

Syria

January-March 2019

As of end of March, UNHCR concluded its **winterization** programme with the distribution of 1,553,188 **winterized items** to 1,163,494 individuals/241,870 families in 13 governorates in Syria.

In February, UNHCR participated in the **largest ever humanitarian convoy** providing life-saving humanitarian assistance to some **40,000 displaced people** at the Rukban 'makeshift' settlement in south-eastern Syria, on the border with Jordan.

Since December a major emergency in North East Syria led to thousands of people fleeing Hajin to Al-Hol camp. UNHCR **is providing core relief items, shelter and protection support** for the current population which exceeds 73,000 individuals.

HUMANITARIAN SNAPSHOT

11.7 million

people in need of humanitarian assistance

13.2 million

people in need of protection interventions

11.3 million

people in need of health assistance

4.7 million

people in need of shelter

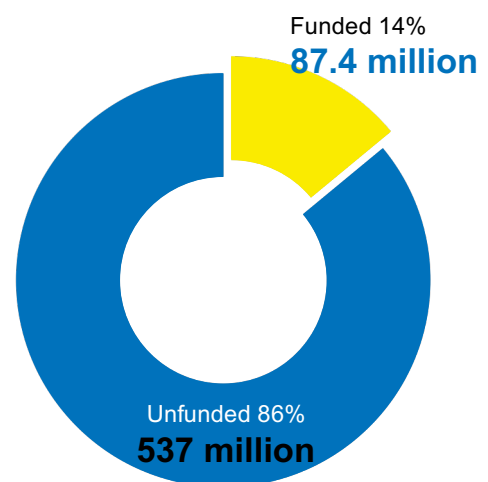
4.4 million

people in need of core relief items

FUNDING (AS OF 16 APRIL 2019)

USD 624.4 million

requested for the Syria Operation



High Commissioner meets with families in Souran in Rural Hama that have returned to their homes and received shelter assistance from UNHCR.

POPULATION OF CONCERN

Internally Displaced Persons

Internally displaced persons **6.2 million**

Returnees

Syrian displaced returnees 2018 **1.4 million***

Syrian refugee returnees 2018 **56,047****

Syrian refugee returnees 2019 **21,575*****

Refugees and Asylum seekers

Current population **32,289******

Total urban refugees **17,832**

Total asylum seekers **14,457**

Camp population **30,529*******

* OCHA, December 2018

** UNHCR, December 2018

*** UNHCR, March 2019

**** This figure excludes the camp population

***** Only 6,800 individuals that arrived to Al Hol before the recent influx are persons of concern of UNHCR.

Update on Achievements

Operational Context

In the ninth year of the crisis, the humanitarian needs in Syria remained staggering in terms of scale, severity and complexity, with protection risks persisting in a number of areas. According to the Humanitarian Needs Overview (HNO) 2019, a total of 11.7 million people are in need of humanitarian assistance, including 6.2 million people that are internally displaced. Some 5 million people are in acute need due to a convergence of vulnerabilities resulting from displacement, exposure to hostilities and limited access to basic goods and services. There are also 1.1 million people in need living in hard-to-reach locations. Major population movements took place in 2018, where 1.6 million people moved across the country.

UNHCR has verified that at least 21,575 Syrian refugees in its database in Lebanon and Jordan have spontaneously returned to Syria by end of quarter one in 2019. The numbers of returnees that are not verifiable in UNHCR database are perceived to be higher. In 2018, 1.4 million displaced persons and 56,047 Syrian refugees returned. UNHCR was successful in 2018, in ensuring that return was included in the Humanitarian Response Plan (HRP) and resources were allocated to respond to immediate and urgent humanitarian needs of returning displaced persons and refugees.

In 2019, a major emergency situation occurred in North-East Syria leading to internal displacement and loss of lives of particularly children. UNHCR responded to this emergency through an inter-agency effort in providing life-saving assistance through its NFI/Shelter and protection programmes.

Working in partnership

In compliance with UNHCR policy on the selection and retention of partners, and in view of the operation's expansion, UNHCR undertook a full-fledged partner selection process for refugees Project and Retention for IDPs and Returnees Projects for 2019, leading to the selection of one new partner.

UNHCR has so far this year 26 partners including six international NGOs, 18 national NGOs and two government entities (Ministry of Local Administration and Environment and Ministry of Higher Education). The Syrian Arab Red Crescent (SARC) is one of the key humanitarian agencies in Syria and is UNHCR's largest partner implementing projects for refugees, displaced persons and returnees.

Emergency Response

Response to emergency in North-East Syria

Since the beginning of December 2018, more than 64,000 individuals arrived from Hajin to Al-Hol camp due to hostilities related to military operations against ISIS stronghold. At least 262 persons including children died on the way to the camp, or shortly after arrival due to malnutrition or acute respiratory infections. More than 90 percent of the new arrivals are women and children, who arrived traumatized and exhausted.

All humanitarian actors on the ground intensified efforts to support the camp administration during this humanitarian emergency. Through inter-agency collaboration, UNHCR along with other UN agencies and ICRC responded through provision of core-relief items, shelter kits and tents and protection services. UNHCR and partners set up a 24 hour response teams to receive the newly displaced people, quickly identify the most vulnerable cases and provide urgent assistance, especially to unaccompanied or separated children and those who require immediate medical assistance.

Achievements



PROTECTION

Achievements and Impact

By the end of the first quarter the number of operational UNHCR-funded community centers and satellite centers stands at 92 community centers and 29 satellite centers, supported with a network of 102 mobile units and 2,654 Outreach Volunteers (ORVs).

Since the beginning of the year, UNHCR through its partner the Syrian Society for Social Development (SSSD) established two new satellite centers in Izra'a and Qunayyah villages of rural Daraa. UNHCR also upgraded the services of the satellite center in Souran rural Hama to become a community center. Additionally, a new satellite center in collaboration with GOPA was opened in Mabrooka camp area in Al-Hasskeh governorate.



©UNHCR/Antwan Chnkjji

9th grade students in a remedial class provided in Namaa kalaseh CC supported by UNHCR

UNHCR launched a project to enhance the data management system at its community centers, in order to facilitate programmes and enhance the reporting mechanism for individual cases, who receive services in those centers. The aim was to harmonize the reporting system on activities implemented by all partners and record the number and profiles of assisted persons, it also aims at seeking improved planning for future activities.

As of end of March 2019 seven partners (GOPA, Syria Trust, SSSD, SARC, Child Care, Al-Nada and Namaa) started running their new data systems to identify gaps in the needs and impact of the programmes in 81 community and satellite centers in 11 governorates, 851 staff members attended 26 training sessions that covered the technical aspects of the project in addition to vulnerabilities, data protection policy and Age Gender Diversity (AGD) approach. Five partners (Al-Batoul, Aoun, Al-Birr, Social Care and Tamayouz) started developing their new data systems to better identify the needs, gaps and impact of the projects and expected to start the implementation in the second quarter in 2019. 60 community centers run by three partners (GOPA, SSSD and Syria Trust) started sharing with UNHCR, the monthly statistical inputs on programme implementation generated from their new data systems as per the reporting templates developed by UNHCR.

UNHCR provided non-formal education programmes through remedial classes and accelerated learning activities to 3,302 students at the primary and secondary levels in the community centers and neighbourhood education facilities, out of which 757 students were out of school children. Additionally, 4,138 students benefited from the homework café activity within the community centers in different governorates.

Moreover, in the first quarter of 2019, UNHCR partners SARC and the Syria Trust provided legal assistance to 56,896 displaced persons and returnees on issues related mainly related to documentation of civil events in fourteen governorates, authentication of customary marriages, birth registrations, lineage authentication, divorce authentication in the context of prevention of gender-based violence, alimony, custody, rights of women, property documentation, lease contracts and inheritance. The legal services were provided to 33,765 displaced persons who benefitted from legal counselling, 21,346 displaced persons who benefitted from 1,236 awareness sessions and 1,785 IDPs who benefitted from direct intervention before courts and administrative bodies.

UNHCR and its partners identified and supported 1,427 survivors of SGBV. Furthermore, 1,567 awareness sessions were conducted during the first quarter for 35,196 beneficiaries in different governorates. A total of 91 women committees have been newly established to enhance the role of women in the decision-making process and in designing activities to address their needs. Additionally, the safe house continues to host 32 new SGBV survivors and their children during the reporting period. UNHCR is partnering with the Ministry of Social Affairs and its departments at sub-national level on these issues.



UNHCR partner's mobile unit conducted an activity to some 200 people in Al Shikh Ahmad village in Aleppo east rural about mine awareness, including a play, games and awareness session for both adults and children.

UNHCR along with its partners and in cooperation with the Ministry of Education (MoE) established 150 community-based child protection structures during the first quarter across the country, namely children clubs and child welfare committees. In addition, during the first quarter, 48,436 children benefited from social and recreational activities conducted in community centers, child-friendly spaces, schools and other outreach activities.

Due to the prevailing extensive stress factors linked to the crisis and its effects, the psychological needs of the people of concern continued to rise. During the first quarter of 2019, a total of 3,438 cases received PSS services through community centers and ORVs,

out of which 237 cases were referred to specialized mental health services. A total of 80,727 beneficiaries participated in 3,650 social and recreational events including through awareness raising sessions. These activities aimed at assisting beneficiaries in finding relief from their inner tension, increase their ability to deal with different types of reactions especially hyper vigilance, isolation and aggression, in addition to increasing their awareness on personal identity issues and individual characteristics, and build positive self-esteem. Different types of general and medical in-kind assistance were provided to 888 vulnerable individuals in order to help them meet their various basic needs.

The specific needs of older persons were addressed through the home-based training programme and older persons clubs, in where 325 older persons benefitted from the programmes during the reporting period. UNHCR continued to support children with developmental delays through the partners by implementing a special home-based rehabilitation programme that was designed to meet their specific needs and where 367 children were assisted during the first quarter.



Awareness session on electricity risks given by one of the elder locals in SSSD CC in Aleppo, supported by UNHCR as one of the old gold club activities.

By end of March, 355,111 individuals were reached through protection interventions, including 275,720 individuals reached with general protection activities, 33,360 individuals with child protection activities and 46,031 individuals reached through awareness raising campaigns on Sexual and Gender-based Violence (SGBV) prevention and response activities in 14 governorates. Also, 900 individuals with disabilities benefitted from general in-kind assistance and medical in-kind assistance in 12 governorates in Syria.

Identified Needs and Remaining Gaps

UNHCR is relocating a selected number of community centers based on protection needs assessment in order to operate in areas, which are underserved or/and are IDPs and refugee returnees locations. This rationalization process resulted in the relocation of several community centers in some governorates as follows: five community centers were relocated from Homs city to rural Homs, one community center was relocated from downtown Hama to Harbnifse area within the city, while another community center in Al Fied area of Aleppo was closed and the assessment of its relocation is still ongoing.

**HEALTH****Achievements and Impact**

So far in 2019, UNHCR assisted 106,562 displaced persons with Primary Health Care (PHC) services through PHC 13 clinics, while 176 displaced persons benefited from emergency and lifesaving referrals in Damascus, rural Damascus and Hama governorates. Moreover, a total of 13,816 individuals were reached by the community based health activities through the health points in the community centers: 6,957 individuals received medical consultation in the clinics of the health points and 6,859 individuals participated and benefited from the health promotion and disease prevention activities conducted by the community health workers inside and outside the community centers.

Currently 12 health points are functional in the community centers in Aleppo, Rural Aleppo, Rural Hama, Rural Homs, Tartous, Rural Tartous, Qunaitra, Rural Daraa and Al Hasakeh.

**SHELTER AND NFIS****Achievements and Impact**

UNHCR provided 498,428 individuals with at least one core relief and supplementary item by end of March 2019. UNHCR participated from 05 to 14 February 2019 in an interagency convoy mission to Al Rukban 'makeshiff' settlement in south-eastern Syria, on the border with Jordan to provide life-saving humanitarian assistance to 41,925 individuals. The UNHCR assistance included 8,345 winter kits, 33,580 high thermal blankets, 8,405 plastic sheets, 200 mattresses, 16,690 sleeping mats, 33,389 sleeping bags, 8,345 kitchen sets and 7,345 solar lamps. UNHCR also participated in an interagency convoy mission to Menbij on 07 March 2019, to provide life-saving humanitarian assistance to 10,000 individuals. The UNHCR assistance included 2,000 winter kits, 2,000 plastic sheets and 4,000 sleeping mats.

Moreover, UNHCR's response to the huge influx from Hajin and Bagouz in Deir-ez-Zor governorate continued through serving 52,752 individuals with shelter and infrastructure assistance in Al-Hol camp by end of March 2019. UNHCR also distributed 8,516 tents and installed 120 rental big size tents to host the new arrivals in Al-Hol and Al Suwar. Additionally, 37 big size tents were fabricated and 4 rub halls were installed to increase the hosting capacity.

In Al-Hol camp UNHCR maintained and upgraded the infrastructure capacity to meet the needs of the existing and the new displaced persons including the construction of 76 communal kitchens, the installation of solar street lights, the provision of the kitchens and latrines with solar lights, the implementation and land preparation to install tents as well as the establishment of a new distribution center. Furthermore, UNHCR prepared a site to install 24 medium size tents to be used as a reception area for the new arrivals.

In Ar- Raqqa, UNHCR finalized the first stage of site preparation in Mahmoudli camp covering fencing works, reception area, and cement office, as well as road solar illumination in the reception area. Due to the recent camps flood, UNHCR responded through the provision of support to the affected families by accommodating them in the big size tents placed in the reception area or relocating them to a much safer area in the camp.

UNHCR distributed 780 tents in other camps, reaching a total of 9,296 family size tents distributed in all camps.



LIVELIHOODS AND SELF RELIANCE

Achievements and Impact

By end of March 2019, UNHCR distributed livelihoods toolkits to 1,020 persons of concern in ten governorates. The toolkits included blacksmithing, mobile maintenance, sewing, carpentry, female hairdressing and mobile maintenance. The distribution took place following conducting several assessment panels in the relevant Community Centers.



PROTECTION AND ASSISTANCE TO REFUGEES

Achievements and Impact

In 2019, UNHCR continued to provide multi-purpose cash (MPG) grants to the most vulnerable refugee families, including cash for food (C4F) for asylum seekers. However, asylum seeker families were discontinued from UNHCR cash programme, effective on March 2019, following a two months' notice period.

As of end of March 2019, UNHCR assisted a total of 4020 refugee households (12327 Individuals) with MPG, and 1,011 asylum-seeker households (5331 Individuals) with C4F. UNHCR provided cash-related counselling to 970 families, as well as hotline support to 722 families.

As of end of March 2019, 109 refugees were submitted for resettlement consideration to Norway and the United Kingdom. Further, 90 refugees departed for resettlement to the United Kingdom. UNHCR also facilitated the departure of 24 refugees under humanitarian or family reunification programs to Australia and Canada. UNHCR office continued to provide enhanced support to resettlement countries to facilitate resettlement processing by collecting biometrics, completing forms and hand delivery of documents to various locations. During the reporting period biometrics were collected for four refugees as per the request received from the Australian embassy in Amman.

Moreover, 136 individuals (76 cases) underwent interviews by Refugee Status Determination Unit (RSD) at different stages and decisions were submitted for 103 individuals (46 cases). Reviews were undertaken for 103 individuals (54 cases), of which 40 individuals (14 cases) were recognized as refugees, and 11 individuals (9 cases) were rejected.

Under the scholarship programme, UNHCR continues to support 64 refugee students who were previously enrolled by covering their tuition fees. UNHCR through the outreach volunteers activities and the education dedicated hotline, provided information to 35 refugees about school registration procedures in public schools, placement tests, obtaining the graduation certificate in addition to provide counselling for drop out of school cases and students interested in remedial classes and other education programmes.

During the first quarter, 112 refugee outreach volunteers (ORVs) representing the refugees communities of Iraq, Somalia, Sudan, South Sudan, Yemen, Afghanistan, Chad, Eritrea continued to support their communities in four governorates; Aleppo, Damascus, Rural Damascus and Al-Hassakeh.

During the reporting period a new community center officially opened in Al-Hol camp in Al-Hassakeh. This community center provides wide range of protection services to refugees in the camp i.e. child protection, SGBV, services for PWSN, community mobilization and livelihoods.

During the reporting period, 21 new SGBV survivors were identified and assisted with the needed services, such as PSS, health care, legal aid, material assistance, and some were provided with urgent financial grants due to their vulnerability and poor living conditions. Additionally, a total of 22 SGBV awareness sessions were conducted mainly in Damascus,

Rural Damascus and Al-Hassakeh governorates, where most of the refugee' communities are located. In Damascus, refugee ORVs conducted sessions on life skills, women empowerment, domestic violence, early marriage and sexual harassment for women.

Furthermore, a total of 11,877 refugees and asylum seekers received free-of-charge comprehensive primary health care (PHC) including mental health services through nine UNHCR-supported primary health care clinics run by two NGO partners in Al-Hasakeh, Damascus, Rural Damascus and Aleppo. Secondary and tertiary health care was also provided to 802 refugees and asylum seekers through designated public, charitable and private contracted hospitals in Syria.



WINTERIZATION

Achievements and Impact

UNHCR Syria began its 2018/2019-winterization programme in Syria on 01 September 2018 and concluded it on 31 March 2019. As of end of March, 1,553,188 winterized items, including high thermal blankets, extra plastic sheeting, winter jackets and winter clothes kits were distributed to 1,163,494 individuals/ 241,870 families in Deir-ez- Zor, Quneitra, Homs, Damascus, Rural Damascus, Dar'a, As-Sweida, Aleppo, Hama, Tartous, Lattakia, Ar-Raqqa, and Al-Hasakeh.

UNHCR adopted the NFI sector needs-based distribution policy in which specific CRIs were provided to families according to their needs instead of a full winter package and the inclusion of the residual winter items from the previous winterization programme.

While the winterization assistance programme covered the vulnerable in most parts of the country, 4% of the winterized items was kept to respond to the ongoing or potential emergencies in some locations in the country such as North of Syria, Afrin and Idlib.



At a winterization distribution in East Rural Aleppo.



SUPPORT TO SPONTANEOUS RETURNS

Self-organized returns of IDPs and refugees from neighbouring countries continue to several areas where stability has been restored, hostilities declined or ceased, and which have become newly accessible. As of December 2018, 1.4 million IDPs in Syria are estimated to have returned to their homes (according to OCHA), while UNHCR recorded 21,575 Syrian refugees having spontaneously returned between January and March 2019. An increase in self-organized returns of refugees in 2019 is expected. UNHCR will continue to respond to the needs of the IDP and refugee returnees with the same community based protection approach as it has been implementing to assist internally displaced Syrians. While building on its significant capacity to respond to the needs of the returnees, UNHCR is also expanding its capacity and its programmes to assist IDP and refugee returnees as well as the affected population, including the host communities. UNHCR will expand its cooperation with concerned government of Syria departments to address the needs of the returnees.

Under the UN Country Team (UNCT), the Return and Reintegration Working Group was established for which UNHCR was the secretariat in support of the Resident and Humanitarian Coordinator (RC/HC). UNHCR continues to lead on the Refugee Return pillar. In collaboration with the RC/HC and the 3RP Regional Directors' Group, the RRWG is also the main point of contact between the UNHCR-run Durable Solutions Working Groups in neighbouring countries on refugee return. In April 2019, the first Technical Working Group of the RRWG was convened as a forum to engage in dialogue on thematic issues, where best practice guidance can be shared and formulated, so as to facilitate coherence and coordination between partners working in Syria on returns. The TWG would be a forum for exchange of information, collaboration in building complementarities between efforts of various agencies and humanitarian actors working on issues related to the return of Syrian refugees, developing solutions strategy and in this regard suggest action point for coordination efforts pursued by the RRWG and its members.

In the first quarter of 2019, UNHCR field teams conducted over 60 missions to access conditions and needs of refugees and IDP returnees. Through these missions as well as follow up over the phone with families who have recently returned to Syria from Lebanon and Jordan, the top three key concerns identified by returnees include destroyed homes, lack of livelihood opportunities and lack of civil status documentation.

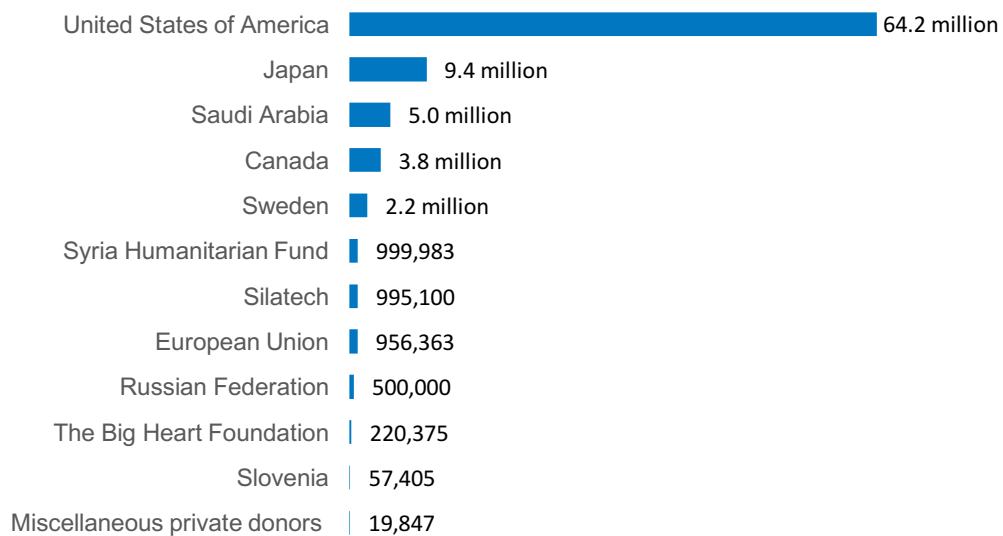
In preparation for returns UNHCR and partners have gathered community level information to produce 71 sub-district profiles in key areas of returns. These profiles provide a snapshot of gaps in infrastructure and services as well as priority needs of returnees and other community members.

Financial Information ^{****}

UNHCR is grateful for the critical support provided by donors who have contributed to this operation as well as those who have contributed to UNHCR programmes with broadly earmarked and unearmarked funds.

EARMARKED CONTRIBUTIONS | USD

Earmarked contributions for the operation amount to some **US\$ 88,319,871 million**.



BROADLY EARMARKED CONTRIBUTIONS | USD

Special thanks to the major donors of broadly earmarked contributions that can potentially be used for this operation due to their earmarking to a related situation or theme, or to the region or sub-region.

Germany 56.6 million | Sweden 3.3 million | Private donors Australia 2.5 million | United States of America 2.3 million

UNEARMARKED CONTRIBUTIONS | USD

Special thanks to the major donors of unearmarked contributions.

Sweden 90.4 million | Norway 44.5 million | Netherlands 37.5 million | United Kingdom 31.7 million | Germany 26.7 million | Denmark 24.4 million | Private donors Spain 19.5 million | Switzerland 15.1 million | Private donors Republic of Korea 10.4 million.

**** As of 16 April 2019, please find attached in Annex more details.

CONTACTS

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LINKS

www.unhcr.org/sy
<https://twitter.com/UNHCRinSYRIA/status/1118150319341436928>

Annexes

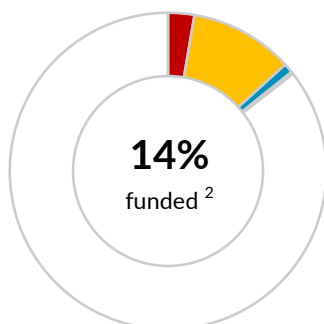
Annex 1

Syrian Arab Republic Funding Update – as of 16 April 2019.

Annex 2

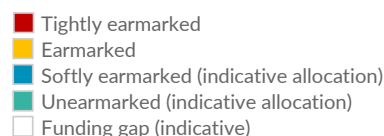
UNHCR main activities Q1

\$624.4 million

 UNHCR's financial requirements 2019 ¹


SYRIAN ARAB REPUBLIC

as of 16 April 2019



CONTRIBUTIONS ³ | USD

	■ Unearmarked	■ Softly earmarked	■ Earmarked	■ Tightly earmarked	Total
United States of America	-	-	64,200,000	-	64,200,000
Japan	-	-	-	9,371,428	9,371,428
Saudi Arabia	-	-	-	5,000,000	5,000,000
Canada	-	-	3,799,392	-	3,799,392
Sweden	-	-	2,199,978	-	2,199,978
Country-Based Pooled Funds	-	-	-	999,983	999,983
Silatech	-	-	-	995,100	995,100
European Union	-	-	-	956,363	956,363
Russian Federation	-	-	500,000	-	500,000
The Big Heart Foundation	-	-	-	220,375	220,375
Slovenia	-	-	57,405	-	57,405
Miscellaneous private donors	-	-	-	19,847	19,847
Sub-total	-	-	70,756,775	17,563,096	88,319,871
Indicative allocation of funds and adjustments	1,383,050	6,096,371	(4,628,948)	(854,008)	1,996,466
Total	1,383,050	6,096,371	66,127,828	16,709,088	90,316,337

Methodology: Unearmarked funding is allocated and reallocated multiple times during the year to allow UNHCR to fund prioritised activities. This funding update includes an indicative allocation of funds so as to accurately represent the resources available for the country. The contributions earmarked for Syrian Arab Republic shown above are combined with an indicative allocation of the softly earmarked and unearmarked contributions listed below. This allocation respects different levels of earmarking. Adjustments relate to programme support costs and carry-over.

■ OTHER SOFTLY EARMARKED CONTRIBUTIONS ⁴ | USD

Germany 56.6 million | Sweden 3.3 million | Private donors Australia 2.5 million | United States of America 2.3 million

Malta | Russian Federation | Private donors

■ UNEARMARKED CONTRIBUTIONS ⁵ | USD

Sweden 90.4 million | Norway 44.5 million | Netherlands 37.5 million | United Kingdom 31.7 million | Germany 26.7 million | Denmark 24.4 million | Private donors Spain 19.5 million | Switzerland 15.1 million | Private donors Republic of Korea 10.4 million

Algeria | Argentina | Australia | Austria | Azerbaijan | Belgium | Canada | Costa Rica | Estonia | Indonesia | Kuwait | Malta | Monaco | Montenegro | New Zealand | Peru | Qatar | Republic of Korea | Russian Federation | Saudi Arabia | Serbia | Singapore | Slovakia | Sri Lanka | Thailand | United Arab Emirates | Uruguay | Private donors

Notes:

1. The financial requirements for Syrian Arab Republic include requirements for the Iraq Situation Response and the Syria Situation Response.
2. The percentage funded (14%) and total funding amount (\$90,316,337) are indicative based on the methodology described above. This leaves an indicative funding gap of \$534,066,356 representing 86% of the financial requirements.
3. Contributions to Syrian Arab Republic are shown by the earmarking modality as defined in the Grand Bargain.
4. Due to their earmarking at the region or sub-region, or to a related situation or theme, the other softly earmarked contributions listed are those which can potentially be used for Syrian Arab Republic. Where a donor has contributed \$2 million or more, the total amount of the contributions is shown.
5. Contributed without restrictions on its use, unearmarked funding allows UNHCR critical flexibility in how best to reach refugees and other populations of concern who are in the greatest need and at the greatest risk. Where a donor has contribution \$10 million or more, the total amount of the contribution is shown.

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