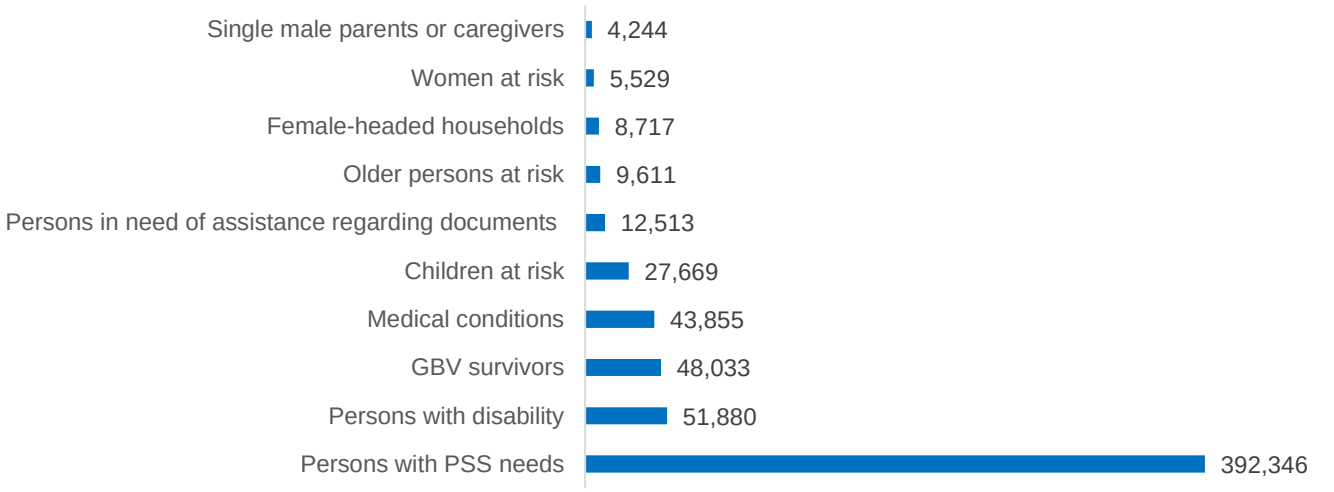
FACTSHEET

Community Centres in Syria

January – June 2025

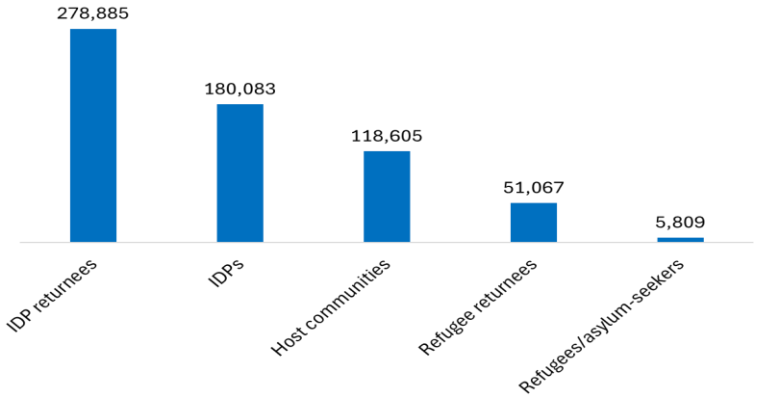
69	1,682	75
Community centres	Outreach volunteers	Mobile units

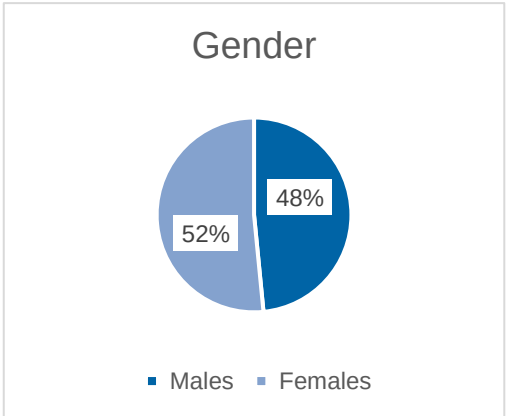
Vulnerabilities identified - 30 June 2025



Community Centers - Number of People Assisted

634,449 individuals
189,508 households
1 Jan-30 June 2025





UNHCR-Supported Community Centres

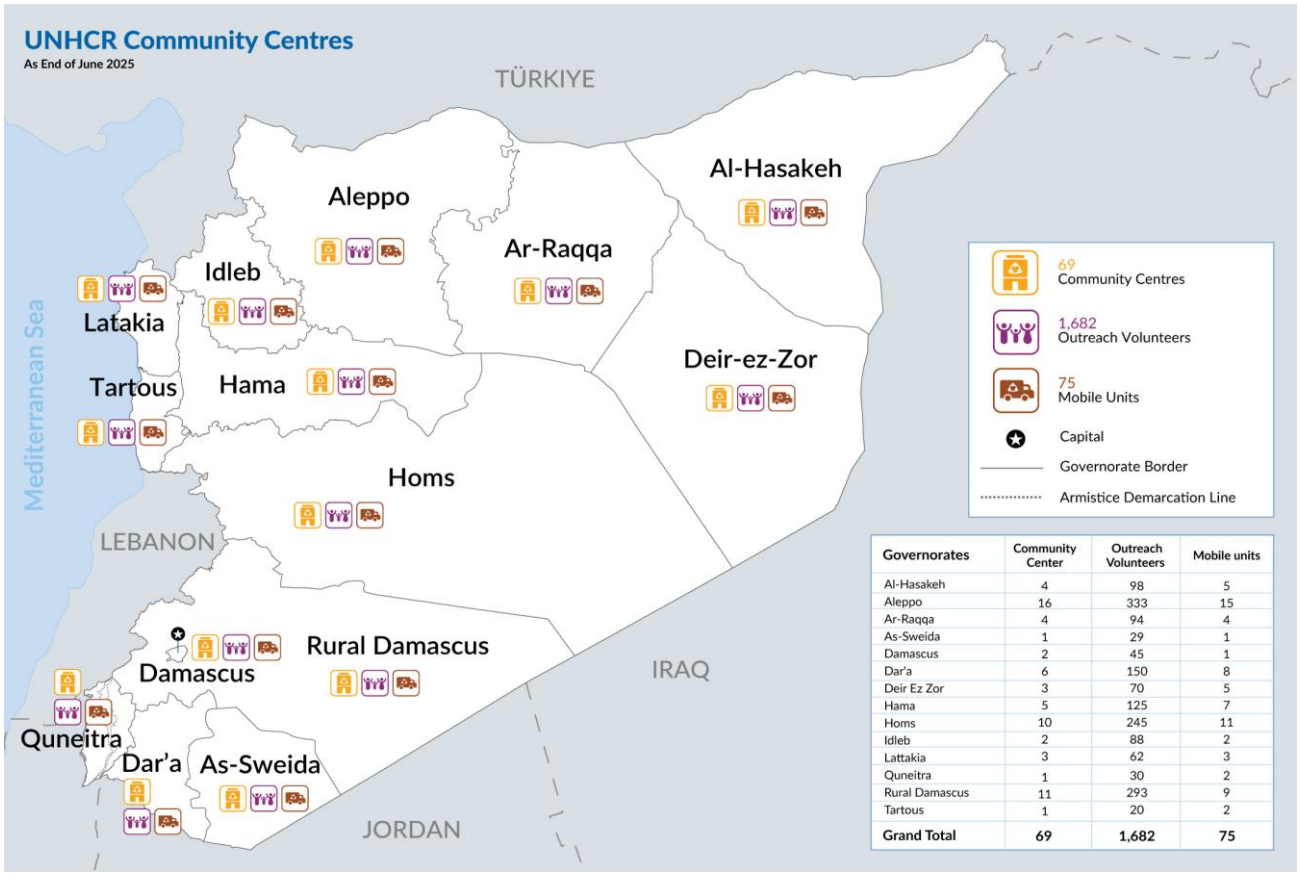
The network of UNHCR community centres in Syria is fundamental to the UNHCR Syria Protection and Solutions Strategy, bringing to the fore community participation, reaching out to affected populations, assessing protection risks and vulnerabilities using a participatory **age, gender and diversity approach**,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

"One-stop shop"

UNHCR community centres are designed as a **"one-stop shop"** providing protection interventions that include, but are not limited to, psychosocial support (PSS), gender-based violence (GBV) prevention and response, child protection case management, legal aid programmes, services for persons with disabilities and older persons, social and recreational activities, life and vocational skills development, income-generating support, awareness raising on a range of protection issues as well as consultations with communities to ensure their meaningful participation. The community centres are considered the hub where identification of needs and vulnerabilities, as well as referrals to adequate response and protection services are provided.

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

Community Centres, Mobile Units and Outreach Volunteers



Governorates	Community Center	Outreach Volunteers	Mobile units
Al-Hasakeh	4	98	5
Aleppo	16	333	15
Ar-Raqqa	4	94	4
As-Sweida	1	29	1
Damascus	2	45	1
Dar'a	6	150	8
Deir Ez Zor	3	70	5
Hama	5	125	7
Homs	10	245	11
Idleb	2	88	2
Lattakia	3	62	3
Quneitra	1	30	2
Rural Damascus	11	293	9
Tartous	1	20	2
Grand Total	**69**	**1,682**	**75**

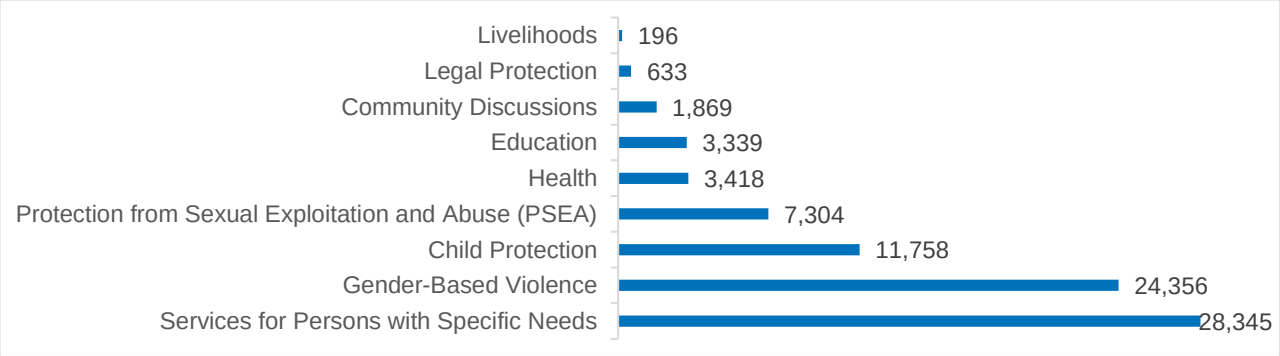
From January to June 2025, UNHCR and its partners managed **105** community centres linked to **104** mobile units. These facilities are supported by a network of **2,146** outreach volunteers **from diverse age groups and social backgrounds.** However, in June, due to funding limitations, UNHCR began closing **35** community centres across Syria. The closures followed the prioritization plan, with UNHCR retaining centres in high-return areas and in line with the area-based return support (ABRS). By the end of June, the number of UNHCR-supported community centres stood at **69**, linked to **75** mobile units. These facilities are supported by a network of **1,682** **outreach volunteers (male and female).**

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

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

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

The chart presents the quantity of individuals assisted through the community centres during the first two quarters of 2025.



Remark: UNHCR is making concerted efforts to meet the identified needs, starting with the cases that are the most at risk. The actual numbers of people assisted is much higher than what is reported, due to challenges related to timely reporting by the partners. The actual figures will be reflected in the next factsheet.

Protection Services Provided in UNHCR-Supported Community Centres

Community mobilization and outreach

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

Two-way communication and information dissemination

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

Recreational activities

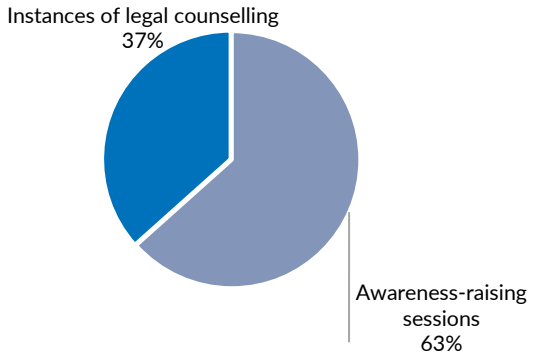
- Cultural and social events;
- Summer camps, sports, and musical activities.

Education

- Accelerated learning programmes (remedial and catch-up classes) support children to prepare for mid-year and final exams. The accelerated learning programmes also supports out-of-school children to re-enrol in the formal education system (As of June 2025, **1,871** children were reached).
- Homework café activities support children visiting the community centres by helping them to complete their homework and review their lessons with the assistance of teacher. (As of June 2025, **1,427** children were reached).
- DAFI scholarships[1] offers qualified refugee students the possibility to earn an undergraduate degree in their country of asylum. (In 2024/2025 academic year, **64** students supported through DAFI program).
- Coordination with the Ministry of Education, the Ministry of Higher Education, and the Education Sector.

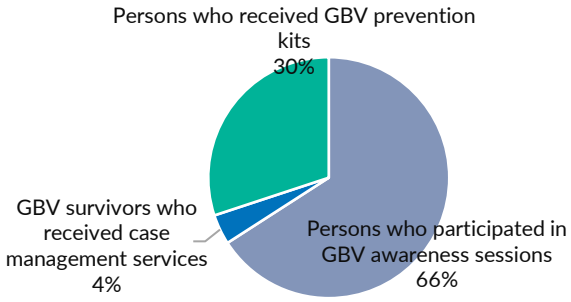
Legal aid

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



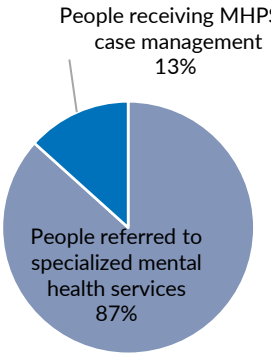
GBV services

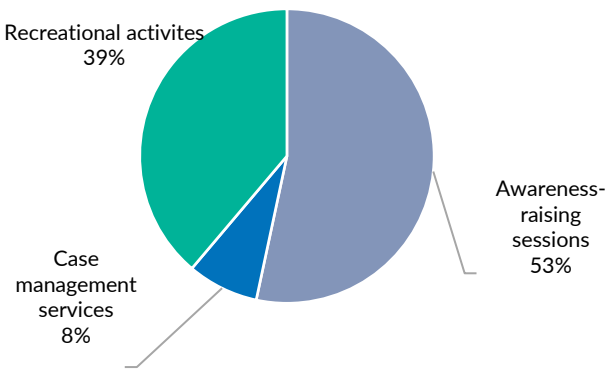
- Counselling and case management for GBV survivors and provision of dignity/hygiene kits;
- Referrals of GBV survivors to specialized services such as specialized mental health and psychosocial support services, health services, livelihood programmes, and legal services;



Mental health and psychosocial support

- Mental health and psychosocial support (counselling (groups and individuals);
- Services for persons with specific needs including rehabilitation programmes and care for older persons;
- In-kind assistance for persons with specific needs, including provision of adult diapers;
- Medical in-kind assistance for persons with disabilities.



Child protection services

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