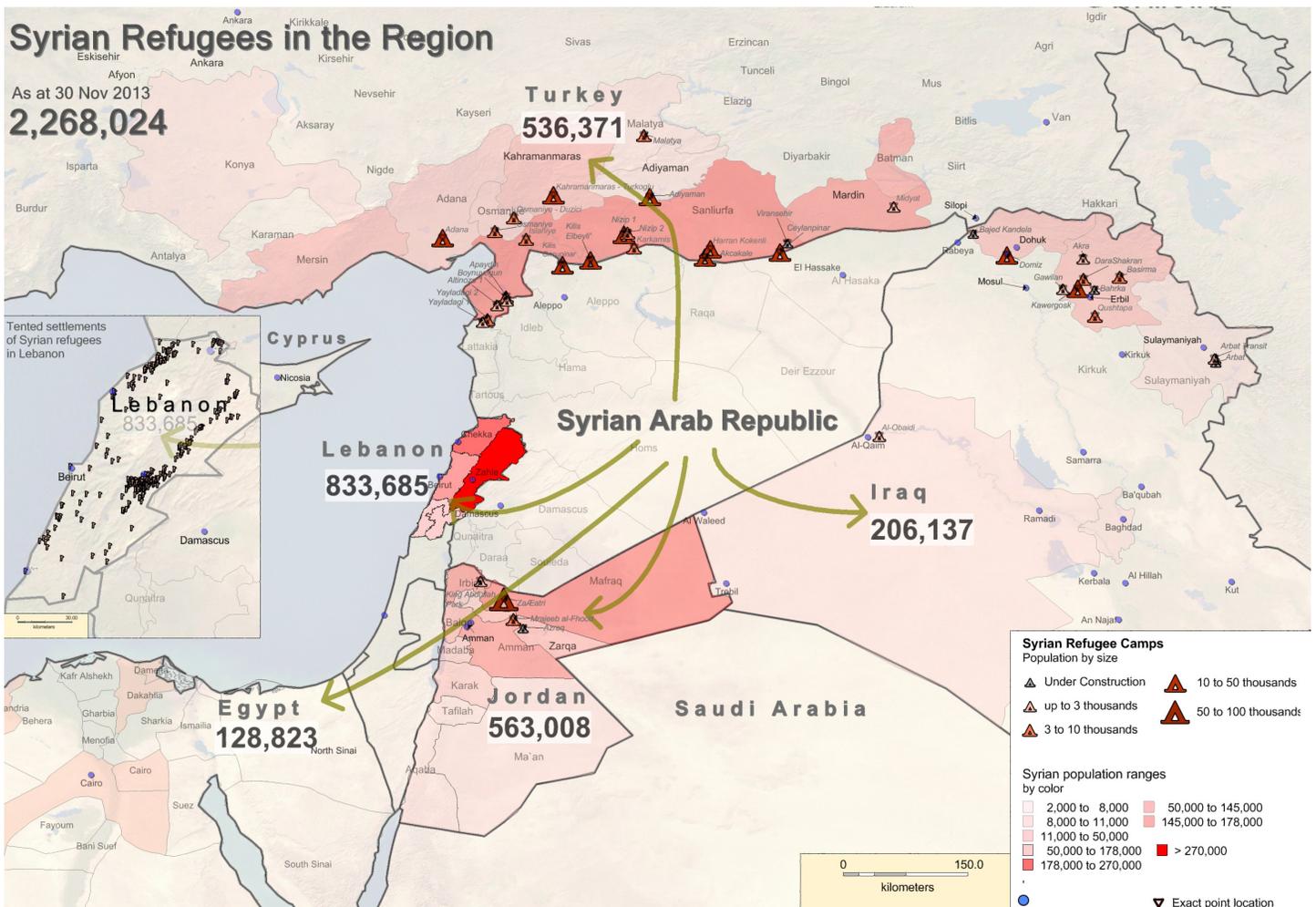


# REGIONAL RESPONSE PLAN (JAN-DEC 2013)



**Preliminary  
Year-End Report**  
*(as of 30 November 2013)*

*This preliminary year-end report provides an overview of the 2013 Syria Regional Response Plan (RRP5) implemented in Egypt, Iraq, Jordan, Lebanon and Turkey for the period 1 January – 30 November 2013. Over 100 entities collaborated in the inter-agency regional response for the Syria crisis, including 84 actors that appealed for funding in the RRP5. The final year-end report for RRP5 covering the full twelve-month period of 2013 will be released in May 2014.*



*The boundaries and names shown and the designations used in the maps in this report do not imply official endorsement or acceptance by the United Nations.*

*Map sources: CAPMAS, CDR, GAUL, Global Insight Digital Mapping, Government of Turkey, HIC, UNCS, UNHCR.*

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# REGIONAL OVERVIEW

## 2013 YEAR IN REVIEW

As of November 2013, over 2.2 million Syrian refugees have sought asylum in the Arab Republic of Egypt (Egypt), the Republic of Iraq (Iraq), the Hashemite Kingdom of Jordan (Jordan), the Lebanese Republic (Lebanon), and the Republic of Turkey (Turkey). Countries in the region have been exceptionally generous to receive and host millions of refugees, despite the economic and social challenges. The average monthly rate of arrival was nearly 150,000 people per month, though this average decreased to 127,000 during the last six months of the year.

A number of additional camps were established in 2013 to respond to the massive influx of refugees, including in Iraq, Jordan and Turkey. Nonetheless, the number of refugees living outside camps far exceeded those living in camps. Over 82 per cent of the total refugee population live outside camps in urban or rural areas. This includes several thousands of people living in informal settlements and substandard housing across the region. Reaching refugees outside camps with adequate assistance and ensuring two-way information flows was a challenge throughout the year.

Humanitarian partners scaled up their response during 2013. There are currently over 150 organizations working in the five countries, including UN agencies, national and international non-governmental organizations, the Red Cross/Red Crescent movement and IOM. The massive influx of refugees into neighbouring countries has also challenged service delivery and economic capacity of local communities. Humanitarian partners are working with local authorities and development actors to alleviate the strain and increase resilience of host communities and governments to reduce social tensions and enhance protection space. More than 350 community support projects were implemented in the region, addressing immediate resource capacity needs of host communities. The response will continue to address the urgent needs of both communities.

## PROTECTION

Preservation of asylum access for refugees, and protection from refoulement remained a key protection response. Registration was enhanced and UNHCR cleared the registration backlog in Egypt, Iraq and Jordan. Approximately 1.7 million Syrians were registered in the region in the first eleven months of 2013, and humanitarian partners strengthened their presence in the field to identify and provide assistance to the most vulnerable.

Child protection and prevention and response to sexual and gender-based violence (SGBV) remained corner stones of the response. Activities aimed at strengthening national and community based child protection systems were prioritized, and special attention was given to the needs of girls, boys and families at high risk. Significant efforts have been made over the past two years to support education, including the development of the "No Lost Generation" Strategy to ensure that Syrian children are provided with the protective environment they need to reclaim their childhood. Prevention and response to SGBV was addressed through a multi-sectoral, coordinated and community-based approach. Partners continue to strive to ensure that quality and coordinated response services are available for SGBV survivors, and that prevention efforts are ongoing.

Resettlement and relocation to safe third countries is a critical and often life-saving intervention for refugees with urgent protection needs. UNHCR is seeking to resettle or provide humanitarian admission for up to 30,000 Syrians. To date, resettlement countries have committed to 10,000 places. As of November, about 4,000 cases had been submitted in 2013 and more than 600 people had departed to third countries under humanitarian admission or resettlement programmes.

## ASSISTANCE

More than 1.7 million refugees benefited from food vouchers or cash assistance, benefiting the local economy and giving refugees the dignity of obtaining and preparing their food. A new programme was launched in Turkey, offering 116,000 refugees in camps a monthly e-voucher through a debit card system to cover food assistance. An additional 400,000 people received food parcels or food rations.

Education enrolment rates continued to be low throughout the year, in all refugee-hosting countries. Nonetheless, more than 285,000 children were enrolled in formal education with assistance, and 224,000 children received education supplies and other support to participate in school. An additional 76,000 children were able to access informal and non-formal education. To bolster enrolment rates and to assist local communities, more than 670 educational facilities were assisted and supported to support their efforts to offer education for refugee children.

# REGIONAL OVERVIEW

It is difficult to quantify the full extent of the drain on community health resources given the significant increase in the number of people who needed to access primary and secondary health care throughout the year. Nonetheless, reporting partners identified more than 850,000 visits to supported primary health care facilities for the treatment of acute illnesses, chronic diseases and mental health services. In late 2013, the identification of polio in Syria brought a quick unified response of actors to increase basic immunizations to refugees and host community members throughout the region, and more than 500,000 people were vaccinated against preventable diseases. To support host community, medical and public personnel were provided with technical support and training, including for better surveillance techniques, triage and to bolster public health initiatives.

Shelter is one of the biggest concerns for refugee families, ensuring that families can be safe, and withstand the severe climatic extremes in the region. More than 100,000 tents were distributed, and in advance of the approaching winter, more than 125,000 shelters were improved through weatherproofing or other support. Cash assistance – including conditional and unconditional transfers of funds to the most vulnerable, were given to nearly 200,000 people during the year. These funds substantially contributed to the costs of either rent or utility costs, in support of family homes.

Domestic needs were addressed for new comers and those living in sub-standard shelter through the provision of core relief items, such as blankets, jerry cans, kitchen sets and heating/cooking dual purpose stoves. More than 1.3 blankets were distributed – the most requested basic item, and more than 800,000 people received other relief items .

## COORDINATION

Under the overall coordination of the UNHCR Regional Refugee Coordinator (RRC), some 150 entities are now collaborating on response strategies throughout the region. The RRC regularly engages with Governments and donors and consults with regional partners including UN agencies, inter-governmental bodies, international finance institutions and NGO partners. The RRC also works closely with the UN Regional Humanitarian Coordinator to ensure a common strategic vision and a coordinated response to the humanitarian situation inside Syria and in refugee-hosting countries.

At the regional level, UN agencies and representatives from the Syria INGO Regional Forum (SIRF) meet regularly and have collaborated, inter alia, on an initiative to support country offices to review secondary data and assessments. At the country level, response efforts are led by UNHCR Country Representatives working in close collaboration with host Governments and humanitarian partners. Inter-sector working groups established in five countries coordinate the work of 35 sector working groups.

Following the release of the real-time evaluation of UNHCR's response to the Syria emergency in June 2013, UNHCR has strengthened its coordination capacity, produced a refugee crisis coordination tool kit, and held training workshops in three countries.



# FUNDING OVERVIEW

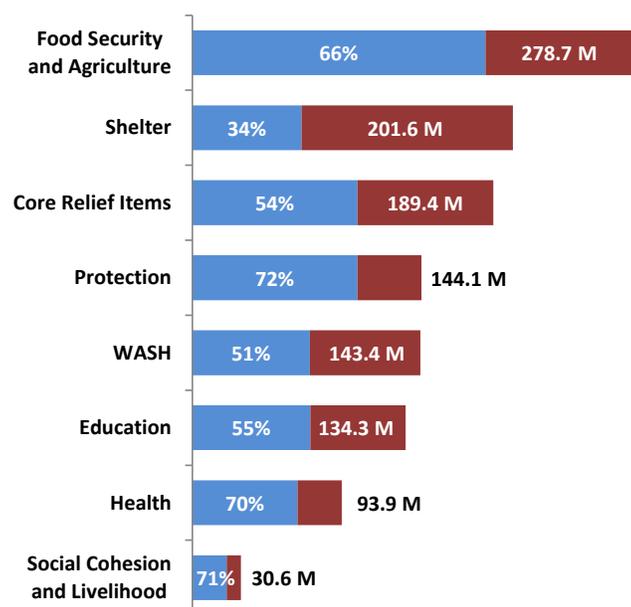
## Funding Status

(As of 30 November 2013, figures in USD)

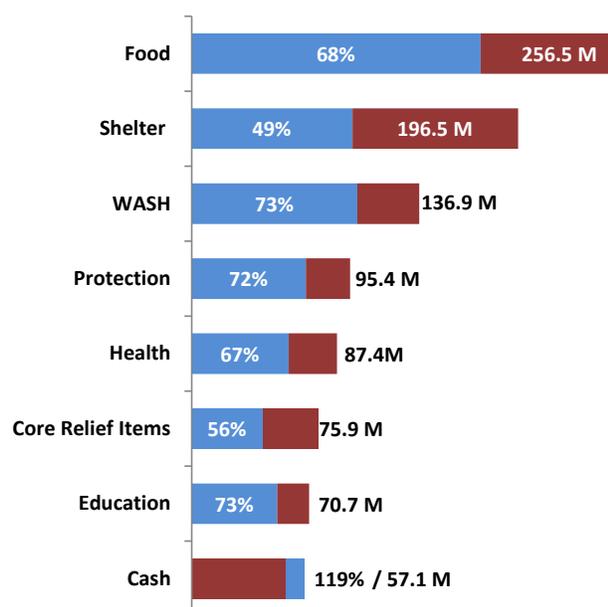
	Total	Lebanon	Jordan	Turkey	Iraq	Egypt	Region
<b>Requirement Grand Total</b>	2,981,640,112	1,216,189,393	976,576,971	372,390,514	310,858,973	66,705,984	
<b>Funding Level Grand Total</b>	2,045,550,254	842,185,588	714,934,928	137,375,645	163,227,206	34,728,289	153,098,599
<b>% Funded</b>	69%	69%	73%	37%	53%	52%	

## Funding per Sector<sup>1</sup>

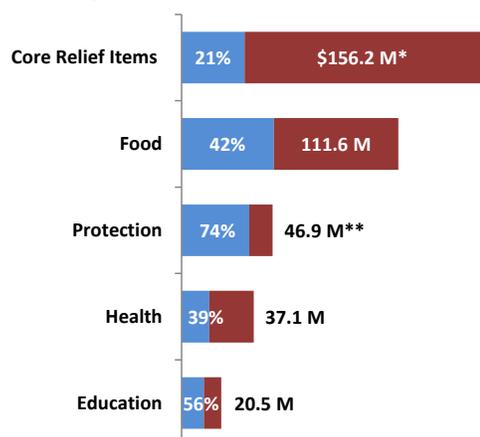
### Lebanon



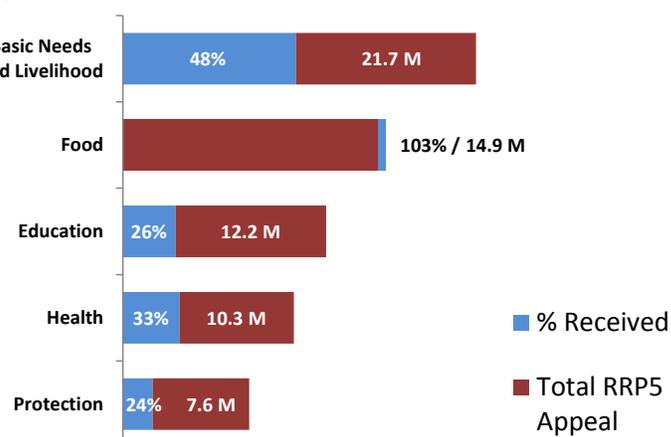
### Jordan



### Turkey



### Egypt



\* Includes Logistics and Operations Support sector

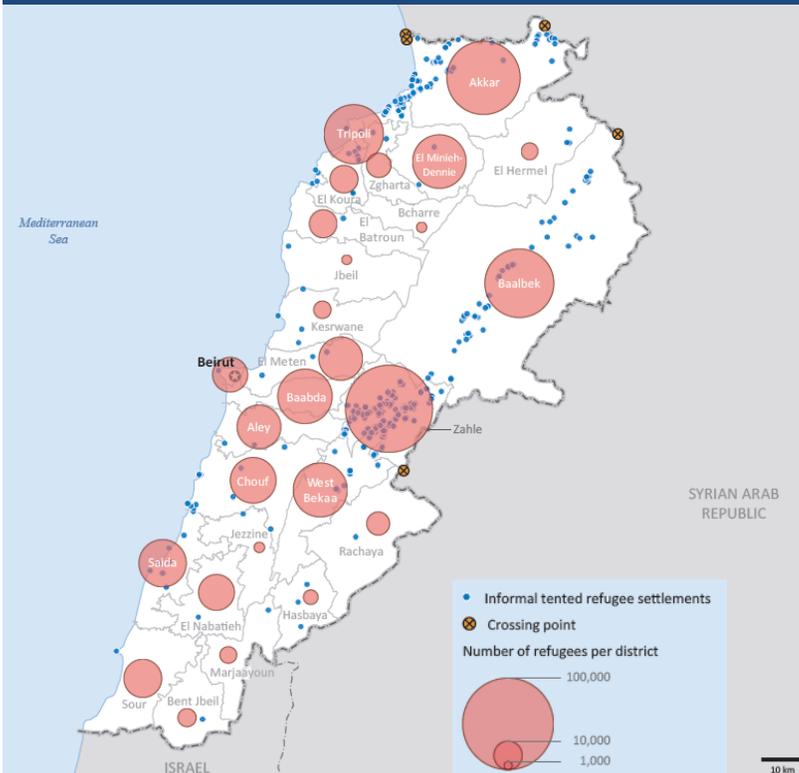
\*\* Includes Durable Solutions and Leadership and Coordination sector

<sup>1</sup> Breakdown from Iraq was not provided at the time of printing and will be included in the final RRP5 year-end report to be published in May 2014

# REGIONAL ACHIEVEMENTS

Sector	Achievements
<p><b>PROTECTION</b></p> 	<ul style="list-style-type: none"> <li>• <b>2.21 million</b> Syrians registered</li> <li>• <b>339,000</b> children reached through psychosocial support</li> <li>• <b>162,000</b> persons reached through legal counseling, awareness raising activities and information sharing with communities</li> <li>• <b>36,900</b> individuals with special needs or persons at risk supported</li> </ul>
<p><b>FOOD</b></p> 	<ul style="list-style-type: none"> <li>• <b>1,736,500</b> beneficiaries of food vouchers or cash assistance for food</li> <li>• <b>408,000</b> beneficiaries of food parcels or food rations</li> <li>• <b>118,000</b> refugees in 14 camps across Turkey received e-cards for food</li> </ul>
<p><b>EDUCATION</b></p> 	<ul style="list-style-type: none"> <li>• <b>285,550</b> students were enrolled in formal education</li> <li>• <b>76,000</b> children were accessing non-formal and informal education</li> <li>• <b>224,000</b> children received education supplies, grants and other support to participate in school</li> <li>• <b>73,800</b> children received psycho-social support and participated in structured recreation activities</li> <li>• <b>670</b> educational facilities assisted and supported</li> </ul>
<p><b>HEALTH</b></p> 	<ul style="list-style-type: none"> <li>• At least <b>1,250,000</b> visits to primary health care facilities for acute illnesses, chronic diseases and mental health</li> <li>• <b>379,500</b> persons benefited from training or education on health matters</li> <li>• More than <b>1,500,000</b> vaccinations given, including against polio and measles</li> <li>• <b>61,800</b> refugees referred for secondary and tertiary care</li> </ul>
<p><b>SHELTER</b></p> 	<ul style="list-style-type: none"> <li>• More than <b>144,000</b> tents, temporary and emergency shelters distributed</li> <li>• Some <b>840,000</b> persons benefitted from house rehabilitation and shelter assistance</li> <li>• More than <b>126,000</b> shelters were supported with winterization and/or weather proofing assistance</li> </ul>
<p><b>CORE RELIEF</b></p> 	<ul style="list-style-type: none"> <li>• More than <b>828,000</b> people covered by core relief items via NFI kits</li> <li>• <b>1.3 million</b> blankets and quilts distributed</li> <li>• <b>259,000</b> people assisted with clothing, and 242,014 kitchen sets and stoves distributed</li> <li>• <b>195,000</b> cash payments made for emergencies or for basic family needs</li> </ul>
<p><b>WASH</b></p> 	<ul style="list-style-type: none"> <li>• <b>582,000</b> refugees benefitted from access to water supply networks</li> <li>• <b>290,000</b> refugees benefitted from access to adequate latrines</li> <li>• <b>254,000</b> refugees benefited from safe drinking water through distribution of water and water storage facilities</li> </ul>

# LEBANON



## Target populations:

1,120,000 Syrian refugees

1,249,000 people in host communities

## Current Syrian refugee population:

762,24

## Partners in the response:

ACF, ACTED, Al Majmouaa, AMEL, AVSI, BBC, BC, CARE, CHF, CISP, CLMC, CONCERN, CVT, DRC, FAO, FPSC, GVC, HI, Humedica, HWA, IA, ILO, IMC, Intersos, IOCC, IOM, IRAP, IRC, IRD, LOST, Makassed, Makhzoumi, MAP, MC, MEDAIR, MU, NRC, Oxfam, PCPM, PU-AMI, Rescate, RET, RI, S Global, Safadi, SCI, SHEILD, SI, SIDC, SIF, Solidar, TDHI, UNDP, UNESCO, UNFPA, UN-Habitat, UNHCR, UNICEF, UNRWA, WCH, WFP, WHO, WRF, WVI

## Sector working groups:

Protection; Food Security; Education; Health; Shelter; Basic Needs; Social Cohesion and Livelihoods; WASH

## 2013 YEAR IN REVIEW

Lebanon, a country of four million people, has demonstrated unfaltering solidarity towards displaced populations. Lebanon has received 36 per cent of the Syrian refugees in the region. Already severely economically impacted by the conflict, it now hosts over 880,000 refugees from Syria, adding to a pre-existing Palestine refugee population of 280,000. Refugees make up one fifth of the population and are spread over 1,700 localities with the majority in the Bekaa and the north, two of the most impoverished regions in Lebanon. In addition, over 1.5 million Lebanese have been affected by the crisis according to the Government.

The inter-agency response of the RRP5 is 51% funded, necessitating an already prioritized response plan to be further streamlined. The funds available have enabled the most critical interventions to be carried out, including the doubling of registration capacity to over 4,000 refugees per day. By the end of November, over 1.1 million individuals received food vouchers and over 467,000 persons were assisted with primary health services. Over 100,000 Syrian and vulnerable Lebanese children were enrolled in formal education and 7,000 Palestine refugees from Syria (PRS) were enrolled in UNRWA schools. More than 240,000 persons received shelter assistance, and a further 486,000 persons are receiving fuel, stoves, clothes and blankets to ensure warmth throughout the winter months.

While the Lebanese community continues to show marked generosity to Syrian refugees, it is also the case that their ability to continue to do so is severely stretched. As the Syrian refugee population grows, and its impact is felt throughout the country in terms of added pressures on scarce and fragile services, tensions are increasing. Great efforts were made to address the negative impact of refugees on hosting communities through community support projects. Additional efforts were also taken to support Lebanese public institutions to help them cope including in areas such as education, health, and social affairs.

In the face of resources that could not keep up with needs, WFP, UNHCR and UNICEF conducted a vulnerability assessment with NGO partners in May-June 2013. The results revealed that at least 72% of refugee population cannot cope without international assistance. These are among those prioritized for food and other forms of assistance. They include women heads of households, children and persons with other specific needs.

# LEBANON



Sector	Achievements
<p><b>PROTECTION</b></p> 	<ul style="list-style-type: none"> <li>• <b>833,685</b> Syrian refugees registered and awaiting</li> <li>• <b>27,272</b> individuals participated in community awareness</li> <li>• <b>25,428</b> individuals with specific needs have been referred</li> </ul>
<p><b>FOOD</b></p> 	<ul style="list-style-type: none"> <li>• <b>1,111,053</b> individuals received at least one food voucher in 2013</li> <li>• <b>232,646</b> individuals received food parcels</li> <li>• <b>5,456</b> host community members received agricultural support</li> </ul>
<p><b>EDUCATION</b></p> 	<ul style="list-style-type: none"> <li>• <b>121,193</b> children enrolled in formal education</li> <li>• <b>44,739</b> children enrolled in non-formal education programmes</li> <li>• <b>66,600</b> children received psycho-social support structured recreation activities</li> </ul>
<p><b>HEALTH</b></p> 	<ul style="list-style-type: none"> <li>• <b>467,172</b> individuals assisted with primary health care</li> <li>• <b>378,502</b> individuals participated in health education</li> <li>• <b>38,161</b> individuals assisted with secondary health care</li> </ul>
<p><b>SHELTER</b></p> 	<ul style="list-style-type: none"> <li>• <b>242,800</b> individuals benefitted from shelter assistance</li> <li>• <b>104,240</b> individuals assisted with weather-proofing in all shelter types</li> <li>• <b>67,475</b> individuals assisted in informal settlements</li> <li>• <b>35,790</b> individuals supported with cash for rent</li> </ul>
<p><b>CORE RELIEF</b></p> 	<ul style="list-style-type: none"> <li>• <b>374,402</b> fuel vouchers distributed</li> <li>• <b>486,537</b> blankets distributed</li> <li>• <b>188,173</b> mattresses distributed</li> </ul>
<p><b>WASH</b></p> 	<ul style="list-style-type: none"> <li>• <b>918,413</b> hygiene kits and baby kits distributed</li> <li>• <b>82,465</b> beneficiaries from water storage facilities</li> <li>• <b>63,725</b> beneficiaries reached through hygiene promotion</li> </ul>

# LEBANON

## PROTECTION

### 2013 ACHIEVEMENTS AND IMPACT

By the end of November, more than 834,000 Syrian refugees had been registered or awaiting registration with UNHCR and an additional 50,000 Palestinian refugees from Syria were registered by UNRWA. UNHCR and UNRWA working closely with the Office of the General Security and the Ministry of Social Affairs established a regular presence at land borders. Information outreach, transportation assistance and mobile registration teams were employed to ensure registration of refugees in remote locations.

Partners delivered protection services and psycho-social support to over 200,000 refugee boys and girls, as well as over 40,000 parents and other caregivers. Mechanisms for identification and referral of SGBV survivors and children at risk or survivors of violence have been strengthened and referral pathways developed. More than 30,000 dignity kits were also distributed to women and girls. Procedural barriers in registering the birth of refugee children with civil authorities were reduced through advocacy and awareness-raising.

### CHALLENGES

Some 12 per cent of registered refugees entered Lebanon through unofficial border crossings and are not considered to be legally present by the authorities. Together with refugees who fail to renew their six-monthly residency, they face severe limitations to their freedom of movement, access to basic services, and are at risk of labour and other forms of exploitation. SGBV survivors are reticent to seek assistance and vulnerable women and girls remain the most difficult to reach.

### 2014 RESPONSE KEY TARGETS

Humanitarian partners will continue responding to protection risks and the specific needs of the most vulnerable, and will strengthen engagement of the refugee and local communities through community-based interventions and community outreach. Registration capacity will be further enhanced and UNHCR will expand the use of its biometrics technology throughout its registration centres to further strengthen the integrity of the registration process. Coupled with the verification exercise of the registered refugees, this will allow partners to better identify individuals with specific needs and/or protection-related issues, and provide a solid basis for future programming for partners, including targeting. The prevention and response to SGBV and to children at high risk of violence will remain a priority.

## FOOD

### 2013 ACHIEVEMENTS AND IMPACT

As of November 2013, some 233,000 vulnerable individuals received food parcels and more than 1 million individual food vouchers were distributed. In addition, 57,800 PRS have received cash for food and close to 5,500 host community members received agricultural support. Thus far, WFP's food vouchers and UNRWA's cash-for-food programmes have injected over US\$ 89 million into the Lebanese economy, particularly in some of the poorest areas of Lebanon. Food assistance also benefits unregistered refugees and newcomers.

### CHALLENGES

The number of refugees and other affected populations requiring food assistance has grown throughout 2013. To date, partners have only started addressing the food security needs of host communities and Lebanese returnees, despite their increasing levels of poverty. Furthermore, security constraints have obstructed access to beneficiaries, especially in Tripoli, Wadi-Khaled and the northern part of the Bekaa Valley.

### 2014 RESPONSE KEY TARGETS

Monthly assistance will be provided to 75% of registered refugees and Lebanese returnees in 2014 to maintain adequate food consumption and protect them against resorting to negative coping mechanisms. Means to fine-tune targeting, coupled with enhanced monitoring and verification efforts, will seek to ensure that all those in need of food assistance continue to receive support. To respond to rising poverty levels in host communities, WFP and partners will collaborate with the Ministry of Social Affairs to supplement the targeted social assistance package under the National Poverty Targeting Program. Food assistance will continue to contribute directly and significantly to the local economy by injecting millions of dollars into some of the poorest areas of Lebanon.

# LEBANON

## EDUCATION

### 2013 ACHIEVEMENTS AND IMPACT

Concerted action by the Ministry for Education and Higher Education (MEHE) with humanitarian partners enabled some 30,000 Syrian refugee children to enroll in the Lebanese public school system for the school year 2012/2013, while some 7,000 Palestine refugee children from Syria enrolled in schools managed by UNRWA. In addition, 45,000 vulnerable children (Syrian, Lebanese returnees and vulnerable Lebanese populations) accessed non-formal education. 65,000 refugee children spanning two shifts are enrolled for the school year 2013/2014.

### CHALLENGES

The continuing influx from Syria has overwhelmed the absorption capacity of the public school system. In some areas of Lebanon, schools suffer from overcrowded classrooms and inadequate facilities and supplies which affect the learning environment. Without scaled-up support to public schools, the educational system risks becoming inefficient, with the most disadvantaged Lebanese citizens bearing a disproportionate burden. It is also the case that physically the number of available places in schools is far less than the number of Syrian refugee children who need to be placed. Over 400,000 Syrian children will need to access education outside the formal public system, or face limited future prospects and increased exposure to protection risks.

### 2014 RESPONSE KEY TARGETS

Partners seek to ensure that every child's right to education is fulfilled by focusing on increasing participation in education both formal and informal. This will include efforts to: enhance community outreach for enrolment; provide support for the payment of tuition fees and transportation; improve school environments; provide fuel for schools; establish and support second shifts and providing learning support to children to ensure they remain in school. Additionally, there will be an increased focus on non-formal education, including through the introduction of a structured Accelerated Learning Program. Children will also benefit from psycho-social support, and teachers and educational personnel will have access to professional development initiatives.

## PUBLIC HEALTH

### 2013 ACHIEVEMENTS AND IMPACT

Humanitarian partners had supported some 467,000 primary healthcare interventions for refugees and other affected populations. Some 730,000 Syrian refugee and vulnerable Lebanese children were vaccinated for measles and 231,057 children received oral polio vaccines. Over 75,000 patients received chronic care medication and 769 cases of cutaneous leishmaniasis were treated. Within tight targeting criteria, partners supported over 38,000 Syrians in accessing medical care for life-threatening conditions and secondary health care. This included support to 7,500 pregnant women and nearly 1,500 newborns and infants. A number of measures were put in place to rationalize costs and strengthen oversight of secondary health care programmes to ensure the most effective use of resources. These measures include daily patient visits, immediate medical and financial audit of files upon discharge and standard procedures for service delivery.

### CHALLENGES

The rapid increase in refugee population has put a significant strain on health services and refugees have found themselves at increasing risk of deteriorating health status. Although Lebanon has a wide network of health care, services are largely privatized and based on user fees. Affordability, in particular regarding secondary healthcare, is increasingly becoming the main barrier to access health services. Faced with rising patient numbers and limited resources, humanitarian partners had to restrict financial support for secondary and tertiary care to the most vulnerable refugees with life-threatening conditions and increase the refugee contribution from 15 per cent to 25 per cent.

### 2014 RESPONSE KEY TARGETS

Partners will work to maintain the health status of the affected population, reduce health risks and respond to potential disease outbreaks. They will also ensure treatment for those with life-threatening conditions. The strategy for 2014 seeks to improve access, coverage, and quality of health care services, through targeting the most vulnerable with a minimum package of services at an expanded network of primary health care centres. Partners will improve efficiencies by centralizing procurement of essential drugs for acute and chronic conditions and by using a third party administrator to administer and audit medical services provided by contracted hospitals. Vulnerable Lebanese under the National Poverty Targeting Programme will also receive assistance with treatment costs.

# LEBANON

## BASIC NEEDS

### 2013 ACHIEVEMENTS AND IMPACT

Partners delivered basic core relief items to some 486,000 Syrian refugees for cooking, eating, sleeping and living with dignity. This included blankets, mattresses, kitchen sets, water storage containers, and hygiene kits. Additional items include diapers and other items for baby-care and dignity kits for women and adolescent girls. During the winter months of 2012/2013 partners distributed 374,400 vouchers for heating fuel, and in addition, heating stoves to cover some 13,700 households. Almost all core relief items and fuel provided to date was sourced within Lebanon, benefiting local companies.

### CHALLENGES

Partners worked to keep pace with new arrivals, although maintaining a high volume of procurement, transportation, and distribution of relief items, proved challenging given Lebanon's limited warehouse capacity, poor transport infrastructure and lack of suitable public facilities for use as distribution sites. Severe weather conditions during the winter also delayed some deliveries and security problems led to suspension of NFI distributions in Tripoli and Bekaa at times. Refugees move around Lebanon to find accommodation and livelihood opportunities and are, consequently, widely dispersed. This increases the challenge of locating and assisting newcomers, adding to the logistic costs and meaning that some of them have been missed.

### 2014 RESPONSE KEY TARGETS

In 2014, partners will work to provide vulnerable refugees with the necessary seasonal NFIs and sufficient access to energy to survive winter without adverse effects and to ensure that newcomers have sufficient basic and domestic items shortly after arrival. A reserve stock will be maintained for emergency needs. Partners will target assistance to ensure that available resources reach the most vulnerable and are appropriate for the different needs of men, women, boys and girls. Moving the entire newcomer assistance programme into cash through ATM transfers will achieve savings on logistics and enable the assistance to be tailored to the specific needs of newcomers, based on their gender and age. A comprehensive monitoring and evaluation system will also be set up for all programmes with a significant cash component.

## SOCIAL COHESION AND LIVELIHOODS

### 2013 ACHIEVEMENTS AND IMPACT

Efforts are increasingly being made to support Lebanese institutions and host communities coping with the refugee influx. In regard to the latter, to date, 194 of such projects have been completed or are in the process of completion at the local level. These include projects to expand capacity of local medical facilities, to improve water treatment and supply and waste disposal, to build or rehabilitate communal spaces and to strengthen capacities of social development centres. A number of partners are now establishing more wide-ranging livelihood programmes with focus on women, youth and persons with specific needs. Efforts to assist Lebanese municipalities, institutions and service providers to cope and respond to the needs of both Lebanese and refugees, has been mainstreamed across all sector interventions, including health, education, shelter, water and sanitation.

### CHALLENGES

The significant lack of funding remains a major barrier to the work of the sector. Restrictive government policies regarding the provision of livelihood opportunities for Syrians in the face of growing public concerns about competition for jobs and limited local market prospects present additional challenges. Competition in the informal job market has driven wages down, while prices for basic necessities have increased. The majority of refugees (86 per cent) are living in communities where the majority of vulnerable Lebanese also reside. Both populations are severely affected by the poor quality of public services, hard-to-get-by job opportunities and inflation.

### 2014 RESPONSE KEY TARGETS

A comprehensive strategy, supported by robust funding to promote social cohesion and self-reliance, will effectively tackle both the expression of conflict and causes of tension in refugee-hosting communities. This will be done by reinforcing service provision through host community support projects defined by the community as sources of tension or priority; scaling up livelihood activities that lead to self-reliance; expanding local conflict mitigation mechanisms; and, engaging local and national agents of change to actively combat misperceptions fuelling tensions. Most of these activities are part of the National Stabilisation Roadmap (Track 1) adopted by the Government.

# LEBANON

## SHELTER AND SETTLEMENTS

### 2013 ACHIEVEMENTS AND IMPACT

Since the onset of the crisis, 300,000 persons received shelter assistance, comprising 220,000 Syrian refugees, 57,000 Palestinian refugees from Syria, and 23,000 vulnerable host families. Shelter activities included cash-for-rent, weather proofing insecure dwellings, and rehabilitation of collective centres, unfinished buildings and temporary shelter settlements. The identification of shelter alternatives, including adequate sites for formal tented settlements, remained a priority.

### CHALLENGES

Rising rental costs and the lack of large available buildings that could be rehabilitated for refugees' use hamper shelter solutions. With the protracted crisis, more refugees are resorting to informal settlements. Currently, more than 420 such settlements exist in the country, primarily in the Beka'a and northern regions. They offer poor sanitation facilities, are fire prone, and some located in floodable areas, thus endangering the life and health of refugees, especially during winter. The same is true for the 15 per cent of the population that live in garages, warehouses and unfinished buildings. There is often little possibility to establish dedicated areas for women, play areas for boys and girls, or access to adequate WASH facilities for the elderly and persons with disabilities.

### 2014 RESPONSE KEY TARGETS

The goal of the strategy will be to assist 920,000 persons of concern, including 794,000 refugees, 28,000 Lebanese returnees and 98,000 members of host communities. Interventions will provide safe and dignified emergency shelter to newly arriving families; improve and maintain the shelter conditions of vulnerable households; and upgrade properties of Lebanese host families. Priority will be given to assist refugees living in informal settlements and other insecure dwellings including through weather proofing and site improvement; cash for rent; and, to establish formal tented settlements. Collective shelter management will be strengthened to address issues such as solid waste management and electric power consumption.

## WASH

### 2013 ACHIEVEMENTS AND IMPACT

Throughout 2013, access to an adequate quantity of safe water for affected populations was ensured through a number of activities, including the distribution of 6,129 household water filters, installation of 6,354 water tanks, and over 15,000 individuals benefiting from ongoing water-trucking. Sanitation needs have been addressed by constructing or rehabilitating 3,453 latrines and establishing services for disposal of wastewater. Over 675,000 family hygiene kits and 243,000 baby kits were distributed. Environmental health services were provided to 26,000 PRS, and sewage and water systems in all 12 Palestine refugee camps were maintained and repaired. Some 203,000 affected Lebanese and 43,000 refugees have also benefited from efforts to rehabilitate water systems and wastewater projects, and ongoing solid waste assistance is benefiting 29,365 refugees and 172,900 Lebanese in host communities.

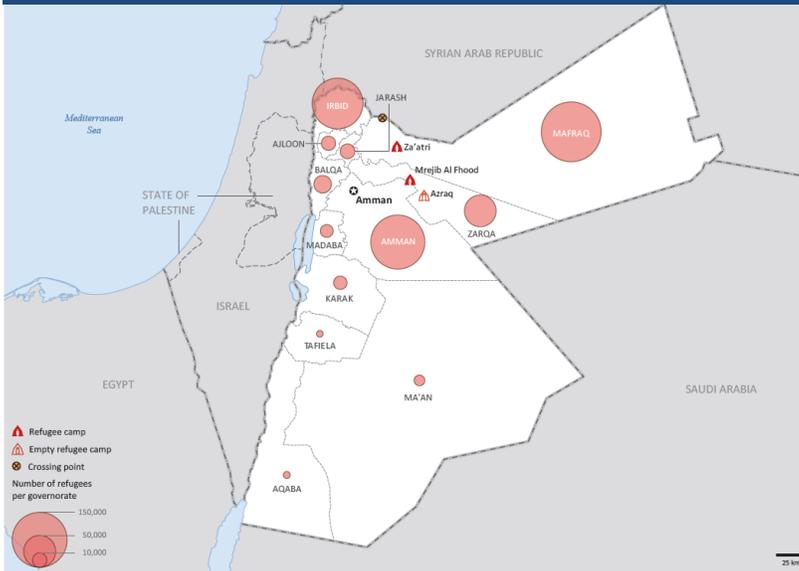
### CHALLENGES

The increase in refugee numbers has put significant pressure on national water and wastewater systems, resulting in a deterioration of services for local communities. Capacities to address WASH needs remain stretched, compounded by limited funding and a complex environment. Many refugees have found shelter in informal settlements or substandard dwellings with poor or non-existent WASH facilities. Overcrowding in Palestine refugee camps is a pressing concern as fragile water and solid waste systems are further burdened by new arrivals.

### 2014 RESPONSE KEY TARGETS

The 2014 WASH strategy prioritizes meeting critical needs with short-term emergency interventions. These interventions include addressing the needs of newcomers' and those in informal settlements; improving sustainability and cost-effectiveness through the adoption of longer-term solutions, especially with respect to water systems, solid waste collection and environmental management of wastewater; and ensuring the ability to respond rapidly and adequately to significant changes in needs, such as those arising from a mass influx of refugees or disease outbreak through continued preparedness activities. Installation of sanitation and hygiene facilities will continue to be accompanied by community-based promotion activities regarding best practices in hygiene.

# JORDAN



## Target populations:

1,000,000 Syrian refugees

500,000 people in host communities

## Current Syrian refugee population

563,000

## Partners in the response:

ACF, ACTED, ActionAid, ADRA, AVSI, CARE International, Caritas, CVT, DRC, FAO, FCA, FPSC, FRC, Global Communities, HI, ICMC, ILO, IMC, Internews, INTERSOS, IOCC, IOM, IRC, IRD, IRW, JEN, JHAS, JHCO, JRS, KnK, LWF, MA, Madrasati Initiative, MdM, Medair, Mercy Corps, MPDL, NICCOD, NRC, OPM, Oxfam, PU-AMI, Questscope, RHAS, RI, SCI, SCJ, Taghyeer, TDH, TDH I, Triangle GH, UN Women, UNDP, UNESCO, UNFPA, UN-Habitat, UNHCR, UNICEF, UNOPS, UPP, WarChild UK, WFP, WHO, WVI

## Sector working groups:

Protection; Food security; Education; Health; Shelter and settlements; NFIs; Cash; WASH

## 2013 YEAR IN REVIEW

The population of Jordan is six million people. Syrian refugees constitute almost 10 per cent additional to this population. The projected figure of 800,000 refugees by the end of 2014 would increase this to 13 per cent. Between January and November 2013, 250,000 Syrian refugees were welcomed by Jordan, at an average rate of 26,000 per month. Although the Government of Jordan (GoJ) maintains an open border policy, refugees are facing increased obstacles to reaching the border and crossing to safety. The total number of refugees who arrived prior to 2013 and are registered with UNHCR has reached 550,000. There is currently no waiting time for registration.

Approximately 20 per cent of Syrian refugees in Jordan reside in refugee camps. The largest refugee camp is Zaatari, which is administered by the GoJ-appointed Syrian Refugee Camp Directorate with the support of UNHCR. More than 350,000 Syrians have been registered in Zaatari camp since opening in July 2012. The GoJ estimates that over 90,000 Syrians have returned to Syria in 2013, although many of these may have subsequently re-entered Jordan. Following a GoJ-UNHCR joint verification in November 2013, 75,000 people are estimated to be living in the camp. Reflecting the continued insecurity in Syria, it is projected that up to 200,000 refugees will be living in camps by the end of 2014. In the camps, refugees are more vulnerable and dependent on the provision of assistance and services across the different sectors. Improvements have been made in the efficiency and quality of these services, while in 2014, there will be a greater emphasis on market-based programming in some sectors.

Approximately 80 per cent of Syrian refugees in Jordan are living in non-camp settings in urban and rural areas. As of November 2013, there are 420,000 refugees residing outside of camps. The densest populations are in northern and central Jordan. Syrians in urban areas purchase water, electricity and shelter through the Jordanian national market, and are granted access to public services, including health and education. They also benefit from subsidies on some basic commodities. This has resulted in additional pressure on Jordan's scarce resources.

Harsh weather conditions, in both the summer and winter, require timely and targeted responses across the sectors. Over 15,000 pre-fabricated caravans have been provided in Zaatari, while significant steps have been taken to ensure effective winterization of the camps, and to provide additional support to urban refugees during the winter months.

In urban and rural areas alike, the generosity of Jordanian neighbours and community groups have supported many of the most vulnerable Syrian households, in addition to aid from humanitarian agencies and charities. However, as these community coping mechanisms and safety nets become saturated, additional support to refugees and host communities are required to ensure that vulnerabilities are not exacerbated and to prevent tensions within communities.

Approximately 75 per cent of refugee households are living in rented accommodation. Refugees perceive cost and availability as the main obstacles to accessing adequate shelter. Food and shelter/rent are reported as the highest monthly expenditures. Refugees cite basic household items as among their highest unmet needs. The limited livelihood opportunities and rising market prices have resulted in a significant income gap – between JOD 230 to 400 per household per month.

In 2014, the Syrian refugee response in Jordan is based upon five strategic objectives. These include i) strengthening the protection of Syrian refugee men, women, girls and boys in Jordan and preventing and responding to violations of protection norms; ii) ensuring effective protection, reception of and assistance to Syrian refugees in camps; iii) providing protection and humanitarian assistance to refugees in non-camp settings; iv) reinforcing the resilience of host communities; and v) strengthening linkages with medium and longer-term host community resilience plans. Enhancing the existing capacity of the GoJ to respond to the immediate crisis is an integral part of the response.

# JORDAN

Sector	Achievements
<p><b>PROTECTION</b></p> 	<ul style="list-style-type: none"> <li>• <b>110,694</b> children and 42,273 adults benefitted from psychosocial support</li> <li>• <b>4,421</b> UAC/SC and children at risk received multi-sectoral services (2,288 girls and 1,953 boys)</li> <li>• <b>86</b> child and youth friendly spaces and <b>24</b> women safe spaces operational</li> <li>• <b>11,640</b> Syrian refugees received legal counselling and legal advice</li> </ul>
<p><b>FOOD</b></p> 	<ul style="list-style-type: none"> <li>• <b>415,658</b> non-camp refugees assisted through food vouchers</li> <li>• <b>114,316</b> beneficiaries received food assistance through in-kind general food distribution and partial vouchers in Za'atri camp</li> <li>• <b>11,765</b> school children received date bars in camp schools</li> </ul>
<p><b>EDUCATION</b></p> 	<ul style="list-style-type: none"> <li>• <b>107,861</b> Syrian children registered in public schools</li> <li>• <b>106,595</b> vulnerable Syrian and Jordanian children in received education supplies</li> <li>• <b>185</b> Jordanian public schools supported to increase learning space through double-shifting, refurbishment, and prefab classrooms</li> </ul>
<p><b>HEALTH</b></p> 	<ul style="list-style-type: none"> <li>• <b>204,206</b> children (6 month to &lt;15 years) vaccinated against measles</li> <li>• <b>3,549</b> beneficiaries of life-saving and essential tertiary health care</li> <li>• <b>943</b> service providers trained on mental health, psycho-social support quality of care, MISIP, clinical management of sexual violence and RH standards of care</li> </ul>
<p><b>SHELTER</b></p> 	<ul style="list-style-type: none"> <li>• <b>62,319</b> tents distributed for emergency shelter</li> <li>• <b>13,881</b> pre-fabricated container shelter units have been distributed in Za'atri Camp, Emirates Jordan Camp and King Abdullah Park</li> <li>• <b>15,374</b> shelters in camps supported with winterization materials</li> </ul>
<p><b>CORE RELIEF</b></p> 	<ul style="list-style-type: none"> <li>• <b>499,894</b> blankets distributed</li> <li>• <b>301,293</b> mattresses distributed</li> <li>• <b>159,611</b> hygiene kits distributed</li> <li>• <b>82,334</b> kitchen sets distributed</li> </ul>
<p><b>CASH</b></p>	<ul style="list-style-type: none"> <li>• <b>137,345</b> families received regular cash assistance as a cash complement towards basic household needs (unconditional)</li> <li>• <b>18,049</b> families received urgent one-time Cash Assistance (conditional)</li> <li>• <b>17,614</b> families received regular cash assistance as a cash complement towards basic household needs</li> </ul>
<p><b>WASH</b></p> 	<ul style="list-style-type: none"> <li>• <b>510,000</b> beneficiaries connected to the water network and 122,017 beneficiaries of water trucking</li> <li>• <b>144,884</b> beneficiaries with access to adequate latrines</li> <li>• <b>201,920</b> beneficiaries reached through hygiene promotion</li> </ul>

# JORDAN

## PROTECTION

### 2013 ACHIEVEMENTS AND IMPACT

UNHCR has continued to expand its registration capacity in 2013, both in camps and in urban areas, with the opening of new registration centres in Irbid and Amman. This has contributed to the elimination of registration backlogs, so that Syrians in Amman and Irbid are registered on the same day that they first approach registration centres. Other achievements include the introduction of biometric technology (iris scan) as part of the registration process in urban registration centres and the launching of Inter-Agency Emergency Standard Operating Procedures for Child Protection and Gender-Based Violence, including detailed referral pathways for response. Inter-agency assessments were also carried out that highlighted child protection and sexual and gender based violence issues in Zaatari camp and in host communities. A range of community outreach and empowerment activities have contributed to increasing peaceful coexistence between refugee and host communities, and increasing the protection space for refugees in Jordan.

### CHALLENGES

Insecurity both at the Syrian-Jordanian border and in Zaatari camp presents challenges to the protection of refugees in Jordan. Further protection challenges include limited access to self-reliance programmes, risk of statelessness for children who are not registered at birth, and increasing tensions between refugee and host communities. The Protection Sector continues to grapple with providing specialized services to refugees dispersed throughout Jordan, and the Sector will work on improving the outreach capacity of available services, particularly in light of reports that Syrian refugees, in particular persons with disabilities, and women and girls, often do not leave their homes due to security concerns and other constraints limiting their freedom of movement.

### 2014 RESPONSE KEY TARGETS

The Protection strategy in Jordan is centred on i) ensuring access to basic rights, including the right to seek asylum and timely access to registration and documentation as a prerequisite for proper protection delivery; ii) expanding community outreach and development of community-based protection mechanisms while ensuring that women, girls, boys and men are engaged in the planning, implementation and evaluation of services; iii) mitigating and reducing the risks and consequences of SGBV; iv) ensuring that emergency child protection interventions are strengthened; v) and exploring third country resettlement/durable solution options. In 2014, Protection actors will continue to invest in the strengthening of administrative institutions and practice, including through continued partnership with GoJ institutions, such as the Ministry of Interior, the Ministry of Planning and International Cooperation, the Syrian Refugee Camp Department, the Family Protection Department, the Juvenile Police Department and the Ministry of Social Development.

## FOOD

### 2013 ACHIEVEMENTS AND IMPACT

By September 2013, WFP distributed food vouchers to 97 per cent of registered refugees in host communities (nearly 350,000 refugees). Food assistance has been provided to all refugees in camps. Markets were established in Zaatari camp in early September 2013, allowing a gradual transition from dry food rations to voucher assistance. UNHCR has additionally provided welcome meals at the border for 25,000 refugees arriving at night and WFP has provided ready-to-eat welcome meals for new arrivals in Zaatari camp. In coordination with UNICEF, WFP has also provided fortified date bars to nearly 11,000 students in Zaatari camp, while UNHCR has provided fortified porridge as a supplement for children six to 24 months old.

### CHALLENGES

The deterioration of food security inside Syria has resulted in new refugee arrivals showing a poorer nutritional status. Food safety and quality are further compromised by unofficial border crossings of agricultural and livestock products, leading to a risk of trans-boundary animal diseases and pests. Improving equity of assistance between registered refugees and host communities in an effort to mitigate tensions is also a challenge. Another major concern is the increased demand and the consequent rise in prices for resources, such as water and food, which is leading to increased dependency on food assistance.

### 2014 RESPONSE KEY TARGETS

The Food Sector strategy aims to save lives and protect livelihoods through food and nutrition assistance to Syrian refugees in Jordan and livelihood support to vulnerable Jordanian households. The response will build on existing retail and agricultural market structures and channel humanitarian assistance through voucher/cash systems to the extent possible. This is intended to support the Jordanian market economy. In 2014, assistance to refugees living outside camps will be more specifically targeted to identify and reach the most vulnerable families. Emergency interventions for disease surveillance, vaccination and treatment of livestock will be of equal importance.

## EDUCATION

### 2013 ACHIEVEMENTS AND IMPACT

The number of Syrian children registered in both camp schools and Jordanian public schools increased significantly in 2013 from 30,000 children in March 2013 to over 86,000 children in late September 2013. This represents 44 per cent of the total number of school-aged children registered with UNHCR. UNICEF, together with the Ministry of Education (MoE), has ensured that Syrian children benefit from free access to public schools across the country, regardless of their legal status. Remedial and catch-up classes have also been provided in both host communities and camps to enable vulnerable Syrian children to overcome difficulties resulted from extended periods without school access. Nearly 3,000 teachers, counselors, and MoE staff have undergone training to strengthen capacity to respond to students' needs. Training included basic induction to teaching methodologies and identifying and dealing with psychosocial needs of students.

### CHALLENGES

While the GoJ is committed to continuing support to the education of vulnerable Syrian children to resume with their formal schooling in Jordan, the increasing number of Syrian refugees is placing enormous pressure on an already strained public education system. The lack of space and capacity in public schools hinders continued access to education for Syrian girls and boys. Furthermore, Syrian parents in host communities face economic and geographical challenges, which prevent them from sending their children to school. As the vulnerability of Syrian refugee families increases, responsive practices such as child labour and early marriage are frustrating children's educational opportunities. Persons with special needs are often the most affected group by access challenges .

### 2014 RESPONSE KEY TARGETS

In 2014, UNICEF and its partners will continue to work to ensure that all vulnerable Syrian boys and girls have access to appropriate learning opportunities wherever they are, recognizing that uninterrupted access to education is central to shaping their future and that of their country. The Education Sector strategy will also target psychosocial support and reducing the risk of child labour and early marriage through access to education.

## HEALTH

### 2013 ACHIEVEMENTS AND IMPACT

The GoJ, through the Ministry of Health (MoH), has maintained a policy of free access for registered Syrians living outside of camps to primary and secondary care in public facilities. Primary health care and essential secondary care continued to be provided for unregistered Syrians through a network of NGO clinics. In camps, UNHCR's health information system provides camp coordination groups and the MoH with timely information to respond to outbreaks as well as weekly health indicators to track coverage. Outside camps, a number of assessments have shed light on the gaps between needs among both Syrian refugees and Jordanian host communities and coverage of corresponding services. Coordination platforms at national and provincial levels have been strengthened by WHO and UNHCR, with increasing utilization of data and survey results to guide their work to ensure gaps and emerging needs are addressed. Direct support to the MoH has been intensified in recognition of the massive burden on the national health care budget posed by the Syrian refugee presence, including in-kind support to strengthen immunization capacity.

### CHALLENGES

Among the challenges faced is insufficient involvement of the Syrian community in the Health Sector, with informal Syrian providers remain outside of the mainstream coordination mechanisms in Zaatari. There is also insufficient quantitative information about the access and update of non-camp refugees to health care services and their health status.

### 2014 RESPONSE KEY TARGETS

The overall aims of the Health Sector for 2013 are to i) reduce excess morbidity and mortality; ii) minimize the impact on the host community in order to promote peaceful co-existence and continue development gains; iii) support the MoH to continue to meet the needs of refugee women, girls, boys and men and those of the host population; and iv) promote male and female refugee participation and engagement. In addition, there should be continued monitoring of refugee health status, access to and coverage of services, especially for the most vulnerable, disaggregated by gender and age. In response to a polio outbreak in Syria, partners have developed a prevention and response strategy .

## CORE RELIEF ITEMS

### 2013 ACHIEVEMENTS AND IMPACT

Over 250,000 refugees arriving in Zaatari camp since 2012 have received NFIs including blankets, mattresses, kitchen sets, jerry cans and hygiene items. For people who are already in Zaatari camp, there is now a distribution centre for NFIs with dedicated mechanisms to identify and prioritize access for the most vulnerable in the camp. From January to September 2013, refugees in camp and non-camp settings have received over 90,000 jerry cans; over 140,000 hygiene kits; 430,000 blankets; 75,000 kitchen sets; over 8,000 heating stoves; 263,000 mattresses; and 67,000 clothing sets.

### CHALLENGES

The high turnover of residents in Zaatari camp has presented a logistical challenge. It has been a challenge to ensure that the specific needs of women, girls, boys and men are taken into consideration when providing targeted assistance. This will be addressed by establishing mechanisms to better target and monitor the impact of NFI support.

### 2014 RESPONSE KEY TARGETS

The overarching objective of the NFI Sector in 2014 will be to ensure that the targeted population has access to items necessary to fulfilling their basic household needs. A recently established team dedicated to ensuring access to distribution sites for those with specific vulnerabilities such as reduced mobility will continue its work to ensure access for all. In both camp and non-camp settings, a more coordinated system for monitoring distributions will be put in place. The NFI Sector will work with the Protection Sector and the Protection from Sexual Exploitation and Sexual Abuse Task Force on developing codes of conduct, strengthening complaints mechanisms and accountability systems, with an explicit focus on NFI distribution sites. A large part of the 2014 NFI Sector strategy will be preparing for extreme weather conditions in both summer and winter, in camp and non-camp settings.

## CASH

### 2013 ACHIEVEMENTS AND IMPACT

Cash Sector partners have been providing three types of cash assistance depending on the particular profile of the beneficiary family: i) regular monthly cash assistance or time-bound monthly assistance; ii) one-off or staggered urgent cash assistance to address a specific financial shock or need that is not covered by other forms of available assistance; iii) seasonal or specific assistance including winterization support or support for new arrivals. By September 2013, the Cash Sector has collaborated with other Sectors to access and assist 8,246 families with urgent cash assistance, 24,930 families with regular cash assistance, and 9,268 families with seasonal assistance. A coordination mechanism was also established to avoid duplication in areas where multiple actors are providing assistance and cash assistance interventions have succeeded in filling gaps left by other forms of assistance.

### CHALLENGES

Needs assessments continue to demonstrate that the majority of Syrian households in non-camp settings are still in need of ongoing livelihood support, or cash assistance. The funds available, however, cannot meet the need for cash assistance. It is expected that by the end of 2013, cash transfer programmes will cover only 60 per cent of the recorded humanitarian needs of Syrian women, girls, boys and men living in urban and rural areas.

### 2014 RESPONSE KEY TARGETS

In 2014, the Cash Sector aims to provide the following types of targeted support on the basis of coordinated assessment and evidence-based needs: i) urgent cash assistance to mitigate financial shocks and any immediate critical needs; ii) time bound/ongoing cash assistance; and iii) seasonal or other one-off cash assistance to over 137,000 vulnerable Syrian individuals. The Cash Sector response strategy will emphasize the link between immediate humanitarian assistance and longer-term interventions. Standardized tools and assessments will be shared and all cash assistance will be closely coordinated with other sectors.

## SHELTER AND SETTLEMENTS

### 2013 ACHIEVEMENTS AND IMPACT

In 2013, the shelter and settlement achievements in camps included the development and transformation of Zaatari camp from an emergency camp to an upgraded infrastructure and basic services camp, providing accommodation for approximately 110,000 people. In Zaatari, 67,600 emergency tents were distributed, porches of 14,771 tents had been winterized, and a significant number of tents were replaced with approx. 15,000 pre-fab container dwellings by the end of October 2013. This improved living conditions, and provided more privacy and dignity to residents. Achievements also included the development of a new camp at Azraq, which is ready to receive an initial population of 52,000 people. Upgraded apartments of a permanent building in the Cyber City Transit site offered a longer-term shelter solution to inhabitants.

### CHALLENGES

The main challenge has been the steep rise in the price of rented accommodation. This has impacted both the most vulnerable refugees who cannot afford to rent adequate shelter in urban and rural areas, as well as the level of support that agencies are able to give to these families. This has led to other difficulties such as overcrowded conditions, poor quality structures or temporary shelters, rapid depletion of family savings, increased risk of eviction and increasing tensions with host communities, among others.

### 2014 RESPONSE KEY TARGETS

The primary aim of the Shelter Sector is to ensure that Syrian refugee women, girls, boys and men can reside in housing that provides the necessary protection, reaches the appropriate standards and with secure tenure. There are five key response strategies in providing adequate shelter support to refugees: i) upgrading sub-standard housing units; ii) increasing the quantity of adequate housing that is available, affordable and accessible to refugees; iii) providing conditional financial assistance; iv) adapting dwelling units to overcome harsh weather conditions; v) enhancing awareness of tenure rights and empowering refugees and vulnerable families to be independent.

## WASH

### 2013 ACHIEVEMENTS AND IMPACT

The WASH Sector has provided WASH facilities for all refugee women, girls, boys and men in camps reaching over 100,000 individuals. Facilities have also been provided in schools, youth/child friendly spaces and other public places. The WASH Sector has offered assistance within host communities through the provision of equipment, the operationalization of two boreholes and rehabilitation of household-level water and sanitation infrastructures, which has increased the availability of potable water and benefitted more than 200,000 people. The WASH Sector coordination structures were strengthened and benefited from the contribution of over 17 INGOs/NGOs at the national and camp levels (Zaatari and Azraq).

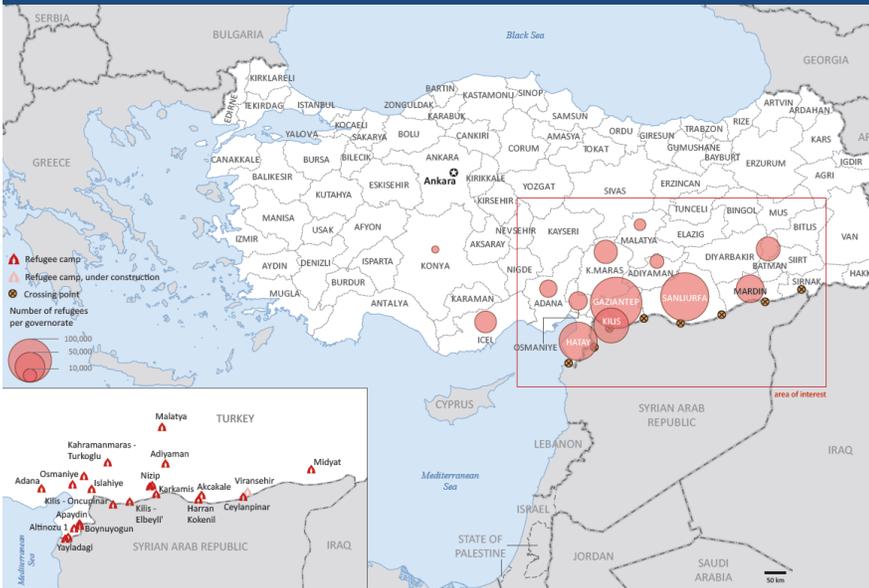
### CHALLENGES

Major challenges include water management and meeting the costs of transport and disposal of wastewater. Camp residents in Zaatari have installed appliances that require a greater supply of water than is available. W Disposal of wastewater is an unavoidable and major expense. Communal facilities remain a target for vandalism and have low rates of use, particularly in older parts of Zaatari camp. The growing need in the camps has restricted scaling up of activities in other urban and rural areas. Syrian refugee population movements, departure and arrival of new refugees in camp and non-camp settings, coupled with lack of capacity within the WASH Sector among national NGOs are major impediments to the implementation of WASH activities .

### 2014 RESPONSE KEY TARGETS

The main aim for the forthcoming year is to replace facilities initially established during the first phase of the emergency with more sustainable measures and to enhance equitability of service provision to the refugee population in both camps and non-camp settings. The WASH Sector strategy is guided by the coordination of effective delivery of services, longer-term development efforts including the protection of Jordanian water reserves and the development of ongoing assessments, monitoring and reporting mechanisms.

# TURKEY



## Target populations:

1,000,000 Syrian refugees

## Current refugee population:

536,371

## Partners in the response:

FAO, IOM, UNDP, UNFPA, UNHCR, UNICEF, WFP, WHO

## Sector working groups:

Protection; Education; Basic needs and essential services; Health; Food; Livelihoods for Host Communities and Syrian populations

## 2013 YEAR IN REVIEW

The rapid increase in the flow of new arrivals from Syria, especially during the second half of 2012, has not subsided in 2013. The large majority of Syrian refugees are residing in host communities with Turkish relatives or independently in urban areas mostly in the provinces of Hatay, Gaziantep, Sanliurfa and Mardin, as well as Istanbul. The remainder live in camps where they receive protection and assistance. Since January 2013, the number of camps in Turkey has increased from 14 to 21, spread over 10 provinces signifying a dramatic increase.

The Government of Turkey (GoT) plays the lead role in determining and implementing assistance provided to Syrian refugees through the Prime Ministry Disaster and Emergency Management Presidency (AFAD). AFAD reports spending over 2 billion USD on the Syrian refugee response in Turkey so far. The GoT conducts registration and extends Temporary Protection to all Syrian arrivals. As of 30 November 2013, the number of Syrian refugees in camps set up and run by AFAD stood at over 205,000, while around 330,000 non-camp refugees had been registered. The GoT estimates that the total number of non-camp refugees is significantly higher. Women and children make up 75 per cent of the refugee population, with 50 per cent being children. According to a recent AFAD survey, about 17 per cent of the head of households in camps and 22 per cent outside camps are women. Refugees living outside the camps face great challenges in accessing essential services and often live in sub-standard conditions. In January 2013, the GoT started registering non-camp Syrians in one coordination centre, and during the course of the year, registration activities have expanded throughout the southeast.

Refugees residing in camps managed by AFAD are provided with food, shelter, education, basic services and medical assistance. Food assistance in the camps is supported by the UN, over 118,000 refugees benefitted from food assistance through the e-food card programme implemented by WFP and supported by UNHCR. The adoption of a revised Syrian curriculum, following authorization from the Government, has expanded access and sustainability of education. More than 80,000 children have received education support in the form of materials and school clothes. Vocational training courses, including language classes, are implemented in all camps. Under the Temporary Protection regime Syrian refugees have no legal right to work in Turkey, which presents an obstacle to addressing their livelihood needs, although there are some positive developments in this regard. Significantly, the Ministry of Health in July 2013 amended the 'Regulation on Procedures and Principles for Employment of Foreign Health Personnel in Turkey' in order to facilitate (voluntary) employment of Syrian health professional service providers in the camps. UNHCR provided training to over 500 AFAD officials on international refugee protection, including the main principles of temporary protection (admission, non-refoulement, standards of reception), registration, voluntary repatriation, civilian character of asylum, groups with special needs, referral mechanisms under the national legislation, community services, SGBV, participatory approaches and community involvement in camp management, and the code of conduct.

While efforts are also being made to address the needs of the increasing numbers of the urban population, so far these have been ad hoc and limited. Most notably, Syrians outside the camps have access to free health services as of January 2013, although the implementation varies among different provinces. Some support has been provided to vulnerable refugees among the urban population by the local authorities and NGOs, but only a small portion of the non-camp refugees in need has been reached so far.

# TURKEY

WFP | K. Inglis



Sector	Achievements
<p><b>PROTECTION</b></p> 	<ul style="list-style-type: none"> <li>• <b>16,171 refugee</b> children in camps reached with activities facilitated by youth workers in camps</li> <li>• <b>657</b> youth volunteers trained by youth workers to conduct activities with youth and children</li> <li>• <b>630</b> camp officials, provincial social workers and Syrian women were trained on psycho-social support, with reference to SGBV</li> <li>• <b>519</b> Government officials trained on international protection</li> </ul>
<p><b>FOOD</b></p> 	<ul style="list-style-type: none"> <li>• <b>118,060</b> beneficiaries assisted through e-food cards in 14 camps to the value of US\$ 39.5 million</li> </ul>
<p><b>EDUCATION</b></p> 	<ul style="list-style-type: none"> <li>• <b>80,733</b> children supported with education supplies and clothing for school</li> <li>• <b>1,232</b> teachers trained in Child Friendly Education and INEE standards</li> <li>• Vocational training centers in <b>16</b> camps provided with vocational training materials</li> </ul>
<p><b>HEALTH</b></p> 	<ul style="list-style-type: none"> <li>• <b>3,350,000</b> polio vaccinations provided to the Ministry of Health</li> <li>• <b>61,000</b> hygiene kits distributed to refugees in camps</li> <li>• <b>5,000</b> doses of glucantime for treatment of coetaneous Leishmaniasis provided to the Ministry of Health</li> </ul>
<p><b>CORE RELIEF</b></p> 	<ul style="list-style-type: none"> <li>• <b>39,500</b> mini-fridges distributed in camps</li> <li>• <b>63,701</b> children in the camps assisted with clothing</li> <li>• Contingency items (kitchen sets, medium blankets, jerry cans, sleeping mats, rub halls) for <b>40,000</b> persons procured and kept in stock</li> <li>• <b>12,606</b> blankets, bed sheets, pillows and mattresses distributed to 7 camps</li> </ul>

# TURKEY

## PROTECTION

### 2013 ACHIEVEMENTS AND IMPACT

Syrian refugees continue to benefit from Temporary Protection in Turkey, with the Government being the provider of first response. UNHCR is working closely with national child protection services to ensure unaccompanied children receive appropriate assistance, and is also supporting family reunification procedures including by conducting best interest determinations (BIDs) and liaising with relevant embassies and national authorities. A working group on sexual and gender-based violence (SGBV) was established to support authorities to develop strategies, information materials, manuals and SOPs to strengthen prevention and response mechanisms. UNHCR is supporting authorities to expand registration of urban Syrians through the provision of mobile registration centres and continues to advocate for strengthened registration. UNICEF has established Child Friendly Spaces staffed by trained youth workers and volunteers, facilitating recreational, sports and educational activities with over 16,000 youth and children in 17 camps. To further support the psycho-social needs of the refugee community, the number and capacity of social workers, child development experts, and psychologists for both the camp and non-camp refugees is being scaled up.

### CHALLENGES

Challenges remain in the early identification and registration of children at risk, SGBV survivors and other refugees in need of urgent and special care. Lack of awareness of existing national mechanisms, lack of public information and language barriers are obstacles for refugees to access services.

### 2014 RESPONSE KEY TARGETS

Humanitarian partners will continue to support national structures and strengthen the Government's efforts to extend protection to Syrian refugees by providing guidance, training and expertise on refugee protection standards, including on registration, camp management, voluntary return, the identification and response to persons with special needs, child protection, and prevention and response to SGBV. The network of community centres, where legal counselling services, psychosocial support and referrals, vocational and language training will be made available, will be expanded to assist refugees in host communities. A UNHCR Protection Service Centre, including a call centre, will be established to provide individual counseling and referrals and ensure timely protection interventions. Training and technical support will be implemented for social workers and other service providers on psychosocial support and SGBV prevention and response. The number of child development experts will be expanded for both the camp and non-camp caseloads. Resettlement will be pursued in cooperation with the Government as a durable solution for those refugees identified as having the most urgent protection needs. UNHCR aims to submit up to 10,000 persons for resettlement in 2014, resources allowing.

## FOOD

### 2013 ACHIEVEMENTS AND IMPACT

WFP through its electronic food card programme in partnership with the Turkish Red Crescent (TRC) provide beneficiaries with 80 Turkish liras (approximately USD 40 per person) per family member per month, redeemable in selected shops to procure food commodities and support a well-balanced diet of at least 2,100 kcal per person per day. WFP monitoring results show that Syrians in WFP/TRC supported camps are generally food secure, with 90 per cent having acceptable food consumption scores and undertaking low levels of negative coping strategies. As of the end of November, WFP had provided over USD 39,5 million through the e-food card programme in Turkey, resulting in a positive economic impact on local host communities, as 100 per cent of the funds transferred to beneficiaries are spent in shops that are owned, managed and run by local retailers. Food assistance in fourteen camps has reached some 118,000 Syrians (58 per cent of the current camp population).

### CHALLENGES

A Government request to scale up assistance to reach all Syrians in camps could not be met due to funding shortfalls. In order to carry out the WFP pilot for food assistance outside of camps, a funding commitment by the international community or the Turkish Government is required to support a large-scale programme of assistance outside camps following the pilot. Similarly, the horticulture activities planned by FAO inside and outside camps under RRP5 could not be implemented due to insufficient funding.

### 2014 RESPONSE KEY TARGETS

In conjunction with AFAD and in line with needs, WFP and its partner TRC will seek to provide assistance to the full estimated camp population of 300,000 refugees during 2014 with the existing modality of electronic food card assistance. WFP stands ready to support the Government to assist vulnerable Syrians living outside camps. A pilot programme that would allow WFP to support the Government with technical assistance and to trial a modality of assistance can be implemented if adequate funding were to be made available.

## EDUCATION

### 2013 ACHIEVEMENTS AND IMPACT

The average enrolment rate for children in primary schools in camps has reached 60 per cent for the 2012/13 academic year. Estimates based on the AFAD Survey indicate that only approximately 14 per cent of school aged children outside of camps are attending school. A number of vocational courses, including language courses, as well as extra-curricular activities are provided in all camps. NGO partners have also begun to provide vocational and language training in urban areas. Access to education for children with disabilities remains a significant challenge. Educational materials, tents, prefabricated schools, furniture and supplies for newly built schools have been provided alongside training and support for camp teachers. A system of cash incentives has been established to remunerate teachers in lieu of salaries. Child Friendly Spaces where recreational and extra-curricular activities are conducted have been established in most camps through TRC.

### CHALLENGES

Access to and the quality of education in camps and host communities remain critical. Many Syrian children living in Turkey have now missed up to three years of education. Lack of accreditation, language barriers and the lack of formal documentation may deter enrolment in Turkish schools. In non-camp settings, the lack of schools and transportation to schools present significant obstacles.

### 2014 RESPONSE KEY TARGETS

Child Friendly Spaces will be expanded in host communities and there will be an increase in educational support in the form of catch-up classes and other development activities. In camps, learning spaces will continue to be established. Outside camps, capacity of schools will be increased to receive non-camp Syrian children. New prefabricated schools are planned and school-feeding for non-camp schools and cash support to the most vulnerable families will be provided. Partners will continue to provide education materials and support vocational training, extra-curricular activities, remedial and language classes. In order to strengthen the quality of education for Syrian children, relevant and structured training will be provided for teachers and teaching personnel.

## HEALTH

### 2013 ACHIEVEMENTS AND IMPACT

AFAD reports that almost 1.6 million medical services were provided to Syrians in the camps since the beginning of the crisis, of which some 300,000 cases were referred to hospitals in various towns. As of October 2013, more than 28,000 surgical operations had been performed and 6,100 births were recorded in the hospitals. UN agencies have provided technical support on request to assist Turkish health providers, including national reference laboratories, through the provision of leishmaniasis protocols; health/hygiene kits, equipment and supplies; environmental and mental health guidelines; health assessment tools, chemical safety and training materials on chemical exposure and trauma care; health indicators; EWARN for communicable diseases; list of health education materials in Arabic and English; training service providers on emergency RH and SGBV. All received requests for assistance with supplies were met by UN agencies. In November, the Ministry of Health (MoH) launched a polio immunization campaign by with support from UNICEF and WHO in Gaziantep. UNICEF and WHO continue to provide support in the form of doses of OPV and MMR vaccines and technical expertise on disease surveillance to the MoH for the subsequent rounds of vaccination.

### CHALLENGES

There is a clear need for health coordination, information management and technical support due to the increasing number of health NGOs along Turkey/Syria border. The limited overall funding of the health sector through the RRP5 challenged the planned implementation.

### 2014 RESPONSE KEY TARGETS

Health sector activities will continue to support essential and equitable primary health care services for Syrian refugees, including: provision of essential life-saving medicines and other medical supplies; strengthening of communicable diseases surveillance and response (including immunization) to mitigate morbidity and mortality among affected and displaced population; coordination of equitable emergency health responses; streamlining of decision-making, monitoring and information management in partnership with local authorities and other actors; strengthening of health promotion, protection and intervention; and support for effective management of non-communicable diseases and mental health services .

## BASIC NEEDS AND ESSENTIAL SERVICES

### 2013 ACHIEVEMENTS AND IMPACT

Since January 2013, Syrian families accommodated in 21 camps have been assisted with cooking facilities including 34,760 hotplates, 39,500 mini-fridges, 36,260 cupboards and 8,000 kitchen sets. Some 18,500 tents were set up to provide emergency accommodation for refugee families. Some 240,000 high thermal blankets are being provided to Syrian refugees as part of the winterization programme along with 16,350 electric heaters (radiators), 16,000 jerry cans, 40,000 sleeping mats, 80,000 medium blankets and 5 rub halls to address urgent needs. In addition, 518 wheelchairs were procured for persons with disabilities. Clothing for some 65,000 children was distributed in camps and 150,000 children will be provided with winter clothes. Around 36,170 beneficiaries are using facilities provided to enhance WASH conditions in camps.

### CHALLENGES

A key challenge remains establishing harmonized vulnerability criteria for the non-camp Syrians and the identification of vulnerable refugees on the basis of these criteria, as the majority of new arrivals are in need and detailed registration and vulnerability data is not available. Many non-camp refugees have not received NFI assistance. This remains a major challenge as their numbers exceed those in camps. It has been estimated that one out of four non-camp Syrians is living in sub-standard conditions and is in need of NFI or cash assistance.

### 2014 RESPONSE KEY TARGETS

New arrivals in the camps will continue to be provided with household items including cooking facilities, dignity materials, blankets, mattresses. Almost all families in camps are provided with basic household items such as kitchen sets, bedding and clothing soon after arrival. UN agencies will provide support for continuous maintenance of existing WASH facilities and emergency preparedness planning capacity for AFAD key staff. Hygiene promotion and capacity building of refugees will be conducted. UNHCR will ensure continued coordination and monitoring in camps. According to the AFAD survey and profiling exercise, over 60 per cent of refugees living outside camps live together with seven or more people in very crowded conditions. It is therefore paramount to ensure that these refugees are reached and provided with essential support. Partners will closely work with authorities to identify the best way to provide shelter improvement including cash assistance. Partnerships with NGOs will be expanded to provide assistance more effectively, whether in the form of cash or NFI assistance.

## LIVELIHOODS

### 2013 ACHIEVEMENTS AND IMPACT

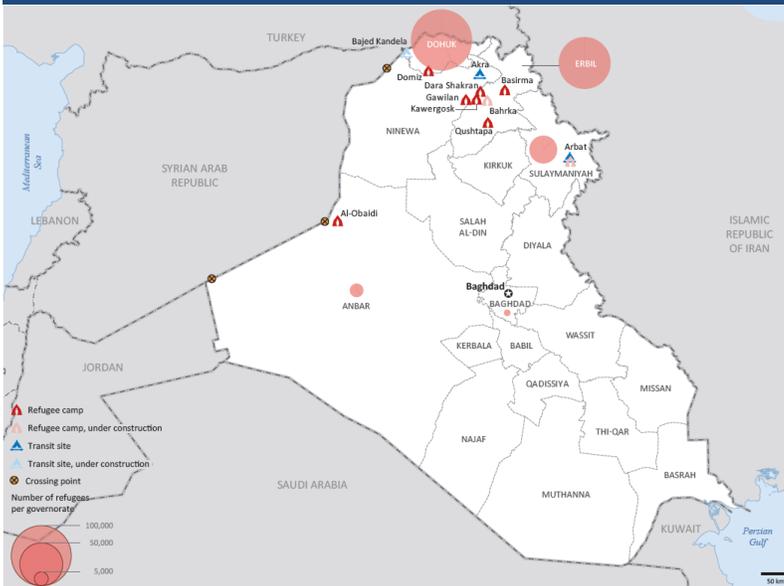
Vocational classes are taking place in several camps aimed at building the capacity of refugees and strengthening their self-reliance, with a growing number of students enrolled. Courses are given in several disciplines e.g. computer skills, hairdressing, sewing, Turkish and English language, and are proven to be beneficial to camp residents also in terms of income-generation. An important development occurred in July 2013 when the Ministry of Health amended the 'Regulation on Procedures and Principles for Employment of Foreign Health Personnel in Turkey' to facilitate (incentive-based) employment of Syrian health professional service providers in the camps.

### CHALLENGES

The majority of Syrian refugees have no legal right to work in Turkey, which represents an obstacle to addressing their livelihood needs. The unavailability of employment and livelihood opportunities increases vulnerability to SGBV, early and forced marriages, survival sex and child labour. In addition to social challenges, economic concerns arise as refugees are working informally in the region, making the job market more competitive and potentially increasing tension between the host community and the refugees.

### 2014 RESPONSE KEY TARGETS

Partners will continue to support vocational training courses and related activities in camps and build on good practices in supporting access to skills and vocational training activities for non-camp refugees. Livelihoods and social protection models such as cash-for-work, or conditional cash transfers as well as short-term grants to small and medium-sized enterprises will be designed to respond to the short-term needs of host communities. In addition, public works related to rehabilitation/upgrade of social infrastructure will be undertaken to both increase the quality of public services provided for both Turkish and urban Syrian populations, but also to create opportunities for employment.



## Target populations:

350,000 Syrian refugees  
50,000 people in host communities

## Current Syrian refugee population:

209,000

## Partners in the response:

ACF, ACTED, DRC, FAO, FRC/IRCS, HAI, HI, IMC, INTERSOS, IOM, IRC, IRW, KURDS, MAG, Mercy Corps, NRC, PEOPLE IN NEED, PU-AMI, QANDIL, Relief International, SC KR-I, SCI, STEP, Triangle GH, UNDP, UNESCO, UNFPA, UN-Habitat, UNHCR, UNICEF, UPP, War Child UK, WARVIN, WFP, WHO

## Sector working groups:

Protection; Livelihoods; Education; Health and Nutrition; Shelter; CRIs; Food; WASH

## 2013 YEAR IN REVIEW

By the end of November 2013, some 206,000 Syrian refugees had registered with UNHCR in Iraq, 97 per cent of whom are hosted in the Kurdistan Region (KR). Forty-one per cent of the refugees are female, and 59 per cent male. Forty-one per cent of the population is below the age of 18 and two per cent are aged 60 and above. Syrian refugees have entered Iraq at the border points of Al Qa'im in Anbar governorate, in Rabhia in Ninewa, and Sehela and Peshkahpor in the KR. Between 15 August and 14 September a major influx occurred through the Sehela border point, with nearly 40,000 new arrivals registering with UNHCR in less than a month. Access has since been tightened, and at the end of 2013 all border points to Iraq are either closed or limited to exceptional medical cases.

While some 40 per cent of the refugees are hosted in camps, over 60 per cent are residing in local communities in the three Kurdistan Region (KR) governorates of Erbil, Dohuk and Sulaymaniyah and in Anbar governorate. Many of these are highly vulnerable, living in sub-standard accommodation and struggling to maintain sufficient household incomes to sustain their families. Refugees living outside of camps were targeted with protection outreach and other important interventions, including cash assistance and community-based projects which also serves to benefit host communities.

Service provision in camps was complicated by overcrowding in the existing camp at Domiz and the opening of a further 12 camps or transit sites across the KR. By the end of 2013, these were consolidated into a smaller number of permanent sites with a priority focus on planning and camp management continuing.

Among those newly arrived refugees who have registered in the KR since 15 August, some 13.5 per cent have a specific need, with the main categories of special needs being serious medical conditions, single parents, people with legal protection problems, women at risk, and pregnant women. Strategic priorities for assistance to refugees include the provision of registration and documentation, child protection, sexual and gender based violence (SGBV) protection interventions, shelter, life sustaining items and access to basic services including legal and psycho-social support as well as the development of self-reliance activities.

With the onset of cold and wet weather in late 2013, more than 150,000 refugees in Iraq received a distribution of UNHCR winter items, while distributions of winter clothing, extra kerosene, heaters, and tent insulation were also completed.

It is estimated that up to 77 per cent of school-aged refugee children across the region have not enrolled in school and the rates are not better in Iraq, despite calls by the KRG for all Syrian children to be given access to education. To support enrollment, education sector partners implemented a strategy to construct additional schools and classrooms, refurbish existing facilities, provide furniture and teaching materials, and added WASH facilities to schools.

The UNHCR-led response was coordinated through eight sector working groups, and with relevant ministries and structures of the Government of Iraq (GoI) and the Kurdistan Regional Government (KRG), UN agencies and international and national NGOs, the International Organization for Migration and the Iraqi Red Crescent Society.



Sector	Achievements
<p>PROTECTION</p> 	<ul style="list-style-type: none"> <li>• <b>210,000</b> Syrian refugees are now registered in Iraq</li> <li>• <b>2,000</b> refugees each month assisted through the PARCs</li> <li>• <b>100%</b> of identified UAMs received a Best Interest Determination</li> </ul>
<p>FOOD</p> 	<ul style="list-style-type: none"> <li>• <b>135,224</b> food vouchers distributed to Syrian refugees</li> <li>• Nearly <b>8,500</b> students receive high-energy snacks in school each day</li> <li>• More than <b>500,000</b> meals distributed by local communities, KRG and civil society</li> </ul>
<p>EDUCATION</p> 	<ul style="list-style-type: none"> <li>• <b>14,700</b> Syrian children facilitated to enroll in school</li> <li>• <b>7,200</b> children received psychosocial support</li> <li>• More than <b>100</b> learning spaces/schools installed, constructed or refurbished</li> </ul>
<p>HEALTH</p> 	<ul style="list-style-type: none"> <li>• <b>97,000</b> primary health consultations carried out in Domiz and Al-Qa'im camps</li> <li>• More than <b>42,000</b> children and youth received vaccinations</li> <li>• <b>14,500</b> antenatal visits to mothers and babies conducted</li> </ul>
<p>SHELTER</p> 	<ul style="list-style-type: none"> <li>• More than <b>58,000</b> tents distributed across Iraq</li> <li>• <b>7,270</b> tent foundations and kitchens constructed</li> <li>• <b>Four</b> new permanent camps completed or under construction</li> </ul>
<p>NON FOOD ITEMS</p> 	<ul style="list-style-type: none"> <li>• CRI kits distributed to all new arrivals, and replacement kits ongoing</li> <li>• Estimated more than <b>166,000</b> beneficiaries of CRIs</li> <li>• More than <b>72 per cent</b> of refugees reached with specific winter items</li> </ul>
<p>WASH</p> 	<ul style="list-style-type: none"> <li>• More than <b>88,500</b> refugees access latrines, showers, water and waste disposal</li> <li>• <b>122,000</b> beneficiaries reached with hygiene promotion activities</li> <li>• <b>17,000</b> children benefit from WASH in schools</li> </ul>

## PROTECTION

### 2013 ACHIEVEMENTS AND IMPACT

Despite the influx of more than 40,000 within a month in August-September, the registration backlog has been cleared and more than 210,000 Syrian refugees are now registered in Iraq. With over 60 per cent of Syrian refugees residing in host communities, the Protection Assistance Reintegration Centres (PARCs) are being strengthened to ensure adequate response to their protection needs. A monthly average of 2,000 refugees were being assisted through the PARCs with registration, legal assistance and social services. About 63 per cent of refugees are women and children with specific protection needs, and there has been a focus on child protection, sexual and gender based violence (SGBV), and legal and psycho-social support for vulnerable individuals. Protection monitoring and follow up on individual cases has been strengthened, and mass information campaigns on education, birth registration, and other topics have been completed.

### CHALLENGES

The ongoing closure of borders into Iraq, along with increased security concerns throughout Iraq, may further restrict Syrian refugees' ability to access safety. Non-camp refugees are more difficult to access, and maintaining the protection space in urban locations requires enhanced coordination with and support for host communities and local authorities. Lack of enrolment in education and difficulties in accessing the labour market continues to be significant concerns for refugees. Girls in particular are more likely not to have enrolled in education.

### 2014 RESPONSE KEY TARGETS

Response partners will continue to call for access to territory for Syrians fleeing from conflict. Registration will continue to be a priority to ensure adequate documentation and identification of vulnerable refugees. The quality of registration, profiling and documentation will be improved and maintained to enable freedom of movement and ensure assistance and referrals are provided. Child protection activities will be enhanced, the risk of SGBV will be reduced, and the quality of responses improved. Community based support will be enhanced through more physical spaces for recreational and psycho-social support services. Solutions will be provided for the up to 1,000 vulnerable refugees who may require resettlement from Iraq.

## FOOD

### 2013 ACHIEVEMENTS AND IMPACT

In Domiz camp, food vouchers valued at 12.57 million USD have been distributed to 62,000 refugees on a monthly basis during the first three quarters of 2013. In Al Qa'im camp, food parcels have been distributed since December 2012 to over 6,000 refugees on a monthly basis, while a complementary food allowance of 15 USD per person/month were in place for a three month period starting January 2013. The programme will resume at the end of the year. School feeding at camp schools in Al Qa'im and Domiz started in March and April 2013. WFP provides children with a nutritious fortified biscuit each school day. In Domiz, the Ministry of Education provides children with milk and fresh fruit. As of November, over 8,970 students were assisted through WFP's school feeding programme implemented in camps across Iraq. At the peak of the influx of Syrian refugees from mid-August, an estimated 500,000 meals were distributed by local communities, the Kurdistan Regional Government and civil society.

### CHALLENGES

Security concerns negatively affect access to the camps, particularly Al Qa'im, while congestion at Domiz camp creates bottlenecks in service delivery. Underfunding continues to limit services, and restricted access to the labour market are among the biggest challenges for refugees. The lack of refugee purchasing power limits refugees ability to purchase complementary food, and increases aid dependence.

### 2014 RESPONSE KEY TARGETS

The response strategy in 2014 will meet the immediate food needs (basic and complementary food) of vulnerable refugees through regular distribution of adequate food assistance to refugees living in camps and provision of cash assistance to EVIs (mostly refugee families residing in non-camp settings). It will also promote regular school attendance and adequate learning capacity of school children in the camps through the provision of a daily, micronutrient-fortified nutritious snack. Meanwhile, partners will seek to obtain adequate and regular information on the humanitarian needs of refugees through assessments across Iraq, assessing the needs of refugees in camps and the host communities.

## EDUCATION

### 2013 ACHIEVEMENTS AND IMPACT

RRP5 partners facilitated the enrolment of over 14,700 Syrian children in educational facilities both in camp and in host community schools, with equal opportunity being provided to both boys and girls. During the last six months, eight schools were rehabilitated in Al Qa'im, three pre-fabricated schools were constructed in Domiz, and other 40 tented classrooms were provided with educational supplies in the new camps in Qushtapa, Kawergosk, Basirma, Akra and Gawilan camps. All pre-fab structures are designed to facilitate access for disabled children. 14 Community Learning Centres from which about 1,700 youth, women and men have been benefitting. A major 'Back to School' campaign in November promoted the importance of refugee children attending school and highlighted that there was now increased availability of opportunities for them.

### CHALLENGES

Existing Arabic speaking schools in the KR are insufficient to accommodate the existing and expected number of Syrian refugee children in the non-camp settlements, while the cost of education (transport, learning materials, uniforms etc) is also a barrier. Most of the Syrian children have already been out of school for more than a year, and many also have psychosocial support needs, both of which serve to limit their ability to integrate into school in Iraq.

### 2014 RESPONSE KEY TARGETS

Within the context of the "No Lost Generation" strategic framework, the sector strategy will ensure that children will be able to access education, will be protected from harm and violence, and will seize opportunities before them. MoE will be supported to train teachers in the use of Arabic language, while 3,500 teachers and staff will attend trainings in pedagogy, classroom management and psychosocial support. Additional learning spaces, refurbishments and expansions will be provided in camps and within existing school facilities in urban communities to absorb more refugee children. Back to school campaigns will be organized to attract the participation of all children needing education (90,000 primary; 30,000 secondary; and 10,000 early childhood).

## HEALTH

### 2013 ACHIEVEMENTS AND IMPACT

Despite the influx of refugees from 15 August, health services and supplies continued. Vaccinations campaigns to prevent measles and polio continued, as did the provision of vitamin A supplements and deworming. Systems for communicable disease surveillance and early detection of outbreaks have been established in the camps, along with Primary Health Centres (PHC) that are delivering a free-of-charge package of essential health services, including reproductive health and mental health. More than 97,000 consultations were carried out in Domiz and Al-Qa'im camps, while almost 5,000 patients were referred to secondary and tertiary care in the camps. More than 42,000 children and youth were vaccinated with measles, while some 14,000 were fully covered with routine Immunization antigens. More than 24,000 children receiving Vitamin A supplementation. More than 700 pregnant mothers were listed and followed up by volunteers for neonatal care, with more than 14,500 antenatal visits conducted. The Health Information System has been harmonized across the camps.

### CHALLENGES

Government efforts to provide support to health services are dwindling. The increasing number of refugees in host communities is exerting additional strain on an already fragile and overloaded health system. Ongoing security concerns are also affecting access to beneficiaries. Furthermore, additional human resources will be required for curative and preventive health with the establishment of new camps.

### 2014 RESPONSE KEY TARGETS

At the camp level, the response will ensure that there is at least 1 PHC for 10,000 people. The primary health package will include treatment of diseases and injuries/disabilities, immunizations, prevention and control of outbreaks, standard practice of HIS, promotion of proper nutrition, integrated community case management, reproductive and child care, mental health and psychosocial support, functional referral system, and environment health. For non-camp refugees, the main priorities will be to ensure free access to health services and that the host population's access is not hindered by the influx of refugees. Host community health systems will be strengthened by supporting PHC and referral facilities near the camps or with high concentrations of refugees, uninterrupted provision of medicines, supplies and equipment, training for health practitioners, and community promotion.

## NON FOOD ITEMS

### 2013 ACHIEVEMENTS AND IMPACT

The provision of Core Relief Items (CRI) has been a key component of the response to the Syrian refugee emergency in Iraq and supports the protection of this vulnerable population. Upon arrival to the camps, each refugee family received an “on arrival” CRI kit. In addition, ongoing replacement of CRI has been occurring in already established camps in Domiz and Al Qa’im. During 2013 refugees in camps and in the community have benefited from the distribution of more than 155,000 blankets, 168,000 quilts, 25,000 hygiene kits, 84,000 jerry cans, 25,000 kitchen sets, 121,000 mattresses, 58,000 plastic tarpaulins, 19,000 stoves, 60,000 sanitary napkins and 150,000 baby diapers. With the onset of winter in late 2013, some 72 per cent of the refugee population benefited from the distribution of UNHCR’s winter items, while RRP5 partners contributed by distributing extra kerosene, heaters, tent insulation, and clothing items to refugee households in both camp and non-camp locations in Iraq.

### CHALLENGES

The activities under this sector was challenged by the absence of a clear mapping as to where the new arrivals and uncertainty of the placement of the refugees when they cross the border. As a result the sector has often had to react to needs rather than being proactive with kits available upon arrival at a logical destination.

### 2014 RESPONSE KEY TARGETS

The sector will target blanket (100 per cent) coverage of the camp population for CRI. In addition, the broader non-camp population will be supported via the distribution of physical CRI or vouchers allowing the purchase of these items. The CRI will be broad in scope, and may include household items, clothing, shoes and kerosene. In addition to the replacement of CRIs, the distribution of seasonal CRI to ensure winter preparedness for Syrian refugees in camps and non-camp settings is planned, both in the Kurdistan Region and at Al Qa’im in the Anbar governorate.

## LIVELIHOODS

### 2013 ACHIEVEMENTS AND IMPACT

An ability to secure sufficient income is one of the key needs, with assessments showing that Syrian refugees in Iraq are not financially self-reliant, and struggle to find sustainable livelihood opportunities. Cash assistance to some 750 vulnerable refugee families has been provided, as have over 2.5 million USD in cash and in kind contributions from the community. Refugees have received assistance with skills training, toolkits and materials to help establish small businesses, while livelihoods projects as diverse as, for example, the establishment of greenhouses, bee-keeping, and transport were implemented successfully in 2013 across Iraq. Quick Impact Projects in the areas of health, education and other infrastructure were implemented to increase access to basic services for the benefit of both refugee and host communities and to help sustain the overall local economies.

### CHALLENGES

Registered refugees receive residency permits and enjoy access to the labour market in the KR. However, no new residency permits have been provided since early April for Syrians living outside camps, nor are they provided for the Al Qa’im population. Competition for jobs in the labour market may have the effect of driving wages down to unacceptable levels and causing resentment between the host and refugee population.

### 2014 RESPONSE KEY TARGETS

Interventions providing individual support through employment generation initiatives, public service provision and SME promotion are prioritized. Skill matching hubs and referral programmes will aim to directly find work for refugees, as will cash for work programmes that offer incentives for businesses to hire refugee workers. Agencies will use training and direct investment through loans and grants in small business development and start-ups as priority activities. Vocational education and skills training programmes will also be established in camp and non-camp settings to assist 15,000 people, and direct investment in government-run training centres will further strengthen this sector. Quick impact projects will continue to support resilience-based development.

## SHELTER

### 2013 ACHIEVEMENTS AND IMPACT

In the KR, 12 new transit centres and camps were developed to accommodate thousands of families that arrived since 15 August, and these were consolidated into several permanent camps. A major new camp at Darashakran was opened, while phase 6 of Domiz camp is around 85 per cent complete. In total, more than 58,000 tents were distributed across Iraq, while concrete foundations are being laid for around 7,000 tents in the newly established locations. In Al Qa'im, a major accomplishment was the relocation of the refugees from camp 1 and 2 to Al Obaidy camp, located further from the border. Al Obaidy was equipped with tents and all necessary infrastructure, including leveling and demarcation and the provision of administration and management caravans. In the Central and Southern governorates and in Al Qa'im (Al Obaidi Camp), continued coordination with the emergency cell for camp expansion, and minor rehabilitation in Al Qa'im camp 2, which is being maintained in the event of an influx. Shelter assistance (materials and maintenance) tool kits were also provided to refugees living outside of camps. More than 4,100 tent insulation kits were also fitted in Kawergosk, Gawilan, Qushtapa, Basirma camps and Arbat transit site, in an effort to help refugees stay warm through the winter.

### CHALLENGES

This significant number of new arrivals has placed immense pressure on shelter and other infrastructure in Domiz, while the opening of temporary and permanent sites creates challenges. Assisting refugees with shelter in non-camp settings remains a challenge.

### 2014 RESPONSE KEY TARGETS

All individuals arriving in transit centres and camps will be prioritized for emergency shelter provision, the adequacy of which will be measured by the potential to ensure mitigation of harsh weather conditions especially during the winter. Secondly, plastic sheeting as well as inputs to further build up the cement walls around the tents. For refugees living outside of camps, persons with special needs will be prioritized for support to maintain or improve their shelter, while others may receive shelter grants, shelter kits, or other assistance. Refugees will also receive materials to further increase insulation on the tent foundation.

## WASH

### 2013 ACHIEVEMENTS AND IMPACT

WASH sector partners have provided WASH services to the refugees at the border points as well as in transit and permanent camps throughout 2013, benefiting more than 130,000 refugees along with members of host communities in central and northern Iraq. This has included some 72,000 beneficiaries connected to the water network, more than 50,000 beneficiaries of water trucking, around 90,000 people with access to adequate latrines, some 75,000 beneficiaries with access to showers, and more than 75,000 people with access to solid waste collection and disposal. More than 122,000 beneficiaries were reached through hygiene promotion to prevent and control the spread of disease. Meanwhile, more than 17,000 children benefited from new and expanded WASH facilities in schools. These achievements came amid the rapid expansion of camps and sites due to the mid-year influx of refugees, and reflect the rapid response of Government and partners to provide essential services for refugees.

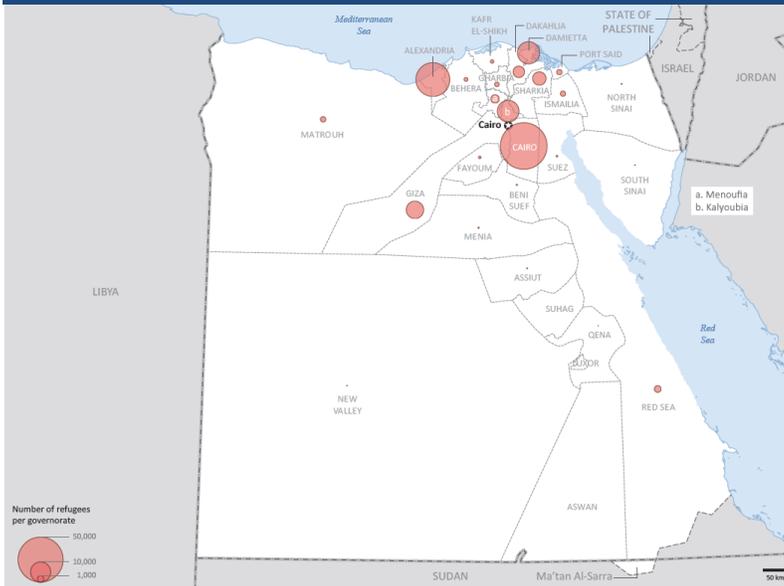
### CHALLENGES

Challenges to the operation and maintenance of water and sanitation services include the misuse of WASH facilities by refugees, high operation and maintenance costs, wastewater management (regular de-sludging required), a deep water table (more than 200 meters), and the lack of an existing sewerage system in the KR.

### 2014 RESPONSE KEY TARGETS

The sector response will ensure access for Syrian refugees to safe water (20 -50 litres per person/day), sanitation services (latrines, baths 4-8 families per unit in transit camps), solid waste management and hygiene promotion. Other priorities include the provision of WASH in schools, clinics and child friendly spaces, winterization (hot water, increased de-sludging etc), identifying more sustainable cost efficient technologies, and provision of WASH CRIs. Specific to non-camp areas, assessment of host community areas' water, sanitation needs and development of priority plans with respective northern and central authorities will be undertaken.

# EGYPT



## Target populations:

100,000 Syrian refugees

## Current Syrian refugee population:

128,000

## Partners in the response:

AMERA, AMU, CARE, Caritas, CAKL, CRS, CEOSS, IOM, IRW, KG Supervisors League, Mahmoud Mosque Society, ODWC, Plan International, PSTIC, Refugee Egypt, Resala, Save the Children, St. Andrew's Education Service, Tadamon, TDH, UNFPA, UN-Habitat, UNHCR, UNICEF, UNRWA, WFP, WHO

## Sector working groups:

Protection, Health, Education, Food security, Basic needs and Livelihood

## 2013 YEAR IN REVIEW

Egypt witnessed a period of intense political transition, leading to considerable instability in many spheres. The initial Regional Response Plan 5 (January-December 2013) projected that up to 100,000 Syrian refugees would enter Egypt during 2013. This figure was surpassed in November, when UNHCR registered 130,000 Syrians. With no camps, Syrian refugees are currently living in three main urban areas in Egypt: Greater Cairo, Alexandria and Damietta, as well as other smaller urban areas throughout the country.

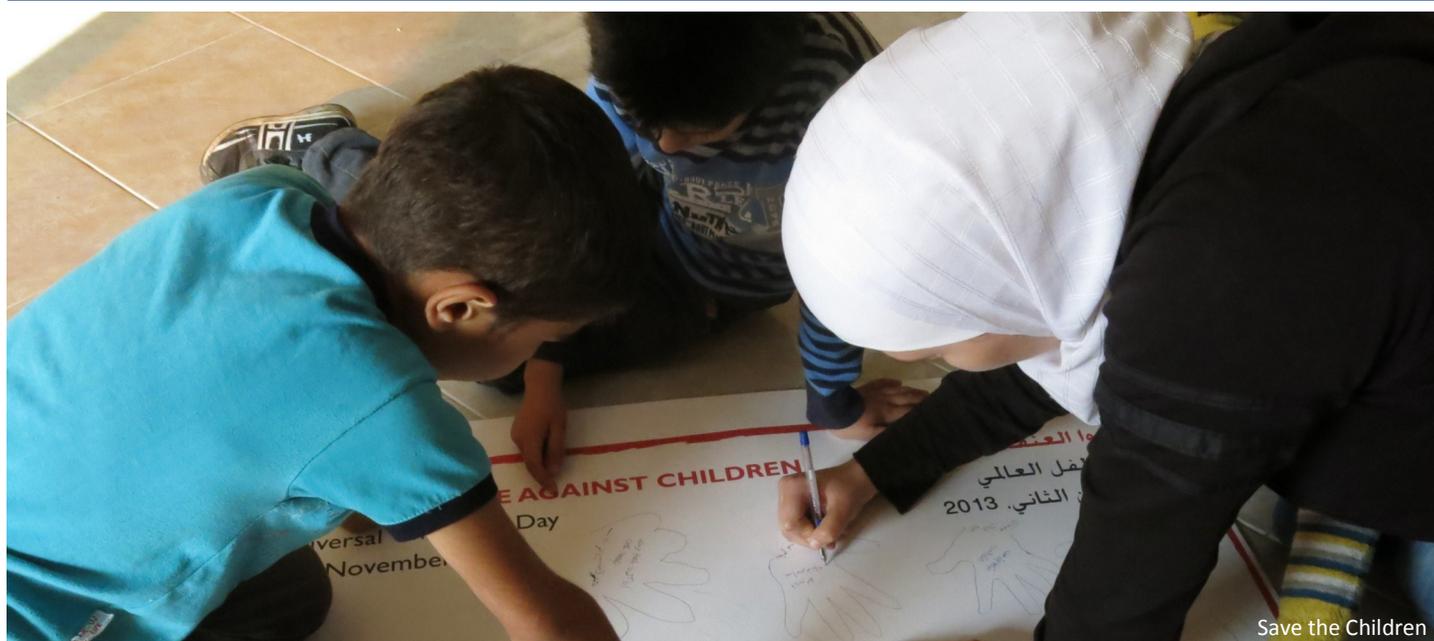
Visa restrictions and security clearance were imposed on Syrians refugees after 30 June 2013, resulting in a significant decrease of new Syrian arrivals. Nonetheless, the number of Syrians who arrived prior to the new visa restrictions continue to approach UNHCR for registration, and access to assistance and protection. During the second half of 2013 there was an increase in the arrests of Syrians, reportedly for violation of residency regulations and significant numbers were arrested while attempting irregular departure from Egypt to Europe. Tensions between host and refugee communities are increasing, and represent an additional challenge to the response.

Humanitarian partners have worked to respond to the needs of Syrian refugees, and advocacy work with the Government has been intensified. Registration was enhanced through registration in Cairo and mobile registration in other areas of the country, and activities on child protection and prevention and response to gender-based violence were implemented.

Cash assistance represents a pillar of the response in Egypt, and it has been regularly provided to some 80,000 most vulnerable individuals through monthly or emergency assistance. WFP began distributing food assistance to Syrian refugees in February 2013 and has significantly scaled-up, benefiting more than 70,500 refugees in November. Nearly 330,000 food vouchers were distributed as of November, and assistance was extended to Palestine refugees from Syria, with the support of UNRWA with nearly 2,000 beneficiaries a month. More than US\$9.1 million were injected into the local economy through the voucher programme, and host communities—particularly women—actively involved in the distribution process.

Over 27,000 education grants were distributed to boys and girls to assist families to cover costs related to school enrolment. Health assistance was also scaled up, and Syrians benefitted from around 35,000 visits to primary health care, and more than 15,000 visits to secondary and tertiary health care. The health response focused on support to Ministry of Health (MOH) primary health care (PHC) facilities and strengthening the capacity of humanitarian partners to provide health care to Syrian refugees in Egypt.

With a projected Syrian refugee population of 250,000 by the end of 2014, humanitarian partners will work to ensure that refugees fleeing Syria are able to access the territory, seek asylum and have their basic rights respected, as well as facilitated durable solutions for those with specific protection needs. Partners will work together to ensure that the population has sufficient basic and domestic items, access to housing; that food assistance is provided to the most vulnerable and food insecure; that unimpeded access to education opportunities is provided; and that Syrian refugees in Egypt have improved access, quality and coverage to comprehensive primary health care and life saving and emergency care. Activities aim at expanding geographical assistance and reach refugees in various Governorates.



Save the Children

Sector	Achievements
<p><b>PROTECTION</b></p> 	<ul style="list-style-type: none"> <li>• More than <b>128,000</b> Syrian refugees registered</li> <li>• <b>1,550 children</b> benefitted from child friendly spaces</li> <li>• <b>3,640</b> Syrian refugees received protection/legal counseling</li> <li>• <b>373</b> Syrian refugees participated in focus groups discussions raising awareness about SGBV</li> </ul>
<p><b>FOOD</b></p> 	<ul style="list-style-type: none"> <li>• <b>329,823</b> food vouchers distributed</li> <li>• <b>70,569</b> refugees provided with monthly food vouchers</li> </ul>
<p><b>EDUCATION</b></p> 	<ul style="list-style-type: none"> <li>• <b>32,000</b> children enrolled in primary and secondary education</li> <li>• <b>27,873</b> school age going children received education grants and 930 vulnerable cases assisted</li> <li>• <b>3,000</b> students enrolled in higher education</li> </ul>
<p><b>HEALTH</b></p> 	<ul style="list-style-type: none"> <li>• <b>34,550</b> visits to primary health care, including child health</li> <li>• <b>15,286</b> visits to secondary health care, tertiary health care, including emergencies</li> <li>• <b>2,092</b> antenatal care visits</li> </ul>
<p><b>BASIC NEEDS</b></p> 	<ul style="list-style-type: none"> <li>• <b>22,341</b> individuals provided with household and clothing items</li> <li>• <b>21,506</b> vulnerable families receive cash</li> <li>• <b>3,358</b> refugees with potential to become self-reliant identified</li> </ul>

## PROTECTION

### 2013 ACHIEVEMENTS AND IMPACT

Registration was enhanced through registration in Cairo and mobile registration in other areas of the country, increasing by 10 times the number of refugees registered from January to November 2013. Response partners have increased advocacy efforts, including joint advocacy efforts, with the Government aimed at maintaining the protection space. Border and detention monitoring has taken place regularly, and partners conducted awareness campaigns on the dangers of irregular departures. The provision of legal aid has continued in Cairo and been established in Alexandria. Other achievements include enhancement of child protection, and prevention and response to SGBV through the training to staff, provision of psycho-social services, and housing for refugees with acute protection needs, and community centres and child-friendly spaces. In addition, through access to detention facilities in some governorates, UNHCR was better able to communicate with beneficiaries in detention. Communication with beneficiaries has been strengthened by the establishment of hotlines, thereby improving information flows to refugees and enabling faster responses to urgent protection incidents. The Government facilitated the release in December 2013 of most of the refugees in detention for attempting irregular departures, for which UNHCR provided coordination and support.

### CHALLENGES

New visa and security regulations have drastically impacted the rate of new arrivals of refugees fleeing Syria, with minimal new arrivals. There was also an increase in the arrests of Syrians, reportedly for violation of residency regulations and significant numbers have been arrested while trying to depart Egypt illegally. Deportations to third countries at the border and from detention centres have taken place, in particular from detention centres.

### 2014 RESPONSE KEY TARGETS

Humanitarian partners will strengthen their presence and assistance in Greater Cairo and in other governorates to provide services and support to refugees. Presence at borders and in detention centres will be reinforced; and assistance to those in detention will continue to increase. Advocacy work will continue for a more lenient application of the new visa regime. The humanitarian response focuses on prevention and response to SGBV, including through the provision of legal assistance, protective spaces, and psycho-social support to victims. Protection of children will be enhanced by the expansion of Community-based Protection networks, and of child and youth friendly spaces. Psycho-social support and cash grants for vulnerable families with children will also be provided. Humanitarian staff will be trained in resettlement criteria and methods for identifying refugees at a heightened risk within the community.

## FOOD

### 2013 ACHIEVEMENTS AND IMPACT

Food assistance to Syrian refugees through WFP has significantly scaled-up in 2013, from 7,000 Syrian refugees benefiting from food vouchers in February to 70,500 in November and a plan to reach 80,000 in December. Nearly 330,000 food vouchers were distributed as of November, and assistance was extended to Palestine refugees from Syria with the support of UNRWA, with nearly 2,000 beneficiaries a month. More than US\$9.1 million was injected into the local economy through the voucher programme, and host communities—particularly women—were actively involved in the distribution process. A system was put in place to monitor food insecurity and negative coping strategies as well as to provide a feedback mechanism for beneficiaries and partner supermarkets .

### CHALLENGES

Challenges are predominantly related to the security situation and increasing anti-Syrian sentiment in host communities including security incidents affecting staff movement and distribution plans. The implementation of the e-voucher system and support to small-scale quick impact projects in the host communities will help address these challenges.

### 2014 RESPONSE KEY TARGETS

WFP is planning to double its assistance to reach 140,000 Syrian refugees and 6,000 Palestine refugees from Syria each month by December 2014. Assistance will be shifting from geographical to vulnerability targeting with the assistance of UNHCR partners' household vulnerability assessments. WFP Egypt is in the process of transitioning to e-vouchers, and in coordination with UNHCR is preparing to move to a common assistance delivery platform, providing a single card to beneficiaries with the means to cover their food, cash and other NFI needs. Community-driven quick impact projects will be implemented in the poorest host communities with high concentration of Syrian refugees.

## EDUCATION

### 2013 ACHIEVEMENTS AND IMPACT

In 2013, some 32,000 children enrolled in primary and secondary education. Over 27,800 education grants have been distributed to approximately equal number of boys and girls; assisting families in paying for costs related to enrolment. Additional funds are available to families of children with specific needs. Special grants were provided to more than 1,480 of the most vulnerable children, and to over 45 children with disabilities and specific needs in specialized schools. In addition, 4,000 Syrian refugees benefitted from adult education. Education facilities and informal education centres were also assessed and assisted. An education working group was established and regularly attended by all partners, as well as a representative from the Ministry of Education.

### CHALLENGES

Differences in the dialect and curriculum represent a major barrier for enrolment and retention of Syrian children. In addition, overcrowded classrooms, elements of discrimination, harassment, distance to available schools and problems with transportation, as well as security for adolescent girls represent major challenges.

### 2014 RESPONSE KEY TARGETS

The response will provide support to improve and rehabilitate schools in areas heavily populated by Syrian refugees, benefiting around 85,000 children from host communities. Strong monitoring systems will be put in place for learning achievements and teacher professional development, and training will be provided to 100 teachers. A plan to improve schools for thousands of host-community and refugee children will be implemented. Key issues such as regulation of non-formal education, specialized education, psychosocial support, enrolment of pre-school children in nurseries and kindergartens, and addressing gender issues will also be targeted through access to education. Cooperation with the Ministry of Education will continue and be further expanded.

## HEALTH

### 2013 ACHIEVEMENTS AND IMPACT

Access to health services for Syrian refugees has improved and the health program has allowed refugees access to public and NGO-based health services. Syrians visiting humanitarian partners' facilities benefited from around 35,000 visits to primary health care, and more than 2,000 antenatal care visits. Special attention was also dedicated to reproductive health services. Capacity-building activities were carried out, including training of more than 500 MOH staff by WHO and UNICEF. UNICEF also provided equipment to 33 Ministry of Health primary health care facilities in Cairo, Giza, Alexandria and Damietta. Support is also provided to Syrians in need of secondary and tertiary health care. As of November, Syrians benefited from more than 15,000 visits to secondary and tertiary health care.

### CHALLENGES

Humanitarian partners face a key challenge to cover the needs of Syrians residing in remote areas in various governorates. In addition, limited capacity and expertise of local NGOs in the coordination and delivery of health services affect plans to expand access to health services. There is also a need to further intensify support and coordinate the access to public health services and support government-run facilities in refugee-dense areas.

### 2014 RESPONSE KEY TARGETS

The strategy will focus on expanding the capacity and geographical coverage of primary health care, supporting the public health system through training of staff and the procurement of equipment and supplies, strengthening the capacity of health partners providing health services to Syrian refugees, and establishing a service delivery mechanism in remote governorates/districts to meet the demand for health services and the geographical spread of refugees, and to overcome the limited capacity of implementing partners in remote areas. Furthermore, the response will support the three national polio immunization campaigns to ensure immunization of more than 13 million under 5 children in Egypt, including refugees.

## BASIC NEEDS AND LIVELIHOODS

### 2013 ACHIEVEMENTS AND IMPACT

Cash assistance has been regularly provided to 55,610 most vulnerable individuals, and one-off/emergency payments were distributed to 25,298 individuals as of November 2013. Beneficiaries of cash assistance have been selected based on 14 pre-set eligibility criteria designed according to an assessment conducted by humanitarian partners. Home visits have been conducted to complete the selection of beneficiaries and provide counselling for them. Transitional and emergency housing has been provided to 161 households facing evictions or risks of eviction. The self-reliance programme for Syrian refugees in Egypt began in mid-2013 with encouraging results. The project enables Syrian refugees in Egypt to be self-reliant and reduce the number of refugees dependent on financial assistance. Community-based protection mechanisms have been developed to accompany wage and self-employment risks. As of August 2013, the capacity of field teams has been significantly increased in order to respond to the emerging needs of Syrian refugees.

### CHALLENGES

With humanitarian partners mainly present in Damietta, Alexandria, Giza and Cairo, the scattering of Syrian refugees in Egypt and their presence in remote governorates is one of the major challenges. The deterioration of protection space for refugees and increase in rents has limited the capacity of Syrian households in finding accommodation, and respond to their basic needs. Several evictions have been reported. The political and security situation in Egypt also represented a challenge, impacting the implementation and delaying distribution in some areas.

### 2014 RESPONSE KEY TARGETS

The number of partners working in this sector will increase and focus on three main objectives: ensuring the refugee population has sufficient basic items, improving self-reliance and livelihood, and establish, improve and maintain shelter and infrastructure. Assisting vulnerable households and promotion of co-existence and inclusion with the host community will continue to be priorities. Unconditional and conditional cash-based interventions will continue, and job-matching and self-reliance programmes will be expanded. A shelter strategy has been developed, and emergency accommodation will be provided and expanded for vulnerable families in transitional and temporary apartments.







