



**UNHCR**  
The UN Refugee Agency

# Annual Results Report

**2022**

**Syrian Arab Republic**

## Acknowledgements

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# Section 1: Context and Overview

## 1.1 Changes to the Operational Context

After eleven years of crisis, during which the country lost 42 places on the Human Development Index, most Syrians faced a continuing humanitarian decline in 2022. While security and access has improved in many parts of the country, there were flare-ups of hostilities in parts of the north and south. The depreciation of the Syrian Pound, an increase in the price of basic commodities, widespread poverty, unilateral coercive measures, lack and loss of livelihoods, drought and a cholera outbreak further exacerbated protection needs and increased reliance on harmful coping mechanisms.

As a result of these challenges, 14.6 million people were in need of humanitarian assistance in 2022, the highest number of people in need since the beginning of the crisis and an increase of 1.2 million from 2021. The country still has the largest number of internally displaced people in the world: 6.8 million people (2022 Humanitarian Needs Overview: HNO).

During 2022, UNHCR verified or monitored the return of some 51,000 refugees from neighbouring countries, an increase of 43% over 2021. According to the 2023 HNO, almost 84,000 internally displaced people returned to their home areas between January and May 2022.

The Multi-Sector Needs Assessment (MSNA) in August 2022 noted that 85% of interviewed households were unable to meet their basic needs, an increase from 76 % in 2021. Most vulnerable people in Syria remain dependent on humanitarian assistance to meet their basic needs.

Key protection concerns included absence of civil documentation, housing, land and property concerns, as well as gender-based violence (GBV) and child protection risks. Increased destitution led to households reverting to harmful coping mechanisms more frequently than before, including child labour and child marriage but also the sale of productive household assets – all of which increased protection needs and reduced families' capacity for self-sustenance in the future.

## 1.2. Progress Against the Desired Impact

### 1. Impact Area: Attaining Favorable Protection Environments

**All asylum seekers have access to safe and equal asylum procedures, and risk of refoulement is mitigated**

**PoCs enjoy improved access to documentation**

Indicators	Population Type	Baseline (2022)	Actual (2022)
1.1 Proportion of individuals seeking international protection who are able to access asylum procedures.	Refugees and Asylum-seekers	35.00%	100.00%
1.2 Proportion of PoC who are able to move freely within the country of habitual residence. [GCR 2.1.2]	Refugees and Asylum-seekers	70.00%	62.66%

In-person registration activities remained suspended in the first half of 2022 due to the COVID-19 pandemic. Semi-remote registration modalities continued until June 2022, when UNHCR resumed in-person individual registration activities in all its locations in Syria, registering 1,020 new individuals and issuing 16,800 identification documents. UNHCR scaled up its registration activities to eliminate backlogs and allow all refugees and asylum-seekers to obtain new, or be able to renew, expiring identity documents. This has ensured that refugees and asylum-seekers always had valid identity documents which protected them from arbitrary arrest and refoulement and facilitate access to vital events registration and legal residency. The vast majority of refugees and asylum seekers are able to obtain residency permits in Syria without encountering major challenges unless they lack personal identity documents/national passports, for which UNHCR is intervening on an ad-hoc basis with immigration authorities. Recently, UNHCR has started discussing with the Ministry of Interior to grant a one-year residency for refugees and asylum seekers in Syria who have expired or no passports, regardless of the availability of travel documents and validity of passport/refugee card; deliberations are ongoing.

According to UNHCR's registration and identity management system, 63% of refugees and asylum seekers in Syria can move freely within the country mainly due to their valid residency in government-controlled areas, whereas around 7,200 refugees and asylum seekers are residing in north-east Syria with no/limited access to government entities for residency application and no reported challenges in relation to freedom of movement there.

UNHCR continued to advocate with the Government of Syria with an aim to improve access to civil documentation of people lacking personal documents and/or wishing to register vital events and to pursue an enabling environment for voluntary return.

### 2. Impact Area: Realizing Rights in Safe Environments

**All PoCs have access to basic services**

**Vulnerable PoCs receive timely assistance**

Indicators	Population Type	Baseline (2022)	Actual (2022)
2.2 Proportion of PoCs residing in physically safe and secure settlements with access to basic facilities	IDPs	78.00%	74.21%

2.2 Proportion of PoCs residing in physically safe and secure settlements with access to basic facilities	Refugees and Asylum-seekers	78.00%	74.21%
2.2 Proportion of PoCs residing in physically safe and secure settlements with access to basic facilities	Returnees	78.00%	74.21%
2.2 Proportion of PoCs residing in physically safe and secure settlements with access to basic facilities	Stateless Persons	78.00%	74.21%
2.3 Proportion of PoC with access to health services	Refugees and Asylum-seekers	75.00%	91.69%
2.3 Proportion of PoC with access to health services	Stateless Persons	75.00%	50.00%

The economic situation in Syria further deteriorated in 2022 due to multiple factors, including the financial crisis in Lebanon and the economic sanctions, exacerbating the existing challenges with banking systems, liquidity, inflation, and depreciation of the Syrian pound. Refugees were particularly affected, not having the right to formal employment, while returnees found it difficult to reintegrate into the labour market. Some families have been exposed to multiple displacements due to security and safety concerns resulting in increased economic vulnerability. The 2022 humanitarian needs overview (HNO) highlighted that 97% of the population lives below the poverty line and over 80% of the population is assessed to be food insecure.

The health sector has reported an average public health center (PHC) services availability of 44% in the country in 2022. Even though overall accessibility is estimated at around 50% if services at home or mobile medical support are included, health needs remain dire. Despite this, it is estimated that 92% of refugees and asylum seekers have access to primary, secondary and tertiary health care services, thanks to the coordinated efforts with partner universities hospitals and PHC clinics.

The gaps highlighted in the 2022 HNO state that 5,7 million individuals are in need of adequate and habitable shelters, which is far beyond the capacity of humanitarian actors. Through its shelter programme, UNHCR assisted 1,860 households with minor repairs to their dilapidated homes, enabling families to inhabit more secure and adequate homes, including when returning there after years of displacement. The operation also distributed and installed shelter packages for 11,798 households.

All shelter interventions are designed and implemented in accordance with the UNHCR Global Shelter Strategy and Operational Strategy on Climate Resilience and Environmental Sustainability in consideration of greening shelter response and reduce CO2 emissions.

### 3. Impact Area: Empowering Communities and Achieving Gender Equality

**All PoCs, particularly women and girls, are empowered to access their rights**

Indicators	Population Type	Baseline (2022)	Actual (2022)
3.1 Proportion of PoC who have the right to decent work [GCR, 2.1.1]	Refugees and Asylum-seekers	0.00%	0.00%
3.1 Proportion of PoC who have the right to decent work [GCR, 2.1.1]	Stateless Persons	0.00%	0.00%
3.2a Proportion of PoC enrolled in primary education	Refugees and Asylum-seekers	89.00%	80.20%
3.2b Proportion of PoC enrolled in secondary education	Refugees and Asylum-seekers	46.00%	45.92%

3.3 Proportion of PoC feeling safe walking alone in their neighborhood (related SDG 16.1.4).	IDPs	51.00%	51.00%
3.3 Proportion of PoC feeling safe walking alone in their neighborhood (related SDG 16.1.4).	Returnees	51.00%	51.00%

UNHCR continued to work to empower communities it serves in Syria by supporting access to work and education, but especially through its Community- Led Initiatives programme (CLIs) and the work of its outreach volunteers (ORVs) with their strong gender focus.

Though under Syrian Labour Law, non-Syrian nationals including refugees, asylum seekers and stateless persons face restrictions to access to work, and refugees must obtain work permits which entails losing refugee residency and status if they want to work legally.

On school enrolment support, and in addition to the rehabilitation of schools and provision of supplementary classes in community centres, a total of 3,287 (1,660 female and 1,627 male) refugee students between the ages of 5 and 18 in all governorates, were assisted with education cash grants to cover the costs of books, uniforms, stationery, and other school expenses and prevent school drop-out. Out of the total, 2,674 students were enrolled in primary school level and 613 in secondary school level.

A total of 39 CLIs were fully designed and implemented by female self-managed groups members, including hair dressing vocational training for women, rehabilitation and equipping a safe space for women, and literacy courses for women to be able to support their children in learning. The 39 CLIs addressed domestic violence, emotional abuse and physical risks among other protection problems that women and their communities faced

Out of 2,876 ORVs, UNHCR Syria through its partners organizations has an active 1,478 female ORVs (13 refugees, 635 returnees, 830 internally displaced). The female ORVs were engaged in the dissemination of information on available assistance for women and girls and referrals to community centres supported by UNHCR or other services, where they found support for health, mental health and psychosocial support, and protection concerns including gender-based violence.

## 4. Impact Area: Securing Solutions

### All persons of concern have access to safe and dignified durable solutions

Indicators	Population Type	Baseline (2022)	Actual (2022)
4.1 Number of refugees who voluntarily return in safety and dignity to their country of origin. [RF/GCR 4.2.1]	Refugees and Asylum-seekers	0	0
4.2a Number of PoC who departed on resettlement. [GCR 3.1.1]	Refugees and Asylum-seekers	29	26
4.2b Number of PoC who departed through complementary pathways	Refugees and Asylum-seekers	0	17

Due to the lack of conducive conditions for return to Afghanistan and Iraq (which are the main countries of origin of refugees and asylum-seekers in Syria), UNHCR is neither facilitating nor promoting voluntary returns to these countries. Similarly, for refugees of other nationalities, the prolonged crises in their countries of origin have led to a lack of conducive conditions for return.

With regard to resettlement and complementary pathways, UNHCR Syria continued to identify, screen, interview, and submit vulnerable refugees for resettlement consideration, even in the absence of a resettlement quota for refugees in Syria. UNHCR also supported complementary pathways by supporting

Member States to carry out 48 remote interviews through its digital video conferencing (DVC) and remote biometrics collection.

In addition, in the absence of IOM, UNHCR Syria carried out all resettlement pre-departure and departure arrangements, thereby ensuring that resettlement departures continued uninterrupted. As a result of these efforts, resettlement processes continued uninterrupted with 23 individuals departing on resettlement and another 17 individuals on complementary pathways to Australia, Sweden, and the United Kingdom.

Residency status granted to refugees and asylum-seekers in Syria does not offer integration or long-term solutions. It is a temporary short-term solution that only offers legal protection and access to services. The duration of the residency status is pegged on the validity of the UNHCR-issued refugee / asylum-seeker identity cards and in most cases is valid for 3 to 12 months.

## 1.3 Challenges to Achieving Impacts

2022 marked the eleventh year since the beginning of the crisis in Syria. In 2022, Syrians experienced a significant deterioration in their daily lives due to the economic crisis, the depreciation of the Syrian Pound, an increase in the price of basic commodities, shortages in fuel, gas and electricity, and the impact of the cholera outbreak. These combined impacts deepened humanitarian needs in Syria and had significant effects on the provision of humanitarian assistance and services during 2022. An estimated 14.6 million people were in need of humanitarian assistance representing the highest number of people in need since the beginning of the crisis and an increase of 1.2 million from 2021.

While security and access continued to improve in certain parts of the country, the security situation in some areas remained unpredictable. Certain areas remained outside the control of the Government of Syria, impacting the efficiency of humanitarian assistance which had often to be delivered across lines of control in the northwest, north and northeast of the country, requiring approvals and permissions by various parties. The prevailing insecurity in some areas also resulted in canceling planned missions and visits to certain areas for assessment and assistance delivery impossible.

The issuance of visas and residence permits for international staff saw an improvement in comparison to previous years, though on average lasted between two and three months while the duration of the permits remained restricted to three or four months with a limited number of entries. This had an impact on the adequacy of staffing and the work of the office.

## 1.4 Collaboration and Partnerships

UNHCR was the lead agency of the Protection and Shelter & Non-Food Item (SNFI) Sectors in the Humanitarian County Team (HCT)-coordinated and Whole of Syria (WoS) response. UNHCR-led Sectors included 322 partners (227 protection, 34 NFI and 61 shelter) at the WoS level and contributed chapters to the 2023 Humanitarian Needs Overview and the 2022-2023 Humanitarian Response Plan for Syria.

The Sectors documented gaps, advocated with donors, authorities and other stakeholders; coordinated preparedness, needs assessments and response activities; shared best practices and harmonized tools. A range of information management tools and products was shared to support and strengthen planning, coordination, and gap analysis.

In line with its commitment to develop partners' capacity, strengthen protection expertise and foster localization, the Protection Sector delivered 27 trainings to 1,100 protection staff covering Community-Based Protection, Protection from Sexual Exploitation and Abuse (PSEA), Cash for



Protection, Child Protection Minimum Standards in Emergencies, PFA and First Line Support, Mental Health and Psychosocial Support for Elderlies, Disability Inclusion, Explosive Ordnance Awareness, and Data Collection Improvement. It promoted the centrality of protection through interventions and advocacy within the HCT and assisted other sectors in mainstreaming protection principles and standards into their humanitarian response (e.g. trainings on Protection Risk Analysis/Do No Harm and Safe Distribution).

UNHCR co-led several interagency working groups, including the PSEA In-Country Network with UNICEF and the Accountability to Affected Population with WFP. As part of the UN Country Team, UNHCR participated in negotiations with Government to adopt the Strategic Framework, co-leading Pillar 3 on 'returns' with UNRWA. UNHCR also co-led the Return and Reintegration Technical Working Group with UNDP, developing an area-based return support approach.

## Section 2: Results

### 2.1. Outcomes and Achievements

#### 1. Outcome Area: Access to Territory, Reg. and Documentation

**UNHCR registration procedures improve in effectiveness and efficiency**

**PoCs have access to responsive and effective civil documentation procedures and systems**

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
1.1 Proportion of refugees and asylum seekers registered on an individual basis.	Refugees and Asylum-seekers	35.00%	100.00%	81.34%
1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority. [SDG 16.9.1 - Tier 1]	Refugees and Asylum-seekers	76.00%	100.00%	66.85%
1.3 Proportion of PoC with legally recognized identity documents or credentials [GCR 4.2.2].	Refugees and Asylum-seekers	74.00%	80.00%	90.16%

#### Progress Against the Desired Outcome

UNHCR continued with its semi-remote registration to mitigate the risks of COVID-19. In June 2022, UNHCR resumed in-person individual registration activities, registering 1,020 individuals and issuing 16,800 identity documents. UNHCR Syria strengthened its documentation processes and systems by rolling out refugee and asylum-seeker UNHCR identity cards with Verify+ QR Code. Verify+ is a mobile application that enables UNHCR and partners to verify the authenticity of identity cards issued by UNHCR. These identity documents facilitate access to essential services.

The operation aligned its IrisGuard biometrics system with UNHCR's global Biometrics and Identity Management System (BIMS). The use of BIMS in Syria strengthens UNHCR's capacity to collect and store biometric data of persons of concern and by extension provides the necessary safeguards and integrity measures that allow UNHCR to verify refugee and asylum-seekers' identities from the global singular source of biometric data.

UNHCR also resumed the systematic cleaning up of inactive and/or dormant refugee and asylum-seeker records in proGres that had been suspended during the COVID-19 pandemic. Data clean up enabled UNHCR to have accurate individual data and statistics of refugees and asylum seekers and reflect the data in programme planning.

UNHCR maintained its role as the only humanitarian agency in Syria providing protection and legal assistance to refugees and asylum-seekers on various matters, including birth registration, legal residency, civil documentation, and non-refoulement.

UNHCR continued to provide legal services to refugees and asylum-seekers through UNHCR legal teams and lawyers contracted with UNHCR partners. 1,560 refugees and asylum-seekers were provided with legal assistance on the registration of vital events, particularly on birth registration, at civil registry offices and obtain civil documents thereby, protecting their children's rights to nationality and legal identity. As a result, 1,321 out of the 1,976 refugee and asylum-seeker children born in Syria and registered with UNHCR had their births registered and obtained official birth certificates.

The huge destruction of relevant public institutions which provide essential civil services and documentation to Syrian citizens in relation to registering vital events and documenting HLP rights, such as civil registries cadastral departments, have resulted in huge challenges for Syrian citizens to access civil and HLP documentation. Additionally, the fuel crisis and widespread electricity cuts have worsened the situation of the institutions mentioned and their capacities to serve affected persons. To respond to the mentioned challenges, UNHCR assisted in restoring capacities of 10 civil registries, cadastral department and citizen service centres, through minor repairs, office equipment and solar systems to ensure the continuity of services. As a result, 1,793,607 Syrian citizens were able to obtain identity documents.

## Challenges to Achieving Outcome

UNHCR has no access to the Syrian borders and cannot monitor impediments to access Syrian territory. 655 children registered in ProGres do not have birth certificates due to lack of identity documents/national passports or knowledge on relevant legal procedures. Also, fines attached to delayed registration of vital events remained a challenge for those who failed to register them duly. Additionally, the destruction of relevant public institutions such as civil registries, cadastral departments, and border crossing points as well as the fuel crisis and widespread electricity cuts have worsened the situation of the mentioned institutions and resulted in huge challenges for Syrian citizens in accessing civil documentation. Furthermore, registering vital events of people living in areas out of government control, particularly in Northeast Syria as well as in Idlib, was also challenging due to their inability to reach civil registries in the government-controlled areas.

## 2. Outcome Area: Status Determination

**RSD is conducted in a strategic manner pursuant to transparent and fair procedures, and in the most timely and efficient manner**

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
2.1 Average processing time (in days) from registration to first instance asylum decision (disaggregated by individual and group procedures).	Refugees and Asylum-seekers	644.00	180.00	1,008.00
2.2 Proportion of individuals undergoing asylum procedures who have access to legal advice or representation.	Refugees and Asylum-seekers	0.00%	100.00%	100.00%
2.3 Proportion of individuals undergoing asylum procedures who have access to an effective appeal mechanism after first instance rejection of their claim.	Refugees and Asylum-seekers	100.00%	100.00%	100.00%

## Progress Against the Desired Outcome

In Syria, the asylum-seeker population is located mainly in Damascus and Al-Hasakeh Governorates with smaller populations residing elsewhere. While UNHCR had previously conducted regular refugee status determination (RSD) for all asylum-seekers registered with its offices in Damascus, Aleppo, Tartous and Homs, in north-east Syria (NES), RSD has generally been suspended since 2016 because of UNHCR's limited capacity to process thousands of cases/asylum-seekers, including those with complex profiles. However, persons who present high needs and thus require RSD to ensure their protection are identified and prioritized for RSD processing.

In the first half of 2022, UNHCR continued with its semi-remote interview modalities to mitigate the risks of COVID-19. In June 2022, UNHCR resumed in-person individual RSD interviews resulting in 359 decisions being issued. UNHCR adopted various RSD case processing modalities (e.g., remote interviewing and

accelerated interviewing and assessment procedures), to process cases in a timely manner. Only cases that were deemed to be in need of protection or assistance underwent RSD, and pending appeal applications were prioritized to ensure the finality of decisions and process.

In December, UNHCR Syria developed an RSD Strategy for Syria that aligns its RSD processing with UNHCR's global Strategic Directions for RSD (2015). The strategy recognizes the challenges that come with high numbers of asylum applications against limited human resources. RSD in Syria will ensure that the identification and referral of cases for RSD, as well as the eventual RSD process itself are transparent, fair, timely and efficient.

All asylum-seekers and refugees in Syria have access to legal counseling and representation through a network of UNHCR and partners network of lawyers, and generally take recourse to the programme for legal advice and assistance with regard to their residency. None of the asylum-seekers who underwent RSD in 2022 requested legal representation in 2022 in the RSD process, though they are counseled on its availability. While the exact reasons for this are not known, it is believed that the non-adversarial nature of the RSD process in mandate RSD, as well as extensive counseling provided to asylum-seekers during this process has built some level of trust in the process.

All rejected asylum-seekers in Syria have access to in-person notification of the negative decision as well as counseling on the reasons for rejection and the appeal processes. All rejected asylum-seekers have at least 30 days to submit an appeal which is processed in accordance with UNHCR standards. When requested, rejected asylum-seekers may be assisted in filling out their appeal application in UNHCR offices. In 2022, 115 individuals had their refugee claims rejected at first instance, while 39 individuals had their negative decisions overturned on appeal and were recognized as refugees. 68 appeal applications remained pending as of the end of 2022.

## Challenges to Achieving Outcome

The suspension of RSD activities from 2020 to 2021 because of COVID-19, and the subsequent semi-remote interviewing and processing methodologies in place prior to June 2022 greatly affected output and case processing, with processing timelines becoming longer than usual. Similarly, the limited number of RSD staff affected the capacity of the team to process the cases in a timely and efficient manner. Further, case processing of complex profiles, particularly those raising cessation (Article 1C), cancellation or exclusion concerns under Article 1F, was affected by the limited capacity and ability of RSD staff to process such complex profiles, and several such cases remained incomplete/pending for long periods of time.

## 3. Outcome Area: Protection Policy and Law

### Local Laws and Policies are favorable to UNHCR PoCs

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
3.1 Extent national legal framework is in line with the 1951 Convention and/or its 1967 Protocol.	Refugees and Asylum-seekers	Adequate	Adequate	Adequate
3.2 Extent national legal framework is in line with the 1961 Convention on the Reduction of Statelessness.	Stateless Persons	Not Adequate	Not Adequate	Not Adequate

## Progress Against the Desired Outcome

In coordination with relevant governmental counterparts, UNHCR continued to advocate for legal changes that could have an impact on the protection of persons UNHCR serves in Syria and to ensure better access

to registration of vital events, mitigating the risk of statelessness as well as other protection risks. For instance, UNHCR succeeded in advocating for the removal of the residency permit requirement for refugees and asylum seekers to register their vital events that occurred in Syria. This has facilitated the registration of vital events at the official Syrian records and obtainment of civil documents, in particular birth certificates.

Also, UNHCR advocated successfully with the Ministry of Interior (MoI)/Civil Affairs Directorate to expedite the process of ID issuance for Syrian students coming from Lebanon and non-government-controlled areas who needed ID cards to attend their exams. Responding to UNHCR's request, MoI authorized their offices in the Governorates to process ID card applications and issuance during the weekend. As a result, legal partners succeeded in assisting 4,343 students to obtain their IDs while the others have received their receipts for their IDs.

Furthermore, the advocacy efforts initiated by UNHCR concerning the need for a new Legislative decree waiving fines imposed on delayed registration of vital events as well as application for ID cards, have resulted into positive legal developments upon the issuance of the general amnesty which was issued through the LD 24/2022 for crimes committed prior to the date of its issuance, and through additional advocacy with the Directorate of Civil Affairs and Directorate of Immigration and Passports to include relevant fines within the scope of this amnesty, two circulars were issued by the mentioned directorates exempting all offences related to Civil Affairs Law as well as Law regulates Entry and Exit of Non Syrians to Syria, including fines imposed on delayed registration of vital events as well as delayed renewal of residency for Refugees and Asylum seekers.

In addition, seeking to support the capacity of the Government in fulfilling its primary protection responsibilities to identify, reduce and prevent statelessness, UNHCR supported the participation of one staff of the Ministry of Justice to the 2022 statelessness course offered in Arabic by the International Institute of Humanitarian Law in San Remo.

## Challenges to Achieving Outcome

UNHCR advocacy with the Ministry of Interior for refugees and asylum seekers in Syria to have a one-year residency based on the refugee card and regardless the passport validity, was initially approved but requires further follow up to be implemented.

Also, UNHCR is following up on its advocacy, related to Law 33/2017 on the restoration of housing, land and property (HLP) documents, that was initiated in coordination with SARC and the Ministry of Local Administration and Environment, aiming to address shortcomings and to preserve HLP rights by restoring HLP documents.

Other advocacy activities such as on statelessness, were planned in 2022 but did not materialize, as capacity building on refugee law and protection was prioritized. Progress in these areas is expected to open new doors with government counterparts for future advocacy on statelessness.

## 4. Outcome Area: Gender-based Violence

**GBV prevention, risk mitigation and response interventions are available to all PoCs**

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
4.1 Proportion of PoC who know where to access available GBV services	Host Community	23.00%	71.00%	82.73%
4.1 Proportion of PoC who know where to access available GBV services	IDPs	31.00%	71.00%	82.73%

4.1 Proportion of PoC who know where to access available GBV services	Refugees and Asylum-seekers	1.00%	71.00%	82.73%
4.1 Proportion of PoC who know where to access available GBV services	Returnees	22.00%	71.00%	82.73%
4.3 Proportion of survivors who are satisfied with SGBV case management services.	Host Community	0.00%	71.00%	22.92%
4.3 Proportion of survivors who are satisfied with SGBV case management services.	IDPs	0.00%	71.00%	39.78%
4.3 Proportion of survivors who are satisfied with SGBV case management services.	Refugees and Asylum-seekers	0.00%	71.00%	2.39%
4.3 Proportion of survivors who are satisfied with SGBV case management services.	Returnees	0.00%	71.00%	33.98%

## Progress Against the Desired Outcome

An unequal power relationship, exploitation associated with crisis, changing demographic and family roles have contributed to the increase of gender-based violence (GBV). In 2022, the economic hardship further strained widening changes in gender roles, power imbalance and intimate partner violence. Child marriage and forced marriage have been reported as increasing trends GBV risks are exacerbated for those with specific needs, adolescent girls, adolescent mothers, widowed and divorced women. Women and girls face gender-specific barriers to labour markets, with women most likely to hold precarious jobs and to face disruptions in livelihoods and income generating activities increasing their risks to sexual exploitation and abuse.

In response, 204,378 multi-disciplinary GBV response services including case management were delivered by 16 protection partners in 14 governorates across 44 districts. This included multi-disciplinary case-management services in health care, psychosocial support, legal assistance and protection to 2,684 IDPs, 3,226 returnees, 226 refugees and asylum seekers, and 1,982 host community members. Case management was undertaken in compliance with the survivor-centred approach that respected consent, confidentiality, safety and non-discrimination principles. After obtaining the informed consent of the survivor to share their information on need-to-know basis with service providers to be able to referral them, 29 GBV survivors at heightened life-threatening risk were provided with safety through the provision of safe accommodation following protection risk assessments, safety and case action plans.

In addition, awareness raising sessions on women's empowerment to claim rights, protection against GBV and GBV services were provided to 194,699 women and girls of diverse age and backgrounds from IDPs, returnee, refugees and host communities. The awareness raising sessions furthermore served as an accountability mechanism platform and monitoring of UNHCR's GBV programmes. Awareness sessions have proven to be a successful tool for building trust with the members of the communities, making it easier for survivors to come forward seeking support. Risk reduction kits were also made available to women and girls participating in awareness raising session to mitigate GBV risks and enhance their safety and dignity. The "Girl Shine" model, a curriculum-based prevention programme, was piloted in 2022.

117 women's committees (2 by refugees, 48 by returnees, 67 by internally displaced women) comprising of 1,292 members who played vital roles in mobilizing communities to combat GBV, enhanced women's role in leadership and linking women and girls to GBV service centres.

UNHCR trained 574 partner staff on various topics and levels on GBV prevention and response including on Engaging Men Through Accountability Practice (65 males, 18 females) to enhance the expertise and capacity of the partner GBV focal points and management of GBV programmes.

## Challenges to Achieving Outcome

Due to limitations in conducting surveys at household level, surveys are done in community centers leading to challenges in understanding how many persons know about UNHCR and partners' GBV prevention and response services. Therefore, UNHCR relies on other tools conducted in community centres to be able to have some evidence-based planning for GBV programming. GBV client feedback survey was introduced for the first time in 2022 and capacity of partners and accessibility of resilient GBV survivors due to displacement or relocation were among the challenges encountered. UNHCR will follow up with partners to have the feedback surveys conducted on a quarterly basis in 2023 while incorporating lesson learned.

The lack of specialized health care services for GBV survivors inside the community centres due to lack of adequate funding is a main concern. Moreover, referring survivors to external healthcare facilities is a challenge due to insufficient funding and the risk of mandatory reporting.

## 5. Outcome Area: Child Protection

**Risks of violence, exploitation and abuse of children are identified and addressed, and protection mechanisms strengthened**

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure.	Host Community	70.00%	72.00%	16.34%
5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure.	IDPs	70.00%	72.00%	12.96%
5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure.	Refugees and Asylum-seekers	70.00%	72.00%	41.41%
5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure.	Returnees	70.00%	72.00%	12.52%
5.2 Proportion of children who participate in community-based child protection programmes	Host Community	26.00%	70.00%	19.18%
5.2 Proportion of children who participate in community-based child protection programmes	IDPs	26.00%	70.00%	4.65%
5.2 Proportion of children who participate in community-based child protection programmes	Refugees and Asylum-seekers	26.00%	70.00%	78.00%
5.2 Proportion of children who participate in community-based child protection programmes	Returnees	26.00%	70.00%	9.23%

## Progress Against the Desired Outcome

Child neglect, maltreatment, to child labour, child marriage and lack of documentation were among the most reported types of child protection concerns, exacerbated by the bad economic situation and the high cost of living. Child protection case management services were provided to 12,200 children (5,420 Female, 6,780 Male), aiming to help children access their rights within a healthy environment that guarantees their safety and security. These children are from refugee, IDP, returnee and host communities.

Prevention activities played a vital role in addressing child protection issues and concerns in communities. The prevention activities were supported by the 280 child protection community-based structures in all 14

governorates. The structures, including child friendly spaces, children's clubs and child early marriage welfare committees, were essential to spread information and awareness messages within the communities. Enrolled members received training that enabled them to identify cases at risk and refer them to appropriate services. Furthermore, under the "Core Actions on Refugee Youth: Empower refugee youth through meaningful engagement", seven refugee youth clubs were established in Damascus and north-east Syria that aimed to empower youth refugees and enhance their engagement in identifying their needs and finding solutions within their available recourses.

More specifically, 13,800 awareness-raising sessions on child protection topics were organized at UNHCR-supported community centres, child-friendly spaces, and schools, and reached 237,000 children, (145,600 females and 91,400 males), parents, caregivers, and community members. Main topics selected by the community based on their needs included, the right to education, prevention of sexual harassment of children, dealing with youth, and personal hygiene. Partners stressed the importance of these activities as several children are engaged in the worst forms of child labour, such as children engaged in construction work and chemical factories. Neglected and unaccompanied children were referred to case management services, and caregivers were linked to livelihood activities, such as startup small business grants and agricultural grants.

UNHCR in collaboration with UNMAS hosted four trainings for 85 partner staff (child protection case managers, facilitators, and mobile teams) on how to conduct awareness-raising activities on explosive ordnance and mine risk Education targeting children.

During 2022, 1,300 partner staff received training on the basics of child protection, case management, adolescent empowerment, life skills programmes and child protection case management supervision and coaching. The capacity building sessions and follow-up have clearly improved service delivery by partners. This is reflected in the quality of case management reports submitted by partner staff, also the topics selected for prevention awareness sessions show a deeper understanding of core child protection risks.

## Challenges to Achieving Outcome

Restrictions to movement due to lack/or high cost of transportation and the need for government approvals is a challenge that prevents service providers from reaching locations where children need child protection services including case management which minimized the proportion of children at heightened risk who are supported by a Best Interests Procedures. Also, limited resources available to service providers negatively affected related interventions, impacting on the well-being of children, leading to the under achievement of reported values for children participation in community-based child protection programmes. Observed during case management, over 50% of the identified risks among children were related to lack of education.

In addition, families with children, particularly women-headed households, struggled to fulfill the basic needs of their families, resulting in children engaging in harmful coping mechanisms such as child labour and child marriage.

## 6. Outcome Area: Safety and Access to Justice

**Persons of concern have unhindered access to legal remedies**

### Progress Against the Desired Outcome

During 2022, UNHCR provided legal services to people of concern through partners' legal teams comprising of 260 lawyers and 148 legal outreach volunteers. Overall, 346,716 returnees, IDPs and host community members benefited from legal services in 14 governorates. The legal services provided were related to vital events registration, issuing of personal identity documents, gender-based violence, child protection and issues relating to housing, land and property (HLP).

Out of the total number of beneficiaries, 49,524 vulnerable people benefited from direct legal interventions



before administrative bodies and courts. As a result of these interventions, 19,838 individuals obtained personal ID cards, 6,143 individuals received family booklets, 5,495 individuals (mainly women) documented their marriages and obtained marriage certificates and 3,918 children were officially registered and obtained birth certificates. These documents were essential so that their holders could receive humanitarian assistance, register children in school and obtain access other services,. UNHCR assisted 12,252 individuals in obtaining documents required for the proof of ownership of HLP.

UNHCR enhanced the capacity of service providers through protection trainings to 150 partner staff members and legal outreach volunteers. The protection trainings covered topics on UNHCR's mandate, international protection and basic humanitarian principles, gender-based violence legal assistance and prevention, as well as HLP. Furthermore, UNHCR continued to sensitize refugees and asylum seekers on laws and legal procedures impacting them and provided them with legal assistance on issues related to residency, exist visa, GBV, d protection, and other legal matters. 3,332 refugees and asylum seekers benefited from counselling, intervention or awareness raising services.

Also, UNHCR provided legal support to detained refugees and asylum seekers through regular visits and communication with the immigration depository centre. In 2022, 31 refugees and asylum seekers were reported to have been detained for reasons related to the suspicion of having been involved in criminal activities. UNHCR intervened successfully and secured the release of 15 individuals from detention upon clearance from relevant authorities. UNHCR legal team and contracted lawyers continue to follow up on the remaining cases to provide legal assistance.

Furthermore, UNHCR updated the previously developed brochure on residency in Syria and disseminated it among beneficiaries to raise their awareness on the new law No. 12/2022 issued in March 2022 amending Residency Law No. 2/2014, regulating the residency and entry of non-Syrians to Syria, and increasing the fees of residency permits in Syria and the imposed fines for exceeding the period of the residency permit.

## Challenges to Achieving Outcome

Limited access to the detention facilities remains a constraint. Additionally, advocating for the release of some of the detained refugees and asylum seekers who are suspected of committing crimes other than the violations related to immigration matters, was challenging either due to lack of feasible durable solutions or due to the deportation orders issued by administrative courts that are difficult to be challenged.

In addition, reaching out to the most vulnerable persons in remote and non-government areas remained a challenge as only two NGOs (SARC and Syria Trust) are approved in Syria to provide legal assistance.

## 7. Outcome Area: Community Engagement and Women's Empowerment

### Community groups and outreach volunteers become more self-sufficient and organized

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
7.1 Proportion of PoC who participate meaningfully across all phases of the OMC.	IDPs	0.00%	75.00%	36.88%
7.1 Proportion of PoC who participate meaningfully across all phases of the OMC.	Refugees and Asylum-seekers	0.00%	75.00%	100.00%
7.1 Proportion of PoC who participate meaningfully across all phases of the OMC.	Returnees	0.00%	75.00%	36.88%
7.2 Proportion of PoC who have access to effective feedback and response mechanisms.	Host Community	0.00%	81.00%	83.32%

7.2 Proportion of PoC who have access to effective feedback and response mechanisms.	IDPs	0.00%	81.00%	83.32%
7.2 Proportion of PoC who have access to effective feedback and response mechanisms.	Refugees and Asylum-seekers	0.00%	81.00%	83.32%
7.2 Proportion of PoC who have access to effective feedback and response mechanisms.	Returnees	0.00%	81.00%	83.32%
7.3 Proportion (and number) of active female participants on leadership/management structures.	Host Community	60.00%	60.00%	66.03%
7.3 Proportion (and number) of active female participants on leadership/management structures.	IDPs	60.00%	60.00%	66.03%
7.3 Proportion (and number) of active female participants on leadership/management structures.	Refugees and Asylum-seekers	60.00%	60.00%	51.75%
7.3 Proportion (and number) of active female participants on leadership/management structures.	Returnees	60.00%	60.00%	66.03%

## Progress Against the Desired Outcome

The network of the 127 community centres supported by UNHCR in 2022 benefitted displaced persons, asylum seekers, refugees, returnees, and host communities by enabling community participation, reaching out to affected populations, assessing protection risks and vulnerabilities using a participatory AGD approach, identifying community resources, responding to the basic priority needs expressed by communities, strengthening community self-help networks, and offering protection services and support. This included but was not limited to case management (for psychosocial support, GBV and child protection), legal aid, non-formal education programmes, services for persons with disabilities and older persons including provision of general and medical in-kind assistance, social and recreational activities, life and vocational skills development courses, income-generating support, health awareness and counseling, consultation with communities ensuring their meaningful participation, and curriculum-based awareness raising on a range of protection issues.

In 2022, the community-based protection unit conducted a desk review on community concerns and proposed solutions observed throughout 2021-2022. The purpose of the desk review was to gather major community concerns along with suggested solutions addressing community priorities. The desk review included results of the 2021 participatory assessment, where 783 focus group discussions (FGDs) were conducted in 14 governorates with the engagement of 7,924 participants (63% females and 37% males). The findings from the several FGDs conducted over the year, field visits and the 2021 participatory assessment exercise were taken into consideration and used to identify protection needs and risks, propose solutions, and advise on AGD and protection-sensitive interventions and assistance.

UNHCR maintained networks of community outreach volunteers consisting of 2,876 outreach volunteers (ORVs) who played a key role in linking the IDPs, returnees, host communities, refugees and asylum-seekers with UNHCR supported community centres. The ORVs who are embedded in affected communities have facilitated dissemination of information that helped the operation to obtain a better understanding of the community needs and capacities, identify vulnerable individuals in need of protection services, and refer cases as per the identified protection needs. In 2022, the ORVs Terms of Reference were revised and the roles and responsibility of the outreach were further expanded.

A total of 944 community groups including Community and Youth Lead Initiatives were supported by UNHCR and received technical and material assistance for projects selected by the communities themselves (e.g., making walking sticks for visually impaired people, supporting the only available national hospital in Dar'a with wheelchairs). The initiatives benefitted 1,365,312 persons and were led by 7,582 self-managed community groups.

## Challenges to Achieving Outcome

The lack of fuel in the market and the exorbitant transportation costs limited the mobility of ORVs especially in rural areas, and the number of planned visits and interventions. Lack of proper equipment for harsh weather, regular electricity cuts, inability to charge phones and other devices used for communication made it difficult to communicate to wider groups.

## 8. Outcome Area: Well-Being and Basic Needs

### Vulnerable persons of concern receive assistance to meet basic and specific needs

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
8.1 Proportion of PoC in need that receive cash transfers or in-kind assistance.	Host Community	43.00%	85.00%	24.00%
8.1 Proportion of PoC in need that receive cash transfers or in-kind assistance.	IDPs	43.00%	85.00%	33.00%
8.1 Proportion of PoC in need that receive cash transfers or in-kind assistance.	Refugees and Asylum-seekers	43.00%	85.00%	55.00%
8.1 Proportion of PoC in need that receive cash transfers or in-kind assistance.	Returnees	43.00%	85.00%	53.00%
8.2 Proportion of PoC with primary reliance on clean (cooking) fuels and technology [SDG 7.1.2 Tier 1]	Host Community	100.00%	100.00%	100.00%
8.2 Proportion of PoC with primary reliance on clean (cooking) fuels and technology [SDG 7.1.2 Tier 1]	IDPs	100.00%	100.00%	100.00%
8.2 Proportion of PoC with primary reliance on clean (cooking) fuels and technology [SDG 7.1.2 Tier 1]	Refugees and Asylum-seekers	100.00%	100.00%	100.00%
8.2 Proportion of PoC with primary reliance on clean (cooking) fuels and technology [SDG 7.1.2 Tier 1]	Returnees	100.00%	100.00%	100.00%

## Progress Against the Desired Outcome

UNHCR distributed medical and general in-kind assistance to 67,035 people it works with. Around 40% of the items distributed included medical assistive devices. The remaining 60% of items included houseware, kitchen and heating appliances as well as cooling devices.

36,174 older persons with severe health situations and persons with specific type of disabilities received adult diapers, and 9,412 older persons and persons with disabilities benefitted from home-based rehabilitation programmes. A post-distribution monitoring (PDM) was conducted for adult diaper distribution for 7,879 beneficiaries covered by 112 community centres in 14 Governorates. The PDM measured the rate of satisfaction of the beneficiaries and collected significant information from registration, programme design, selection of beneficiaries and impact on their well-being. 82% of surveyed people of concern stated that receiving adult diapers reduced the financial burden on them and their families and their exposure to health problems, and 60% indicated that they would have borrowed money to buy them, had they not received the assistance.

Monthly multi-purpose cash grants was provided to 4,610 households (12,854 individuals). 3,287 refugee children (1,569 households) aged between 5 to 18 benefitted from the one-time education grant. In addition, 6,055 households (17,059 individuals) including asylum-seekers received cash assistance for winterization.

Overall, UNHCR tried to strike a balance between beneficiary coverage and meaningful cash assistance. CBI post-distribution monitoring in 2022 showed an increase in % of respondents who could meet half or more of their basic needs decreasing from 22% in 2021 to 32%.

Core relief and winterization items were provided to respond to the needs of the different groups of IDPs and returnees in 14 governorates. 223,963 families (1,053,909 individuals), comprising of 422,067 IDPs and 631,842 returnees, received items. Post-distribution monitoring results showed that 85% of recipients indicated their satisfaction with the NFI assistance, and 95% reported that the NFI assistance positively impacted their lives.

The shelter programme achieved the planned activities in 2022, providing adequate emergency and long-term shelters in the authorized locations, as well as access to community infrastructure according to designed guidelines. The implemented programme supported affected communities directly or indirectly for better living conditions. More than 500,000 individuals were provided with adequate shelters in 2022. UNHCR secured 20,000 family tents in 2022 to support camps in north-east Syria.

## Challenges to Achieving Outcome

A 66% increase in fuel cost, extra fees charged by freight forwarders because of sanctions-induced shortage of containers available for Syria, and the reduced production capacities of Syrian factories, pushed the procurement and logistics cost and delivery time, which resulted in an inadequate quantity of core relief items (CRIs) procured.

Limited resources and services meant that 10,755 (34%) people with psychosocial needs were not able to receive any mental health and psychosocial support; 37% of older persons and 50% of persons with disabilities planned to be assisted did not receive any rehabilitation support; and 47,500 (41%) persons with protection and health risks could not receive in-kind assistance.

Delayed and limited budget and loss in exchange rate did not allow UNHCR to provide timely and adequate CBI for winterization and education and from including asylum-seekers in its multi-purpose cash grant programme.

## 9. Outcome Area: Sustainable Housing and Settlements

### PoCs receive lifesaving shelter assistance

### Return communities are assisted with shelter and infrastructure support

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
9.1 Proportion of PoCs living in habitable and affordable housing.	IDPs	78.00%	81.00%	74.21%
9.1 Proportion of PoCs living in habitable and affordable housing.	Refugees and Asylum-seekers	78.00%	81.00%	19.72%
9.1 Proportion of PoCs living in habitable and affordable housing.	Returnees	78.00%	81.00%	74.21%
9.2 Proportion of PoC that have energy to ensure lighting (close to Sphere).	Host Community	69.00%	71.00%	48.00%
9.2 Proportion of PoC that have energy to ensure lighting (close to Sphere).	IDPs	69.00%	71.00%	48.00%

9.2 Proportion of PoC that have energy to ensure lighting (close to Sphere).	Refugees and Asylum-seekers	69.00%	71.00%	48.00%
9.2 Proportion of PoC that have energy to ensure lighting (close to Sphere).	Returnees	69.00%	71.00%	48.00%

## Progress Against the Desired Outcome

In according to the 2022 HNO it is estimated that 5.92 million people in Syria will require shelter, and over 15% of the overall population live in substandard shelter types, the types of shelter are diverse from an emergency shelter such as tents, collective shelters, unfinished buildings, Also, living in buildings classified as damaged houses, with limited access to main basic infrastructure. Protection from the elements and safety and security of tenure are among the top shelter inadequacy issues. In conjunction with poor physical shelter,

UNHCR and its partners supported 15,135 households (75,679 individuals) with long-term shelter interventions through repair of 1,860 damaged houses along with the common areas in the buildings to ensure safe access to shelter. Also, provision and installation of 11,798 shelter packages enhanced the living conditions for returnees and host communities. The package includes doors and windows as well as electrical and WASH kits.

For refugees and IDPs in camps in north-east Syria, in 2022, UNHCR replaced and/or installed 2,837 new tents. UNHCR implemented maintenance and expansion works at 17 sites in the camps, in addition to the rehabilitation of two main roads and the provision of electrical generators for several community centres benefiting around 79,366 families in the camps.

For IDPs living in collective shelters, UNHCR rehabilitated two collective shelters in Latakia Governorate hosting 100 families, and seven collective shelters with 491 families in Al-Hasakeh Governorate as an emergency response, following new waves of displacement because of clashes in Ghoueiran, Tall Tamer and Ras Al Ain (north-east Syria) Ensuring the safe and dignified access to shelter has also been supported through installation of solar streetlights and debris removal to enhance protection for people living in the most vulnerable neighbourhoods; 4,173 solar streetlight devices were installed supporting around 42,000 families, and 95,304 cubic meters of debris were removed to support 11,558 families.

To respond to the need for energy, which is lacking in all Syrian communities, UNHCR provided and installed three electrical transformers through UNDP in three different communities supporting about 1,800 households/9000 individuals. In addition, as a pilot project, UNHCR provided 62 households with a solar system at household level. As part of a UNHCR capacity-building programme for partners and counterparts, 1,490 staff of the Ministry of Local Administration and Environment received a series of training conducted at the governorate level covering topics such as such as project management, communication and leadership. Along with MOLAE, the shelter sector and its partners, UNHCR held a workshop to facilitate the approval processes, enhance access to selected beneficiaries, and design a consolidated plan with relevant governorates according to strategic needs.

## Challenges to Achieving Outcome

As indicated in the Humanitarian Needs Overview, the overall shelter needs in Syria are well beyond the capacity of UNHCR and the shelter sector, given the level of destruction, lack of clarity with respect to HLP rights, the currency fluctuation, sharp commodity price rises, and shortage of shelter material and fuel. Nevertheless, for households who were able to benefit from UNHCR's work in the area of shelter, the improvement in their living and protection conditions was significant.

Lengthy approval processes of shelter projects remained a challenge as always. Significantly, in north-east Syria, shelter sector actors including ICRC phased out from the provision of emergency shelter (family tents), leaving UNHCR as a sector lead to continue responding to the needs of new arrivals and replacing the damaged tents in the camps alone.

## 10. Outcome Area: Healthy Lives

**PoCs have access to life saving and life sustaining health services across the levels of care, covering community- based health interventions, primary, secondary and tertiary health care services**

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
10.1 Proportion of children aged 9 months to five years who have received measles vaccination.	Host Community	67.00%	70.00%	75.62%
10.1 Proportion of children aged 9 months to five years who have received measles vaccination.	IDPs	67.00%	70.00%	75.62%
10.1 Proportion of children aged 9 months to five years who have received measles vaccination.	Refugees and Asylum-seekers	67.00%	70.00%	75.62%
10.1 Proportion of children aged 9 months to five years who have received measles vaccination.	Returnees	67.00%	70.00%	75.62%
10.2. Proportion of births attended by skilled health personnel. [SDG 3.1.2 Tier 1]	IDPs	78.00%	80.00%	90.00%
10.2. Proportion of births attended by skilled health personnel. [SDG 3.1.2 Tier 1]	Refugees and Asylum-seekers	78.00%	80.00%	90.00%
10.2. Proportion of births attended by skilled health personnel. [SDG 3.1.2 Tier 1]	Returnees	78.00%	80.00%	90.00%

### Progress Against the Desired Outcome

UNHCR health interventions were designed in line with the UNHCR public health strategy and its objectives to enhance access to life-saving health services jointly with other UN agencies and INGOs. Interventions targeted refugees, returnees, IDPs and vulnerable host community as per the needs-based approach. Four main areas of interventions included:

(1) Support 13 primary health care (PHC) facilities which covered 274,832 people of concern with a basic package of primary health care services including reproductive health, child health, management of communicable and non-communicable diseases including mental health and psychosocial support (MHPSS). These covered needs of persons UNHCR serves in 6 Governorates: Damascus, rural Damascus, Homs, Hama, Aleppo and Hasakeh. The majority of beneficiaries were females (65%), children and adolescents (23%), and older persons (60+) (17%). MHPSS services were provided through physicians trained on mhGAP and multidisciplinary teams to 4,654 people. which represents 1,7% of the total population affected by the crisis. WHO estimated that 2-3% of the population affected by the crisis need MHPSS services. Disengagement from 7 PHCs took place by end of 2022 in line with the policy to reduce progressively the operation's footprint in the provision of health care services to IDPs.

(2) Contribute to the sector plan of revitalizing the free-of-charge public health system, focusing on return areas, by rehabilitating 2 public PHC facilities in rural Aleppo and rural Hama, which were handed over to the Ministry of Health (MoH) to ensure access to nearly 20,000 returnees. Additionally, the installation of two electricity generators for the sole public district hospitals in Nawa and Jasim districts in rural Daraa was supported to ensure continuity of care for nearly 40,000 returnees.

(3) Referrals to secondary health care services for 3,565 refugees through partner public and contracted hospitals.

(4) Community health focused on health promotion and disease prevention in maternal, child, elderly, youth and environmental health, reaching 462,844 people of concern in urban and rural areas as well as camps and collective shelters in 11 governorates. 246,057 benefited from 146 community-led health initiatives, and 29,042 received medical consultations. 40 health points embedded in UNHCR-supported community centres, run by 98 community health workers working with 459 capacitated thematic health volunteers, out of whom 100 are women volunteers focusing on maternal and newborn health and 17 basic clinics run by 17 physicians, with some trained on mhGAP. 28 refugee health volunteers reached over 35,000 refugees and asylum seekers through counseling, home visits, and follow up in hospitals.

## Challenges to Achieving Outcome

The considerable depreciation of the local currency and shortage in fuel drastically increased the cost of health services and delayed the supply chain and as a result equipping PHC facilities as planned. Increased transportation costs impacted access to health care.

The operation was obliged to reprioritize and reduce the target of rehabilitation of facilities from 5 to 4 due to reduced budget combined and the limited capacity of MoH to staff and run PHC facilities.

Lack of funds at MoH to support the installation of generators resulted in prioritizing the preparation of the sites for the installment of 2 electricity generators in two district hospitals in return areas over the rehabilitation of one PHC in Daraa. Increased transportation and medicine costs challenged access to health care service. Social stigma and shortage in MHPSS professionals were some of the MHPSS-related challenges.

## 11. Outcome Area: Education

### Persons of concerns have access to quality primary, secondary and tertiary education

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
11.1 Proportion of PoC enrolled in tertiary and higher education.	Refugees and Asylum-seekers	4.00%	9.00%	20.34%
11.2 Proportion of PoC enrolled in the national education system. [GCR 2.2.1]	Host Community	77.00%	80.00%	77.00%
11.2 Proportion of PoC enrolled in the national education system. [GCR 2.2.1]	IDPs	77.00%	80.00%	77.00%
11.2 Proportion of PoC enrolled in the national education system. [GCR 2.2.1]	Refugees and Asylum-seekers	77.00%	80.00%	73.55%
11.2 Proportion of PoC enrolled in the national education system. [GCR 2.2.1]	Returnees	77.00%	80.00%	77.00%

## Progress Against the Desired Outcome

Through DAFI scholarship programme and in partnership with the Ministry of Higher Education, UNHCR supported 75 students to continue their university studies for the academic year 2021/2022 in public universities. As a result, six scholarship holders successfully graduated from Syrian universities. On the other hand, 13 students have discontinued their university studies due to different reasons. (2 repatriated, 2 failed multiple times and 9 dropped out). In 2022/2023, DAFI has allocated new scholarship slots for Syria where 28 students have been newly enrolled in this programme. This brings the total number of students who have benefitted from the DAFI programme to 84.

UNICEF is the lead of the education sector. It engages in school rehabilitation, capacity building and non-formal education activities through its learning centres in different governorates. In 2022, UNHCR and its partners supported the Ministry of Education (MoE) by providing training for teachers and social counsellors. By the end of 2022, 3,091 MoE personnel had benefitted from trainings on early childhood interventions, mental health and psychosocial support (MHPSS), self-care, active learning, learning difficulties, and applied behavior analysis. The training sessions assisted education personnel in developing knowledge and skills to identify children facing psychosocial and mental health difficulties, to provide support, and to make referrals to specialized service providers. Trainees were selected based on an assessment carried out by the MoE.

In 2022, total of 71,078 internally displaced, returnee, refugee and asylum seeker students benefitted from remedial and catch-up classes in UNHCR-supported community centres and governmental facilities. 13,289 students benefitted from homework café activities provided in the network of community centres supported by UNHCR across different Governorates. Catch-up classes and homework café activities helped enhance the students' learning performance and prevent school dropouts. Students in catch-up classes received a kit of stationery, facemasks, and hand sanitizer to support their learning and safety. These activities provided learning support to returnee and displaced students struggling with their school performance, enhanced the enrolment of out-of-school children in primary and secondary education, and facilitated the reintegration of out-of-school children back into the public education system.

32 damaged schools were rehabilitated as planned in returnee areas benefiting around 22,400 students in Rural Damascus, Aleppo, Quneitra, Dar'a, Homs, Hama, Deir Ezzor, and Latakia Governorates. The rehabilitation work included repair of damaged classrooms and WASH facilities in gender-sensitive and disability-friendly manners to address the protection needs of boys, girls, and children with disabilities and to allow adequate access to school premises.

## Challenges to Achieving Outcome

Due to budget constraints, asylum-seekers could not receive education cash grants, which increased the risk of school drop-out and child labour. Due to the economic crisis, lack of teachers, many of whom have left the country, inadequate educational materials and lack of functional schools in many areas, many displaced and returned children did not receive adequate schooling. Vulnerable students were not able to accommodate the sharp increase in the cost of educational materials and transportation which caused interruption in their school attendance.

It should be noted that according to the HNO, 2 million children are out of school while 1.6 million at risk of dropping out. Inflation made the pocket money value low and insufficient for DAFI university students to cover the essentials.

## 12. Outcome Area: Clean Water, Sanitation and Hygiene

### Return communities have improved access to clean water and satisfactory sanitation/hygiene

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
12.1 Proportion of PoC using at least basic drinking water services [linked to SDG 6.1.1].	Host Community	77.00%	79.00%	75.00%
12.1 Proportion of PoC using at least basic drinking water services [linked to SDG 6.1.1].	IDPs	77.00%	79.00%	75.00%
12.1 Proportion of PoC using at least basic drinking water services [linked to SDG 6.1.1].	Refugees and Asylum-seekers	77.00%	79.00%	75.00%
12.1 Proportion of PoC using at least basic drinking water services [linked to SDG 6.1.1].	Returnees	77.00%	79.00%	75.00%
12.2 Proportion of PoC with access to a safe household toilet [linked to SDG 6.2.1].	Host Community	74.00%	78.00%	75.00%



12.2 Proportion of PoC with access to a safe household toilet [linked to SDG 6.2.1].	IDPs	74.00%	78.00%	75.00%
12.2 Proportion of PoC with access to a safe household toilet [linked to SDG 6.2.1].	Refugees and Asylum-seekers	74.00%	78.00%	75.00%
12.2 Proportion of PoC with access to a safe household toilet [linked to SDG 6.2.1].	Returnees	74.00%	78.00%	75.00%

## Progress Against the Desired Outcome

In 2022, the WASH sector partners mainly UNICEF and the Ministry of Water Resources reached nearly 7 million people. UNHCR contributed to the WASH Sector under the sector strategic objective of “Support water, sanitation/sewage and solid waste management systems to ensure regular services for affected people in Syria”.

UNHCR’s contribution to the sector achievements was reaching 291,260 individuals who benefitted from improved access to water, sanitation and hygiene. To ensure inter-sector complementarity, UNHCR mainly focused on provision of WASH support (rehabilitation of water/sanitation basic services) in the areas where shelter assistance has been provided. Through the rehabilitation of 1,250 meters of the damaged water networks and repairing/equipping of 23 boreholes, UNHCR provided 161,730 individuals with access to safe water.

As a contribution to the solid waste management programme, UNHCR distributed 235 solid waste bins in the most vulnerable neighbourhoods. The rehabilitation of 6,042 meters of sewage network along with providing 250 manhole covers and the rehabilitation of two stormwater systems have provided some 129,260 returnees and host communities in the targeted locations with enhanced sanitation facilities and a better living environment.

## Challenges to Achieving Outcome

UNHCR contributed to the WASH programme to ensure returnee and affected communities, who are also supported with shelter interventions, have access to the basic services. However, the deterioration of the functionality of the public water and sewage network, which are totally or partially out of service, complicated the prioritization and designing of a holistic approach in several areas. Furthermore, the shortage of fuel, electricity, needed materials in the local market (pumps, generators, etc.), lack of regular maintenance for WASH facilities, and the high cost of rehabilitation of WASH infrastructure compounded and added more challenges to WASH interventions.

## 13. Outcome Area: Self Reliance, Economic Inclusion and Livelihoods

### Vulnerable PoCs restore access to livelihoods for strengthened social protection and positive coping mechanisms

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
13.1. Proportion of PoC with an account at a bank or other financial institution or with a mobile-money-service provider [SDG 8.10.2 Tier 1].	IDPs	42.00%	60.00%	23.00%
13.1. Proportion of PoC with an account at a bank or other financial institution or with a mobile-money-service provider [SDG 8.10.2 Tier 1].	Refugees and Asylum-seekers	42.00%	60.00%	0.00%

13.1. Proportion of PoC with an account at a bank or other financial institution or with a mobile-money-service provider [SDG 8.10.2 Tier 1].	Returnees	42.00%	60.00%	23.00%
13.2. Proportion of PoC who self-report positive changes in their income compared to previous year.	IDPs	34.00%	60.00%	57.74%
13.2. Proportion of PoC who self-report positive changes in their income compared to previous year.	Refugees and Asylum-seekers	34.00%	60.00%	60.24%
13.2. Proportion of PoC who self-report positive changes in their income compared to previous year.	Returnees	34.00%	60.00%	53.75%
13.3 Proportion of PoC (working age) who are unemployed.	IDPs	55.00%	40.00%	21.00%
13.3 Proportion of PoC (working age) who are unemployed.	Refugees and Asylum-seekers	55.00%	40.00%	90.41%
13.3 Proportion of PoC (working age) who are unemployed.	Returnees	55.00%	40.00%	21.00%

## Progress Against the Desired Outcome

As part of UNHCR Syria 2023-2025 multi-year strategy, UNHCR focused on improving the financial inclusion of people it serves in Syria (access to the banking system) through advocacy with the authorities. Similarly, UNHCR engaged in facilitating access of returnees and internally displaced people to national Microfinance banks through local partners. UNHCR also improved its data collection through its livelihood information system to ensure accuracy complemented by findings from UNHCR's regular monitoring and post-distribution monitoring. Subsequently, an average of 58% of those who participated in the survey reported increased levels of income compared to the previous year.

Significant unemployment levels (above 21%) are recorded expected to increase above 21% among IDPs and returnees due to low wages, economic downturn and negative income/expenditure gap among others, while the legal access to work is an additional barrier for refugees, with estimated unemployment at 90%. Within the early recovery and livelihoods sector, 13.8 million Syrians are estimated to be impacted by lack of livelihoods which is considered the second-highest priority for IDPs, returnees, and refugees. In 2022, UNHCR maintained focus on fostering reintegration of vulnerable displaced people into their communities, reducing their engagement in harmful coping mechanisms and achieving more coherent and coordinated actions with other stakeholders involved in the implementation of livelihood programme.

Under direct livelihoods support, UNHCR completed minor repairs to 20 social, economic, and productive infrastructures benefiting more than 73,000 IDPs and returnees. These included restoration of bakeries, vocational training schools, and irrigation canals. The over-achievement in the reported target was mainly due to collaboration with other UN agencies and INGOs, including collaboration with FAO to rehabilitate four irrigation canals in Raqqa. UNHCR provided start-up business training to more than 2,100 vulnerable people in 14 governorates in 2022. Out of this total, 1,236 people were selected based on vulnerability and capacity assessments and received material support to start their businesses, which nearly matched the planned target for 2022. UNHCR also supported 4,381 people of concern in rural areas with agricultural inputs (such as seeds) and livestock. UNHCR's partners also facilitated access of 200 people to micro-finance services through business training and awareness. Additionally, the Early Recovery and Livelihood (ERL) sector response continued focusing on mitigating the socioeconomic impacts of the ongoing crisis on the most vulnerable groups through a comprehensive response which seeks to address growing livelihood needs and enable access to essential services and infrastructure. As a result of collective efforts by 27 ERL partners, 1.23 million people directly benefited from early recovery and livelihoods interventions across Syria.

## Challenges to Achieving Outcome

There are considerable gaps between the planned targets to support refugees and the achieved results, mainly due to the existing legal restriction on refugees' access to work. On the support to IDPs and returnees, UNHCR's community centre database shows a high demand for livelihood services (UNHCR support covered only 10% of submitted applications under small start-up projects programme). Lack of livelihoods has been identified as the main consideration for IDPs and returnees when discussing issues related to return, and gender-based violence, the major economic decline, rapidly increasing living costs and unemployment rate are significantly affecting UNHCR and partners efforts to address the needs among vulnerable communities for livelihood support. Despite the contributions of other UN partners, major gaps remain in this area in the absence of interventions at scale.

## 14. Outcome Area: Voluntary Return and Sustainable Reintegration

**Contributing to an enabling environment for voluntary, safe and dignified return of refugees and IDPs.**

### Progress Against the Desired Outcome

The number of verified refugee returnees from neighbouring countries in 2022 was 50,882, a 43% increase from 2021 but still below 2019. Progress was made on collecting quality and updated returnee data which was essential to better understand return dynamics. Notable milestones included approval to establish the border-point health posts which will serve as a referral point for returnees to access protection services in their areas of return. Advocacy to the Government on various legal actions continued at leadership and working levels. Positive legal developments included fine-waivers and amnesties (including Legislative Decree no.7) though their impact was hard to measure. UNHCR continued to identify and respond to the specific needs and protection concerns of returnees through its wide network of Community Centres and Outreach Volunteers.

Improving the management of collected return data was a key focus. New digital tools and modalities were developed to strengthen capacity. Notably the Population Movement Reporting Tool being developed will support UNHCR's efforts to keep abreast of the current needs of returnees. The Syria Information (online) Platform that was established provides a central source of consistent and updated information for reference when counseling Syrian refugees.

Guidance tools for UNHCR Offices were produced, including Notes on Engaging Returnees. A standard questionnaire for engaging with returnees was developed, guided by the field and incorporating key protection elements. This was successfully applied to identify and refer needs on return movements. A wide-ranging Protection-led Participatory Assessment collected data from inter alia returnee populations which improved UNHCR's understanding of return dynamics. Meetings with UNHCR colleagues in Jordan and Lebanon on refugee returns established effective channels of information exchange at the technical levels and will continue with greater frequency. UNHCR Syria also worked with other operations, including feedback on the Refugee Perceptions and Intention Survey, and internal research relating to back-and-forth movements by Syrian refugees in Jordan.

The area-based return support approach dominated efforts at the inter-agency level. An area-based expert was recruited (with UNDP) to lead its operationalization. Two interagency area-based return support workshops strengthened coordination and understanding between UN actors. In parallel, UNHCR made particular efforts to ensure that donors were informed of this approach. UNHCR also actively engaged with Government to link UNHCR-led returns-activities to the UN Strategic Framework under Pillar 3 relating to refugee returns.

## Challenges to Achieving Outcome

The complex operational context augmented by the impact of multiple crises to country conditions, donor red-lines, sporadic outbreaks of violence and the heavily politicized nature of the refugee return issue are the key challenges to the targeted outcome. Stakeholder concerns over refugee returns to Syria grew, as did the percentage of refugees who are not inclined to return to Syria soon (RPIS). As concerns scaling up area-based return support, mission planning to return areas remained a resource-intensive endeavor, particularly where interagency coordination was required. Despite improvements to access, data collection remained difficult and the information that is collected is often through third parties.

## 15. Outcome Area: Resettlement and Complementary Pathways

**Opportunities for resettlement of vulnerable refugees are increased, and access to settlement in a third country via complementary pathways enhanced**

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
15.1 Number of refugees submitted by UNHCR for resettlement.	Refugees and Asylum-seekers	0	80	22
15.2 Average processing time from resettlement submission to departure under normal priority.	Refugees and Asylum-seekers	718.00	360.00	1,594.00

## Progress Against the Desired Outcome

Resettlement is considered a major protection tool in the Syria context and 1,500 refugees were determined to be in need of resettlement in 2022. Although UNHCR Syria did not have an allocated quota for resettlement submissions in 2022, the Office continued to identify, screen and conduct resettlement interviews, submitting 22 individuals for resettlement consideration under the unallocated quota.

The absence of diplomatic representations, complicated by the political and security situation in Syria, has had a significant impact on the departures of refugees accepted for resettlement including prolonged processing timelines. UNHCR Syria continued to support resettlement States and facilitated resettlement processing and departures by adopting different mechanisms such as digital video conferencing (DVC) allowing for remote interviews and the possibility to take biometric data on behalf of the States. In 2022, UNHCR facilitated the digital/virtual interviews of 48 individuals with the Canadian embassy based in Amman.

UNHCR maintained effective communication with people of concern through counseling over the resettlement dedicated hotline. A total of 1,001 individuals were counseled in 2022 about their resettlement cases with the aim to provide accurate information and manage refugees' expectations in relation to resettlement. UNHCR also carried out two town hall meetings with refugee representatives and outreach volunteers to share information about resettlement processing and the challenges faced by UNHCR in processing resettlement cases in Syria.

In the absence of IOM, UNHCR continued to carry out responsibilities related to the departure arrangements in Syria. UNHCR facilitated the departure of 17 refugees in 2022. UNHCR and IOM continued to collaborate closely, with IOM maintaining its role in facilitating departure arrangements outside Syria.

## Challenges to Achieving Outcome

Resettlement in Syria is challenged by an environment marked by a lack of diplomatic representation. This has resulted in a sharp decline of resettlement opportunities for refugees in Syria and limits the ability for UNHCR Syria to advocate locally with resettlement States. Syria has not been granted a resettlement quota since 2019 and has relied on unallocated quota for submissions. The absence of a dedicated quota for resettlement has made it challenging for UNHCR Syria to identify and submit cases that meet the strict thresholds and criteria of the unallocated quota, leading to small number of submissions.

## 2.2. Age, Gender and Diversity

In Syria, people benefited from protection interventions provided by UNHCR and its partners in 127 Community Centres. Adherence to the age, gender and diversity (AGD) policy continued by ensuring equal access to services, responding to the needs of women, girls, men, and boys and by obtaining disaggregated data through different tools used.

The operation has complaint and feedback procedures that are accessible by all groups to report serious misconduct or procedural unfairness in the provision of services. A total of 1,061 complaints and feedback were received from concerned populations for services provided by UNHCR, partners and other humanitarian actors. UNHCR partners have compliance teams to address concerns and provide feedback through regular communication channels. Accountability to Affected Populations (AAP) was further reinforced through reviewing partners' standard operating procedures on complaints and feedback mechanisms (CFM) to align with UNHCR guidelines, building partners and staff capacity on setting, maintaining and upgrading CFM.

UNHCR together with WFP co-led the AAP–Working Group (WG), conducted capacity building trainings, coordinated community consultations and focus group discussions with selected populations.

A total of 291,858 persons with disabilities were identified, of which 65,166 were provided with services. Access of LGBTIQ+ people of concern remain hindered due to laws criminalizing same sex relationships. However, partners continued to address identified needs at an individual level.

In all community structures, women are equally engaged and participated meaningfully in all issues that affect them and their communities. Out of 2,876 outreach volunteers, 1,478 are women. The community/youth Led (CLI/YLI) were implemented by 2,667 women, such as, rehabilitating and equipping a safe space for women and literacy courses for women to be able to support their children in learning.

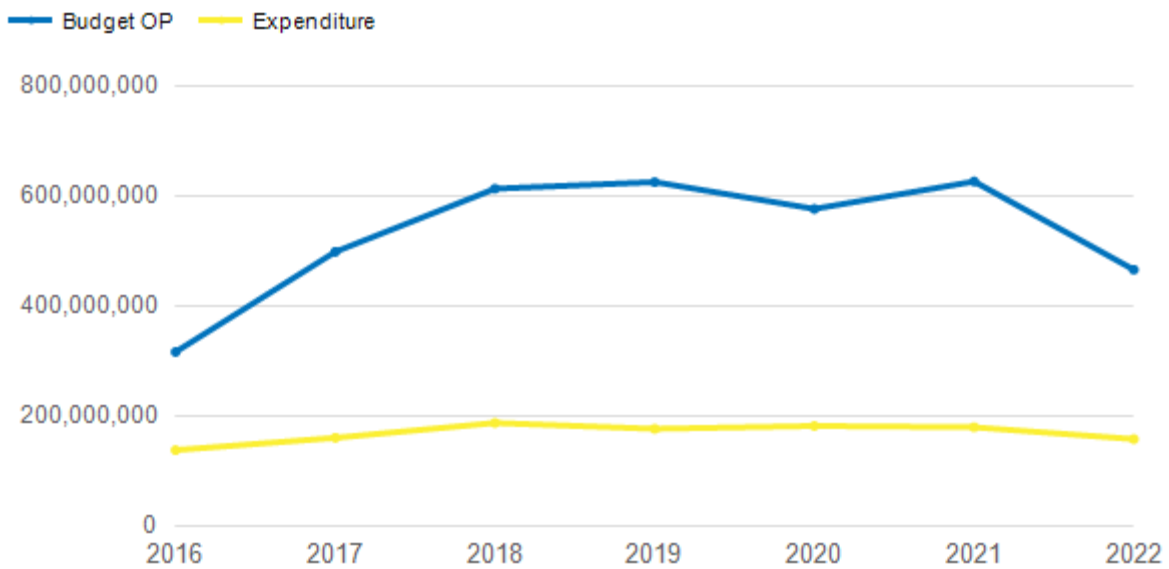
## Section 3: Resources

### 3.1 Financial Data

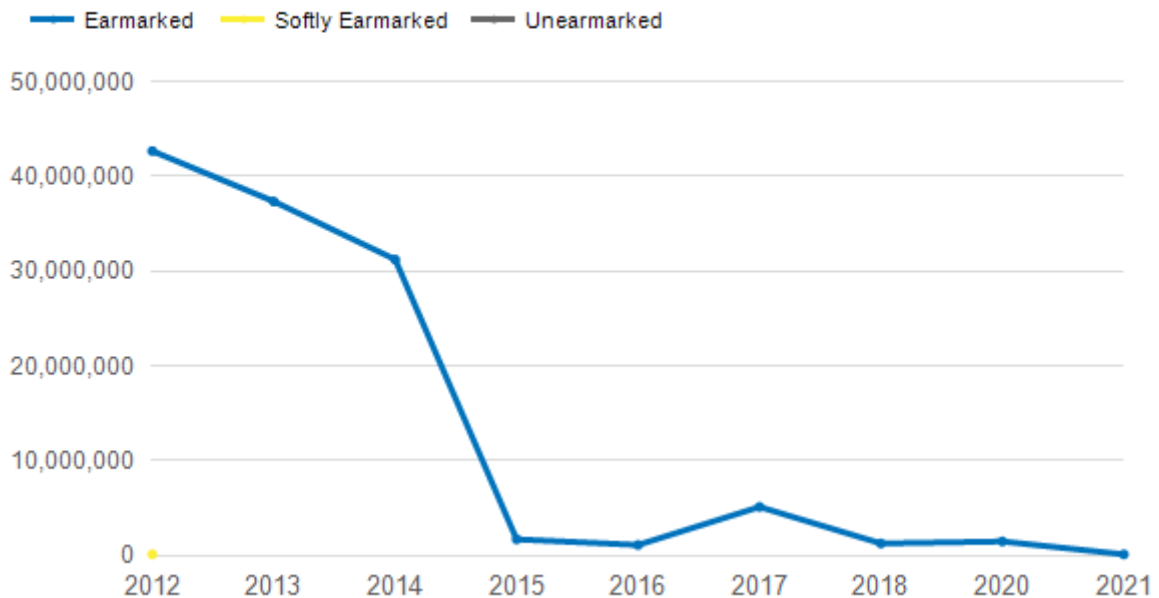
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	46,779,176	15,476,776	33.08%	15,476,776	100.00%
IA2: Respond	319,571,999	83,897,297	26.25%	83,897,296	100.00%
IA3: Empower	98,622,620	57,805,510	58.61%	57,936,510	100.23%
IA4: Solve	105,056	43,796	41.69%	43,493	99.31%
All Impact Areas		8,907,947	0.00%		0.00%
<b>Total</b>	<b>465,078,851</b>	<b>166,131,326</b>	<b>35.72%</b>	<b>157,354,075</b>	<b>94.72%</b>

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	1,818,713	2,019,769	111.05%	2,019,769	100.00%
OA2: Status	180,292	25,081	13.91%	25,081	100.00%
OA3: Policy/Law	666,744	224,812	33.72%	224,812	100.00%
OA4: GBV	5,501,351	4,343,416	78.95%	4,343,416	100.00%
OA5: Children	4,817,755	4,439,921	92.16%	4,439,921	100.00%
OA6: Justice	44,113,427	13,206,520	29.94%	13,206,520	100.00%
OA7: Community	35,945,902	17,944,649	49.92%	17,944,649	100.00%
OA8: Well-being	227,494,363	46,890,259	20.61%	46,890,259	100.00%
OA9: Housing	66,585,872	27,344,414	41.07%	27,344,414	100.00%
OA10: Health	16,527,281	5,470,054	33.10%	5,470,054	100.00%
OA11: Education	13,713,097	9,853,024	71.85%	9,023,465	91.58%
OA12: WASH	8,964,483	4,191,265	46.75%	4,191,265	100.00%
OA13 Livelihood	21,947,513	10,987,544	50.06%	10,987,544	100.00%
OA14: Return	54,994	17,181	31.24%	17,181	100.00%
OA15: Resettle	50,062	29,072	58.07%	28,768	98.96%
EA17: Systems	15,508,028	10,298,362	66.41%	10,429,362	101.27%
EA20: External	1,188,973	767,594	64.56%	767,594	100.00%
All Outcome Areas		8,078,387	0.00%		0.00%
<b>Total</b>	<b>465,078,851</b>	<b>166,131,326</b>	<b>35.72%</b>	<b>157,354,075</b>	<b>94.72%</b>

### Budget and Expenditure Trend



### Contributions Trend by Type



## 3.2. Resources Overview

Due to the limited budget, soaring inflation and the drastic deterioration of the economy, the operation was obliged to scale down activities and stretch available resources to minimize the impact on targeted beneficiaries. Critical gaps were faced under the Outcome Area 8: Well-Being due to the inability to source/procure the required Core Relief Items (CRIs) to cover the regular distribution programmes, the winterization programme, as well as the required replenishments for emergency preparedness and response.

On the other hand, the operation faced another critical gap under Outcome Area 9: Housing given the inability to procure family tents, and cover the installation cost of solar streetlights, and other priority rehabilitation projects.



Outcome Area 7: Community was similarly impacted as it was difficult for the operation to sustain the established network of 127 community centres. A comprehensive review of the network was launched to determine required adjustments, resulting in the closure of five centres already in 2022.

However, despite the above-mentioned challenges and given the difficult circumstances, UNHCR was able to support its partners by increasing its contribution to their staff salaries to mitigate the negative impact of the staggering inflation on more than 5,000 partner personnel across the country.

Additionally, unforeseen resources obtained as part of the earthquake response will not mean a reversion to earlier plans/objectives prior to rationalization due to decreased funding levels. Rather, the objective is for the operation to transform and become more strategic, responding to the immediate impact of the earthquake and merging quickly with activities that addressed acute needs even prior to 6th February. These needs have been further exacerbated by the impact of the earthquake.



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