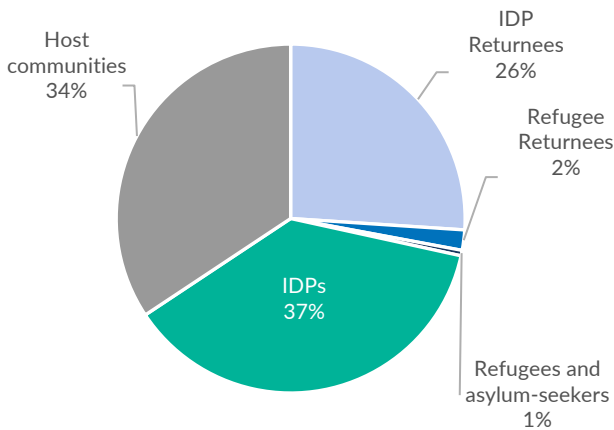


# Community Centres in Syria

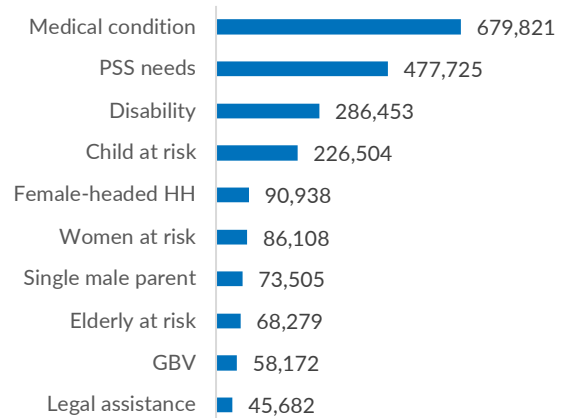
January - September 2022



**265,078** individuals registered at the community centres in Q3 (2022)



New vulnerabilities identified in Q3 (2022)



## UNHCR-supported Community Centres

The network of UNHCR Community Centres in Syria is fundamental for 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, offering a wide range of protection services, and support to benefit IDPs, asylum-seekers, refugees, returnees and host communities.

UNHCR Community Centres are designed as a “one-stop shop” providing integrated protection services that include, but are not limited to, psycho-social support, gender-based violence (GBV) and child protection case management, legal awareness and legal aid, non-formal education programmes, services for persons with disabilities and older persons, provision of general and medical in-kind assistance, social and recreational activities, life and vocational skills development, income-generating support, health counseling, awareness raising on a range of protection issues as well as consultations with communities to ensure their meaningful participation.

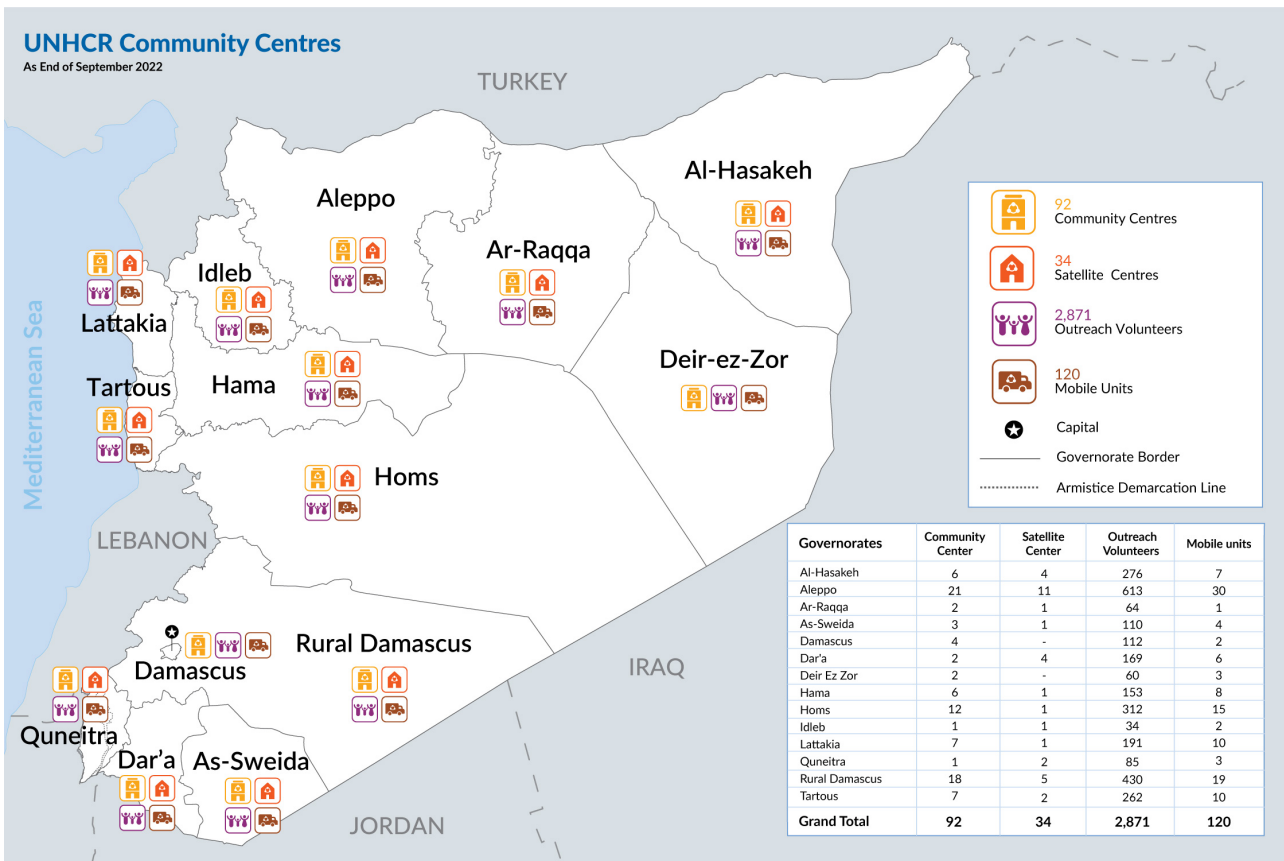
## Satellite Centres, Mobile Units and Outreach Volunteers

In 2022 UNHCR funded **92** community centres and **34** satellite centres linked with **120** mobile units and supported by a network of **2,871** male and female outreach volunteers from different age groups and diverse social backgrounds.

**Satellite Centres** are smaller versions of the community centres established to expand the population reached in remote locations where protection services are required.

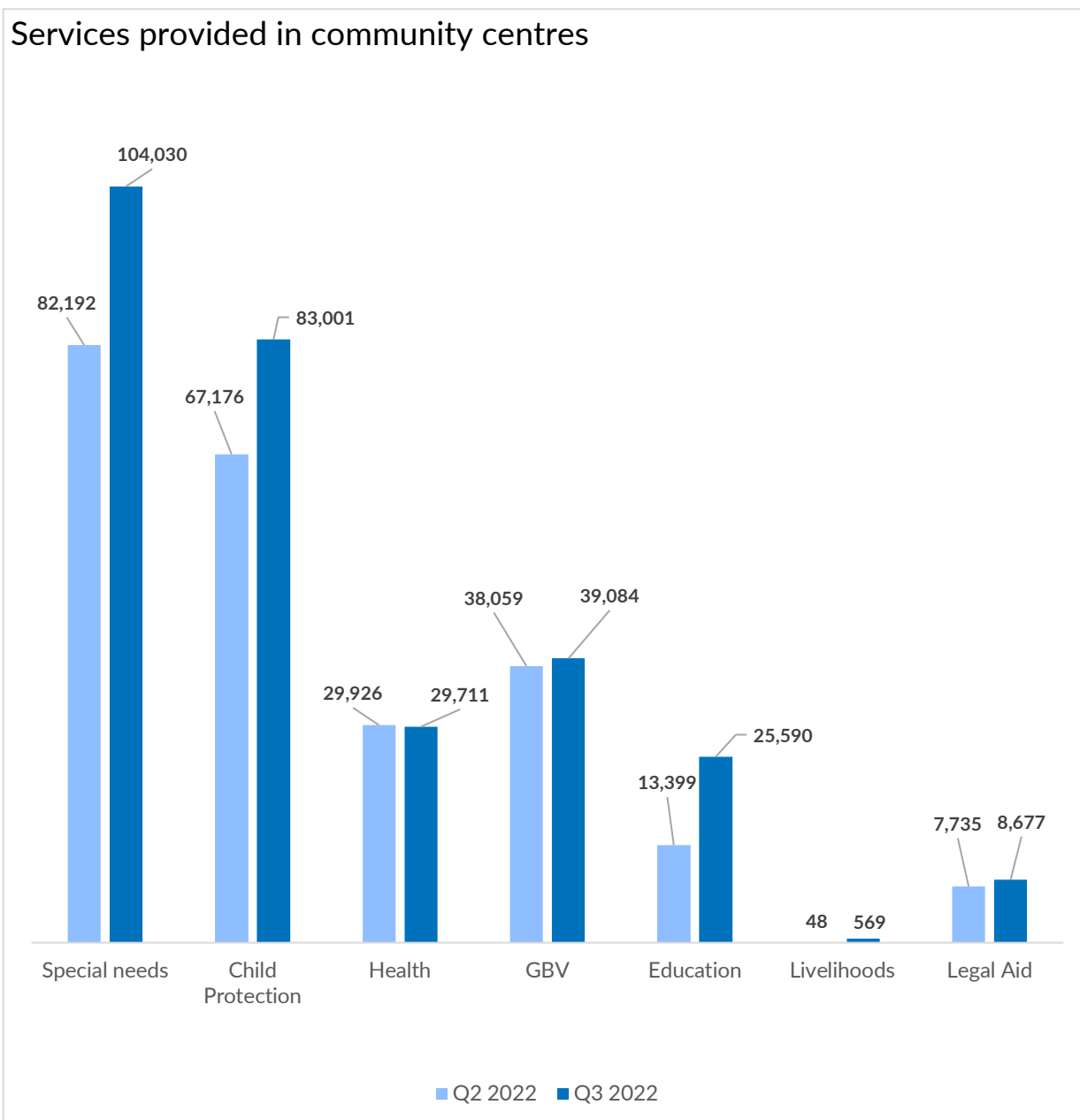
**Mobile Units** are established to reach communities in remote and hard-to-access areas and cover persons who live at some distance from the centres, are unable to afford transportation fees, or because of lack of available public transportation, security restrictions or other personal circumstances. The role of the mobile teams is to identify and address needs and refer cases or directly provide a variety of protection services including: legal assistance, child protection prevention activities, women empowerment and GBV prevention activities, psychosocial support (PSS) services, awareness raising, and educational and recreational events.

**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, informing communities of the services available in the community centres, identifying needs, providing first response and referring cases to the community centres or other services providers for further intervention.



**The Complaint and Feedback Mechanisms (CFM)** promote information sharing and transparent communication between UNHCR and its partners with 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. It also reinforces 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 CFM allow UNHCR and its partner staff to provide timely and protection-sensitive solutions to complaints and feedback to communities.

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



## Protection services provided in UNHCR Supported Community Centres



### Community mobilization and Outreach

- Outreach volunteers (ORVs) (25 – 35 ORVs per centre)
- Mobile activities in collective shelters, schools and in communities where people cannot easily reach the centres.
- Youth, disability, children, women, elderly groups, committees and clubs
- Support to community-based initiatives and organizations



### Information Dissemination

- Focus-group discussions, awareness-raising sessions 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



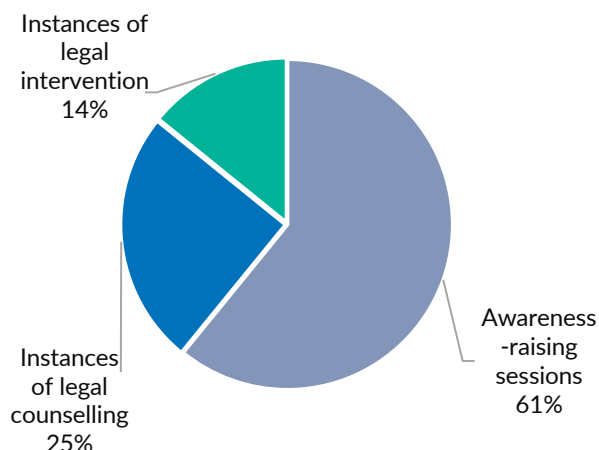
### Education

- Remedial education programmes
- Catch-up classes and other accelerated programmes



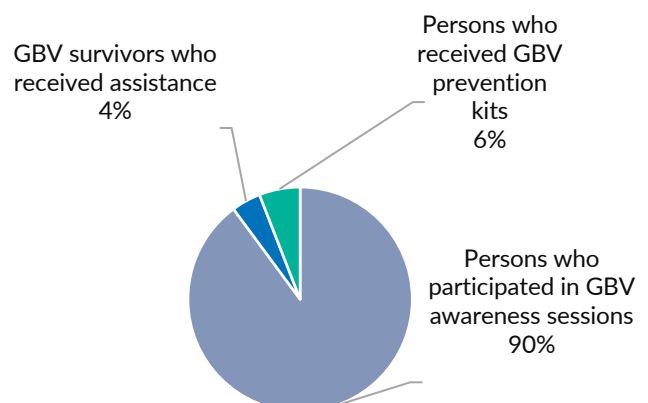
### Legal Aid

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



### GBV services

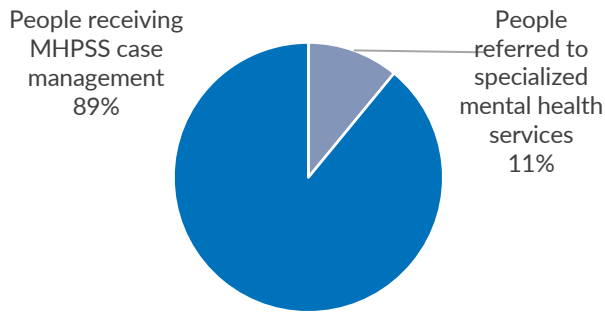
- Counselling and case management for GBV survivors and provision of prevention kits
- Referrals to specialized services for survivors of gender-based violence, such as specialized mental health and psychosocial support services, health services, livelihoods programmes and legal services
- Support for community-based interventions, such as awareness raising and community-based committees including women and men committees





## Mental Health and Psychosocial Support

- Mental health and psycho-social (MHPSS) counselling (group and individual)
- Services for persons with specific needs including rehabilitation programmes and care for older persons
- In-kind assistance for persons with specific needs, including provision of adult diapers
- 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
- Child-protection community-based structures (Children Clubs & Child Welfare Committees)

