

www.ifrc.org
Saving lives,
changing minds.

Emergency Plan of Action Operation Update Syria: Complex Emergency

 International Federation
of Red Cross and Red Crescent Societies

Emergency appeal n° MDRSY003	GLIDE n° OT-2011-000025-SYR
Operations update n° 17	Timeframe covered by this update: 1 June 2019 to 30 June 2020
Operation start date: 6 July 2012	Operation timeframe: 6 July 2012 to 31 December 2020 Appeal to be extended until December 2021
Overall operation budget: CHF 195.1 million	This Emergency Appeal was initially launched in July 2012 for CHF 27.5 million The appeal has had 8 revisions and total Appeal budget is now CHF 195.1 million Annual appeal Budget for 2020: CHF 25.63 million Total funding gap for 2020: CHF 10.6 million
N° of people being assisted: Approximately 3,000,000 Between June 2019 to June 2020, Syrian Arab Red Crescent (SARC) reached more than 10 million people with provision of food, health and care, water, sanitation and hygiene promotion, and livelihoods interventions; of which approximately 3 million people were reached through support of this IFRC Appeal.	
Host National Society presence: SARC, with 14 branches, 64 active sub-branches and 13,762 staff and volunteers has a presence throughout Syria and remains the largest humanitarian organisation in the country, it is also the main national facilitator of all international humanitarian assistance.	
Red Cross Red Crescent Movement partners involved in the operation: Movement partners have been supporting the Syria Arab Red Crescent (SARC) response multilaterally and bilaterally since the onset of the Syrian Complex Crisis. The list of partners supporting through IFRC Emergency Appeal (MDRSY003) is available in the IFRC donor response. There are 10 other Movement partners including the International Committee of the Red Cross (ICRC) supporting SARC bilaterally. The nine Partner National Societies (PNSs) all of which have in-country presence in Syria are: The British, Canadian, Danish, Finnish, French, German, Norwegian, Swedish and Swiss Red Cross Societies.	
Other partners actively involved in SARC operation: UN agencies such as FAO, UNDP, UN OCHA, UNFPA, UNHCR, UNICEF, WHO, WFP, and INGOs such as Action Contre la Faim (ACF), ADRA, MEDAIR, Danish Refugee Council, GVC, HELP, IECD, IMC, PU, Secours Islamique France, Terre des Hommes and Armadilla. In addition, DG-ECHO, USAID-OFDA, Irish Aid, Austrian Development Agency, Japanese Government, Canada's Department of Foreign Affairs, Trade and Development, private and corporate donors contribute to the emergency appeal.	

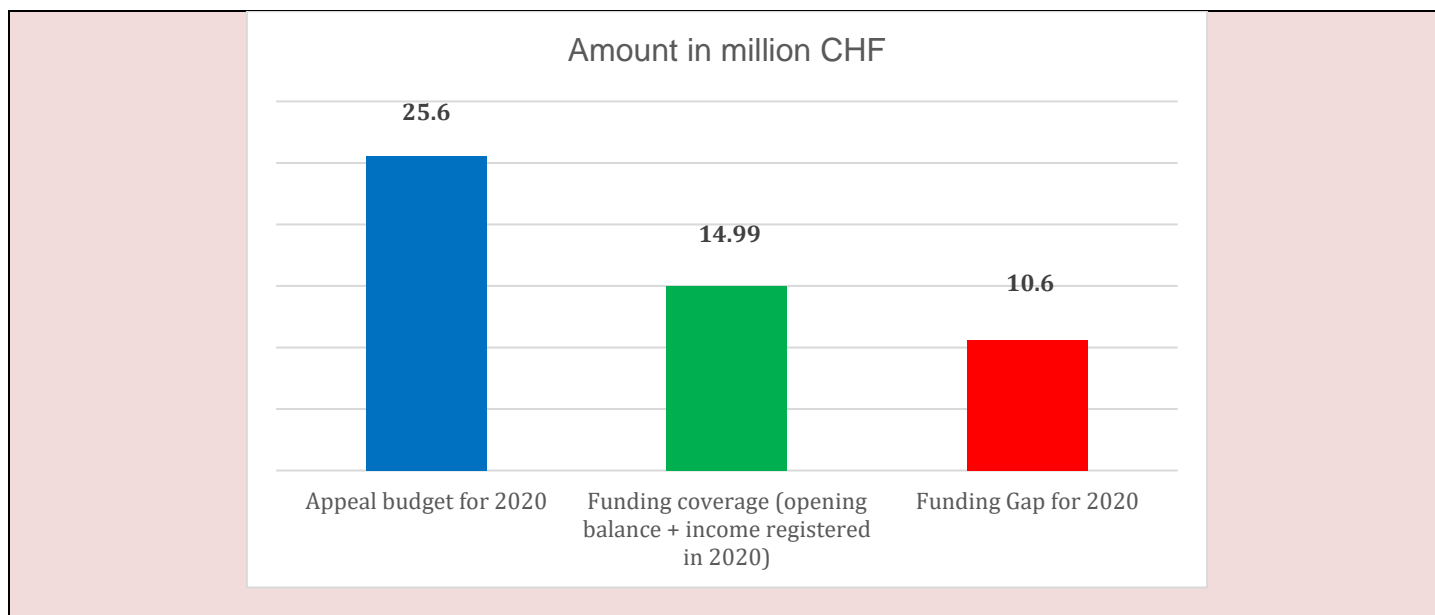
SUMMARY

- *This operation update provides a summary of key results achieved against the IFRC Syria Complex Emergency Plan of Action covering 13-month period, from 1 June 2019 to 30 June 2020.*
- *This update informs partners of the ongoing discussions and planning to revise the appeal timeframe by 12 months until 31 December 2021 to honour current commitments. It further informs of the planned launch by January 2021 of a Country Plan platform which will accommodate new incoming pledges for 2021. While based on one unique plan and budget the approach will enable the continuation of our*

joint activities while ensuring the closure of the EA platform by December 2021. Syria has entered the 10th year of a conflict and the civilian population continues to face a grave and prolonged humanitarian situation compounded by multiple displacement of people since late 2019. According to the Syrian Arab Republic Humanitarian Funding Gaps' June 2020 report, 6.7 million people inside Syria are internally displaced and 11.1 million people are still in need of some form of humanitarian assistance in 2020, of which 4.7 million are in acute need. A political solution to the Syria crisis is still not in reach deepening a dire humanitarian situation in 2020 and forecast to continue throughout 2021 for millions of people inside and outside the country. Attempts to "building resilient communities" to counter the effects of a protracted conflict/crisis context of Syria, is seen as recovery/development intervention, which is conditioned by the achievement of political agreements. Furthermore, the effects of the COVID-19 pandemic putting an additional burden on an already weak health system. Nine years of severe sanctions crippled an economy in continuous decline with 80% of the population reported to be living under the poverty line and the wellbeing and food security has been further exacerbated by the outbreak of COVID-19 pandemic and steep rise in food prices in the country. In general, COVID-19 outbreak impacting the ongoing humanitarian programmes due to global, regional and local level mitigation measures to contain the virus that also resulted in temporary delays or reprioritization of planned activities on the ground. Conflict continues in the North East and North West of Syria and regular armed clashes occur in areas under the Syrian Government. In order to rebuild the lives of people affected by the protracted conflict, access to essential services such as food, water, sanitation and health remains a huge challenge in general.

- The economic sanctions as well as the Bank crisis in the Lebanon negatively impacted financial transfers to Syria causing major delays in funds available for operations. Difficulties in receiving funds in-country from September 2019 until July 2020 impacted severely on the country office's ability to undertake its planned support to SARC for 2020. Secondly, the accompanying effect of high inflation rates led to a sudden rise in prices where Syrian Pound increased from 400 SYP to 1250 SYP against USD between late 2019 to first half of 2020. This resulted in a number of key suppliers unable or unwilling to provide stock and services under framework agreements. The delegation advocated for funds to be released for 2020 to Syria under a special exemption to assist in overcoming the issues faced which was granted.
- As a consequence of the fluid humanitarian situation in and around Syria, coupled with operational challenges highlighted in this update, the overall progress has fallen short of some of the targets. While corrective action has been taken and some of the gaps recovered the successful provision of food, emergency shelter items and health care services have been indeed affected. To this regard, the planned extension of the appeal timeframe into 2021 will enable SARC to continue its lifesaving assistance to meet acute humanitarian needs of conflict-affected people in Syria. While recognising longer-term organizational needs of SARC and its sustainability, this will provide an opportunity to start the migration from, and integration of the appeal into a more longer-term operational plan.

The IFRC, on behalf of SARC, would like to take this opportunity to thank all partners for their contributions to this Emergency Appeal. In 2020, CHF 10.6 million corresponding to services to an estimated 3 million most vulnerable, out of a 2020 budget of CHF 25.6 million are still needed, to enable IFRC to continue to support SARC in its provision of essential humanitarian assistance, irrespective of COVID-19. The budget for IFRC's Emergency Appeal for 2020 is so far 58% covered and funding is very urgently needed to ensure services in following areas: Livelihoods and Basic Needs - CHF 8.1 million, Health - CHF 2.9 million, Shelter - CHF 1.9 million, Water, Sanitation and Hygiene - CHF 270,000, Protection, Gender and Inclusion - CHF 334,000, and Strategies for Implementation - CHF 1 million. The appeal budget for 2020 still under funded and the graph below shows the funding gaps for 2020.



A. SITUATION ANALYSIS

Description of the disaster

Syria is entering the 10th year of the conflict which has devastated the country compounded by multiple displacement of people, over stretched services and ongoing inter-factional fighting. More than 5.6 million people have fled the country since the conflict began in 2011, with 6.1 million displaced in Syria, 1.8 million newly displaced, and about half a million returnees over the last year. In 2020, 11.1 million people are in need of some form of humanitarian assistance, including nearly 6 million children. Of which 4.7 million people with acute need. Different sanctions imposed on Syria, have had unintended effects on humanitarian activities, notably the logistic pipelines and financial channels. So far, no political breakthrough which means a dire outlook in 2020 and beyond for millions of people inside and outside the country.

The COVID-19 virus further complicates the situation in Syria with the economic impact escalating food crisis and will impact on ongoing lifesaving and non-lifesaving humanitarian actions of the SARC as well as other humanitarian agencies to ensure staff and volunteer follow prescribed precautions in the undertaking of their work. The issue of sanctions imposed on Syria, although not targeting humanitarian actions, has had a devastating effect on the wellbeing and food security of Syrians in general with food prices rising steeply in the last quarter of 2019 and first quarter of 2020. The restriction of movement and goods, the suspension of certain field activities, the closure of borders and a critical lack of protective equipment for staff and volunteers are just some of the factors that have impacted dramatically on our operations. The latest humanitarian needs assessment report June 2020 for Syria (HNAP), of which SARC is also a partner, shows that health care requirements remain in the top three priority needs along with food and livelihoods.

Since October 2019, the political and economic crisis in neighbouring Lebanon has had a direct negative impact on Syria with prices for basic commodities steadily increasing and food is more than twice as expensive as it was just last year. An estimated 80% people in Syria reported to be living under the poverty line, with high level of food insecurity¹. The protracted nature of the crisis, the deteriorating socio-economic situation, sanctions and the COVID-19 outbreak have contributed to an increase in the number of food-insecure people, from 6.5 million in 2019 to 9.3 million people in 2020. The MEB national average for a household of five (with inflated income) was 130,364 SYP in February; 194,985 in May and 282,006 SYP in June 2020. As is apparent, these results show a 216% increase from February to June 2020. The accompanying effect of low supply of US Dollar and high inflation led a sudden rise in prices where the Syrian pound increased from 700 SYP to 1,256 SYP against the USD and by 8 June 2020, the informal SYP/USD

¹ https://reliefweb.int/sites/reliefweb.int/files/resources/covid-19_update_no.6.pdf

exchange rate reached SYP 3,200/USD. On 16 June, the Syrian Central Bank devalued the Syrian Pound setting a new official exchange rate to SYP 1,256/USD. Since mid-March 2020, significant price increases and shortages in basic goods (on average 60 per cent in food staples) and personal sterilization items (face masks, hand sanitizers – up to 5,000 per cent increase) have been reported across Syria. There was a large increase in the number of households reporting to purchase items on credit. Rural areas reported around 50% of people in their community buying on credit (up from 20% to 30% in September 2019) while urban areas reported between 60% to 80% of people buying on credit (up from 50% in September 2019).²

Based on August 2020, WFP Vulnerability Analysis and Mapping exercise in Syria shows that the national average price of a standard reference food basket increased by 3% between June and July 2020, reaching SYP 86,571 (131 per cent higher than that of January 2020 and 251 per cent higher compared to July 2019), the highest rate recorded since the start of the crisis. By August, the national average price of a standard reference food basket had increased by 110% since February 2020. While the value of the Syrian pound has stabilized, food prices are still rising. Affected families not able to meet food needs and have been forced to engage in negative coping strategies such as consumption of less expensive food or reduced the number of meals per day. It also shows that “using savings to cope with lack of food or lack of money to buy food was still not an option for 84% of the Syrian households in July 2020 suggesting that most of the households have already depleted their savings”. Other reported coping mechanisms as a result of the increase in prices since September 2019 have been removing children from school due to the high cost of transport to school. Some households also reported removing children from school to have them work instead, as a coping strategy bringing-in additional needed income for the household.

The security situation in Syria remains two-fold, large areas have seen a radical decrease in hostilities both in number and intensity, which is reflected in the reduction of hard-to-reach areas and UN-declared besieged areas. Other areas remain highly unstable and violence has increased during late 2019, causing widespread population movement and increased severity of needs; especially in the North East and North West Syria has been concerning. In 2020 an increase in small scale hostilities and retaliations has unsettled the southern region of Daraa and surrounds. The main hot spots being Al-Hassakeh, Ar-Raqqah, Aleppo, Latakia, Daraa and Idleb governorates as well as other areas including Deir-ez-Zor. There is a high risk associated with the ongoing operations, as the security situation and access to certain areas can change frequently during the course of implementation of activities. This has led to an increase and diversification of needs, including both lifesaving rapid emergency response as well as basic support and protection. In the North West, the 6 March 2020 ceasefire is regularly tested and challenged with sporadic shelling and armed clashes being reported in many locations. Increasing hostilities reported in the Idleb and northern Aleppo areas deeply affected civilians and damaged already strained health facilities. Irrespective of the ceasefire, humanitarian needs remain extremely high and the situation alarming, given the large-scale displacement. Of the 4.1 million people living in northwest Syria, an estimated 2.7million are internally displaced. Some 780,000 of the nearly 1 million people displaced between December 2019 and early March 2020 have moved to areas in Idlib and western Aleppo governorates such as Maarat al-Numan, Saraqib, and Khan Sheikhoun which now has one of the highest densities of displaced populations. Overall, more than 1.4 million people are living in IDP camps and overcrowded settlements, of which 80% are women and children where the potential for COVID-19 outbreaks may have devastating effects. The most urgent needs of those recently displaced are shelter, food, water, sanitation and hygiene, food and protection. Longer term impacts of need are already beginning to be seen especially that of malnutrition, for example 3 in 10 pregnant or lactating women are acutely malnourished, compared to 1 in 20 this time last year.

Number of COVID-19 cases have been increasing since late March 2020, with 6,421 laboratory-confirmed cases being reported by authorities as of date, with the government reporting that the cases have been primarily in Damascus and Rural Damascus governorates, it must be noted that testing is mainly undertaken on people who are presenting to hospitals with symptoms. The first positive case was announced on the 22 March 2020, with the first fatality reported on the 29 March (there have since been 329 further fatalities). The Government continues to implement a range of preventive measures however it will be challenging in densely populated areas of Damascus/Rural Damascus, Aleppo, Homs and those living in the informal settlements in North East Syria, as well as other areas including Deir-ez-Zor where hostilities may continue. In particular,

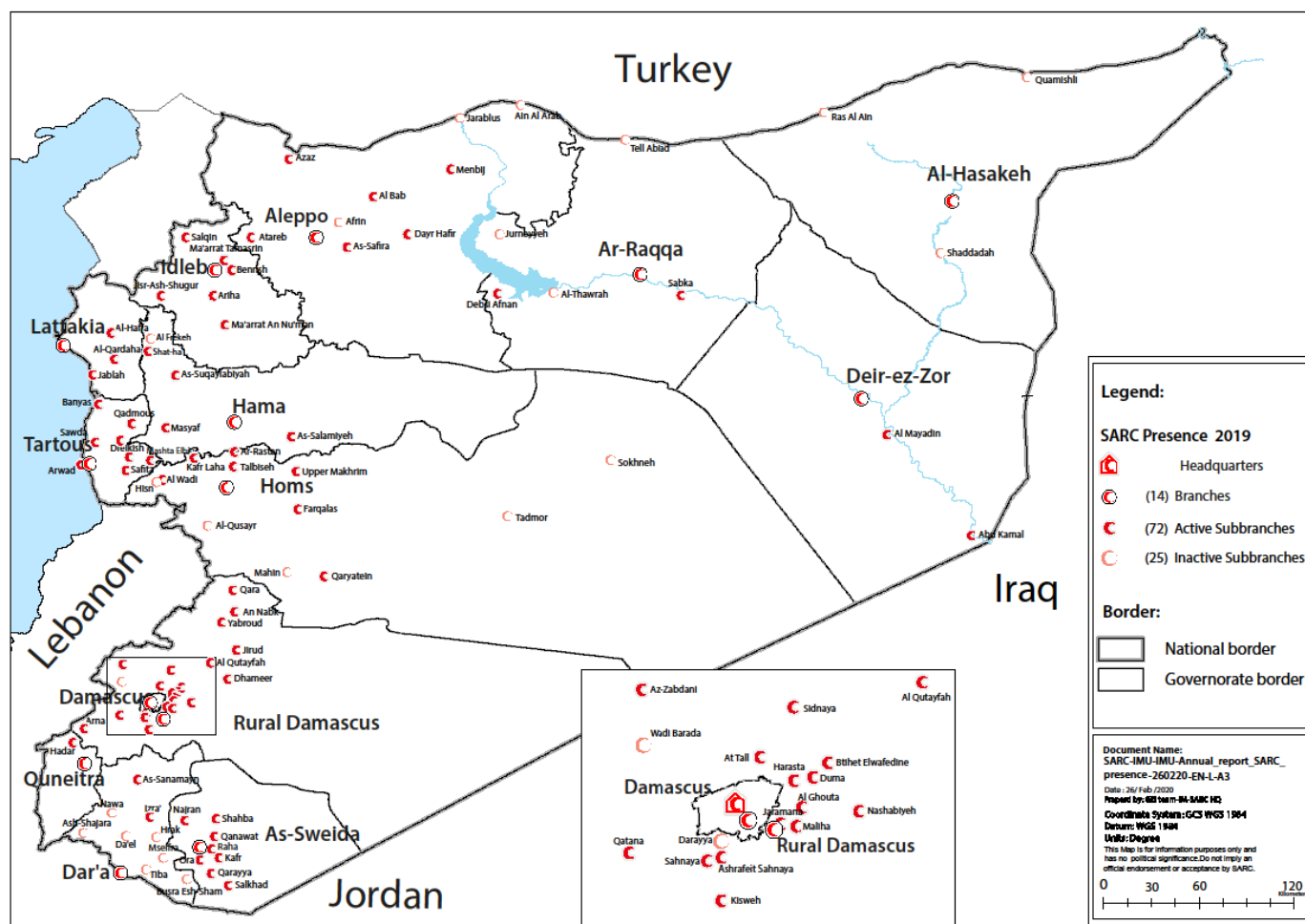
² <https://www.wfp.org/publications/syria-food-security-analysis-march-2020>

there is an increase in number of cases in the North over last month. The demand for health care and wellbeing services is higher in North East Syria and Central & South Syria where 38 and 33 percent households report it as one of their top three priority needs, compared to 29 percent nationally. Another highest need reported need was for healthcare infrastructure (health facilities), which was most prevalent in the north-east (28 percent) and least prevalent in north-west Syria (14 percent). Nationwide the poor access to basic health services and psychosocial support are evident from figures as high as 35% and 87%, respectively.

Summary of current response

Overview of Host National Society

Founded in 1942, the Syrian Arab Red Crescent (SARC) is an independent humanitarian organization. SARC was recognized by the International Committee of the Red Cross (ICRC) in Geneva in 1946 and it is committed to the Geneva Conventions and the seven Fundamental Principles of the International Red Cross Red Crescent Movement. SARC has its headquarters in Damascus, with 14 branches and 65 active sub-branches across 14 governorates. It has more than 5,945 staff and 7,817 active volunteers³ working across its headquarters, and branches and active sub-branches. SARC estimates that their humanitarian assistance, enabled by RCRC Movement, UN Agencies and other partners, to reach over 10 million people of those in need in Syria between June 2019 to June 2020. The range of services provided includes emergency relief, water, sanitation, health, livelihoods, and community services targeting vulnerabilities.⁴



SARC continues to be the main humanitarian actor in Syria. It works closely with local communities, of which their volunteers are a part of, providing humanitarian assistance to more than 10 million internally displaced people, affected host communities and returnees each year. SARC is the main national facilitator of

³ SARC Annual Report 2019.

⁴ Syrian Arab Red Crescent Strategic Plan 2020-2022, overview, page 4.

international humanitarian assistance, with formal coordination and cooperation with 29 partners including the International Red Cross Red Crescent Movement, UN agencies and international non-governmental organisations. SARC continued its engagement with UN agencies and other internal partners to respond to humanitarian needs in conflict affected communities, as an active first responder. Approximately half of overall UN relief in Syria is distributed by SARC, making it the largest provider of humanitarian relief in the country. It delivers an estimated US\$1 billion in aid each year. This assistance includes the provision of food and non-food items for shelter, sanitation and hygiene items. SARC also provides medical services through 268 health facilities (including mobile health units) as well as nation-wide first aid and ambulance services. Additional water projects provide services to close to 80% of the people in Syria in collaboration with ICRC and other agencies. Its role in responding to the huge humanitarian needs in Syria remains as great as ever.

Along with IFRC, SARC attends the Health Working Group meetings as an observer, which serve as a platform to coordinate efforts in the sector – from sharing data on morbidity trends and consultations, to common coordination for convoys led by SARC operations department. SARC's auxiliary role in relation to public health authorities means that both cooperate to serve the most vulnerable, cover service gaps and refer patients as appropriate. SARC is also participating in other sectoral meetings including in the Food and Agriculture Sector meetings. SARC with support from the IFRC and German Red Cross liaise with the Shelter Cluster for NFIs distributions.

IFRC country office worked closely with SARC and in-country Movement partners in preparing talking points and key Movement messages for Brussel 4 pledging conference. SARC SG shared SARC interventions at the humanitarian access panel for Brussel 4 pledging conference held on 16th June 2020 with the UN, INGOs, EU and ICRC.

Overview of Red Cross Red Crescent Movement in country

IFRC has been present in Syria since the mid-1990s with a permanent representation office since 2007. Currently the IFRC has a Country Office in Syria. It is supported by the IFRC's Middle East and North Africa (MENA) Regional Office in Beirut, which supports the response operation and capacity building initiatives in the areas of CEA, IM and NSD, etc. The IFRC team in Syria is integrated in SARC's headquarters, to support the National Society, and coordinates operational matters with the Partner National Societies (PNSs) and the International Committee of the Red Cross (ICRC). The IFRC delegation consists of 11 staff delegates namely: Head of Delegation, Programme Manager, Health Coordinator, Food Security and Livelihoods, PMER, MEAL, Finance and Administration (FA), Surge logistic delegates, FA officer, Partnership and Resource Development (PRD) officer, and a driver. As of early 2020, ten PNS have delegates in Syria and operating bilaterally with SARC under IFRC umbrella: the British, Canadian, Danish, German, French, Finnish, French, Norwegian, Swedish and Swiss Red Cross Societies. The Austrian, Japanese and Netherlands RC engage in support through their regional representations in Beirut. Many others such as the Australian, Icelandic and Irish RC are engaged in multilateral support. IFRC works together with SARC to promote complementarity and cooperation between different PNSs as well as ICRC to deliver urgent humanitarian assistance in Syria. IFRC has been working closely with the in-country PNSs in order to facilitate international procurement and exemptions as well coordinating operational requirements related to humanitarian assistance. The in-country PNSs playing a crucial role in complementing SARC's humanitarian response in this complex operation; especially in relief distribution, rehabilitation of health facilities, promoting cash preparedness in relief, logistics and supply chain management, strengthening CEA, PMEAL, IM and reporting capacity of the National Society.

IFRC supports SARC in their role as lead agency within the Movement and consistently encourages the resumption of regular monthly coordination meetings that have experienced disruptions since the outbreak of the Covid-19 pandemic. IFRC participates as an observer in the Humanitarian Country Team meetings and in technical sector meetings. Additionally, there are now Movement meetings for updates on coronavirus. Regular Movement Health Coordination meetings are about to resume, bringing together representatives of SARC, IFRC, ICRC and PNSs, to ensure good sharing of information, joint planning, efficient coordination of resources and aligned strategies related to Movement partners support to SARC's health programme. With

the effects of the COVID–19 precautions impacting on the number of delegates in-country for the IFRC the German Red Cross and the Danish Red Cross both provided essential support to the IFRC delegation in the technical area of Logistics until a time when the IFRC were able to recruit a surge Logistician for support until the incumbent longer term Supply Chain manager can be in place. In the fluid context of the Covid-19 pandemic the IFRC, in liaison with SARC, further facilitates PNS representatives' movement across the Lebanese-Syrian border, no expense being charged by the Syria delegation.

In September 2020, the IFRC gained legal status in Syria, through the signature of a Status Agreement (MoU) with the Syrian Arab Republic. A process of developing and offering PNS the possibility of entering Integration Agreements (IA) with their Secretariat is underway as is the opening of an IFRC bank account in Syria is underway. This will offer integrated PNS the possibility of opening sub-accounts and as such be able to transfer financial resources to Syria at low cost. Besides a range of security and administrative services, it will further provide PNS delegates with IFRC's so called "diplomatic status" offering a clear and solid legal base for their presence in Syria under the IFRC umbrella. The IA will be crafted in ways not to duplicate or charge for services that are part SARC/PNS bilateral contracts.

The ICRC has been present in Syria since 1967 and is working as a key operational partner with SARC. The main areas of support to SARC are emergency assistance, economic security, health, First Aid, Prosthesis Rehabilitation Programme (PRP), mental health, public health care, water and habitat, risk education (WEC), restoring family links, forensic and strengthening SARC capacities.

In-country partner National Society support:

British Red Cross

British Red Cross (BRC) has been supporting the implementation of SARC's cash preparedness programme, and has provided support in livelihoods, in collaboration with IFRC. It has provided distributions of more than 5,000 non-food items, and supported prepositioning in the northeast and northwest with food items and non-food items. It provided flood response support in Hassakeh (non-food items + PMEAL/lessons learned). BRC has supported the establishment and ongoing work of the MEAL Department, in collaboration with IFRC. It has also provided support on the development of HR, safeguarding, volunteering policies (in collaboration with Finnish RC), and provided support to the DM Unit (HR/trainings/distributions). In addition, it has provided community services support; supported Norwegian Red Cross on the ERP finance system and provided support to sub-branches of SARC.

Canadian Red Cross

Canadian Red Cross (CRC) continues to support SARC's health facilities and in particular SARC's Aleppo and Homs Hospitals through the supply of medical equipment (15 incubators, two surgical operation rooms and two ICU monitors in Aleppo) and cost coverage for vulnerable pregnant women in Homs (125 normal deliveries and 25 C-sections per month) as well as supporting capacity building of hospital medical providers (including salary coverage). CRC has also supported a hearing aid project at the Jaramana Health Centre by providing medical supplies, recruitment of an ENT Doctor and audiologist; development of a referral system; technical training for the hearing aid team; and medical procedures for 38 children in need of hearing aid devices. CRC has also provided nutritional services to 11 SARC health clinics for children, pregnant and lactating women with acute malnutrition; outreach screening nutrition services; and developed HIS reporting system for all malnutrition. Finally, CRC through the IFRC EA has contributed to support SARC's CBHFA programmes as well as a number of the Emergency Health Points and Mobile Health Units.

Danish Red Cross

Danish Red Cross (DRC) continues to support the organisational capacity of SARC to ensure that people affected by the crisis have improved access to life-saving assistance and basic services. In the past nine months, DRC has provided blankets, mattresses, hygiene and well-being kits to the most affected areas, including Idlib and the Northeast of Syria. DRC technical experts in medical logistics have supported SARC in making improvements to the effectiveness of relief services. There has been a focus on provision of primary

and secondary health services through support to SARC health facilities and mobile clinics and the provision of medicines and medical equipment. Protection, social inclusion and ability to cope with and overcome the crisis is ensured through psychosocial support activities that are integrated with and complementary to the whole range of SARC services.

Finnish Red Cross

Finnish Red Cross (FRC) is working bilaterally with SARC mainly in the field of health activities. FRC supports SARC in disability inclusion; including providing quality physiotherapy services in eight governorates for persons with long-term disabilities and supports training in specialized physiotherapy interventions as well as disability inclusion in general. FRC is looking to scale this up with SARC to several new areas during 2020. FRC also supports SARC in basic health care services including a clinic in rural Damascus. FRC works together with SARC to promote complementarity and cooperation between different programmes. In 2019, FRC also supported SARC's HR development through British Red Cross. In 2020, FRC will work together with SARC and ICRC to support SARC's International Humanitarian Law efforts. Multilaterally, FRC supports SARC through IFRC and ICRC with financial support and with human resources, including the Health Coordinator for IFRC and ICRC delegates for Al Hol field hospital.

German Red Cross

German Red Cross (GRC) continues to work through its logistics coordination position towards a more comprehensive and sustainable institutional readiness with SARC, providing technical assistance to SARC's logistics department to ensure efficient ways of managing its relief and emergency response (food, Non-food and medical items/equipment) stocks and human resource at country level for rapid response to any emergency situations. Capacity strengthening measures for Preparedness for Effective Response (PER) do not only include logistics trainings on warehouse and supply chain management but also on data literacy for the Information Management Unit and on advanced radio-communication for SARC's Telecoms Unit. Support to various Sub-branches complement the focus of GRC's cooperation with SARC on strengthened response capacity. GRC supports SARC's relief and emergency response on a regular basis, including distribution of food parcels and hygiene kits for special needs. Light rehabilitation of health infrastructure to meet minimum standards of accessibility for PWD as well as of logistic infrastructure to meet IFRC standards of e.g. medical storage is also part of the SARC/GRC partnership.

Norwegian Red Cross

Norwegian Red Cross (NorCross) has supported the rehabilitation of the water pumping station and wells in Deir Ezzour, Yarmouk camp (Damascus) and Rural Damascus reaching an estimated 215,000 beneficiaries. Supported SARC in the prepositioning of emergency WASH items including water tanks, generators, utility trailers among many others at SARC warehouses, focusing on Idleb, Hassakeh, Raqqa and surrounding governorates. It is supporting two SARC primary healthcare facilities in out of reach areas in rural Aleppo with a catchment population including high numbers of IDPs reaching to 22,149 people. Distribution of NFIs including hygiene kits, jerrycans among others to 240,042 beneficiaries SARC health promotion teams supported by NorCross to provide awareness on topics of public health importance in 9 Syrian governorates with total reach of 512,441 beneficiaries. Hygiene promotion teams were especially instrumental during sterilization campaigns in public facilities and spaces that are done by SARC in cooperation with national authorities in relation to COVID-19 prevention and control. Significant advancements in the finance development support project to SARC including selection of the enterprise resource planning (ERP) provider and starting the exemption process in the US through IFRC for the software that will be utilized for this project. NorCross provided direct technical support and developed the final draft of SARC procurement manual which was shared with partners for any additional inputs before being presented to SARC executive board for endorsement.

Swedish Red Cross

Swedish Red Cross has been supporting SARC programming in Syria through IFRC. In 2019 and 2020, the bulk of support has been to health, livelihoods, relief and the National Society development through the Emergency Appeal of IFRC, with a particular focus on health care services. Mental health/psychosocial support provided through six mental health clinics and two community centers, as well supporting significantly to seven primary health clinics and five emergency health points. Swedish Red Cross has also contributed to SARC's emergency response in North West Syria through the Danish Red Cross, focusing on PSS and

food assistance. Support has also been provided with human resources through the ICRC, with delegates for the Al Hol field hospital and as well as to IFRC with the Head of Delegation from May 2020.

Swiss Red Cross

Swiss Red Cross has been supporting SARC's emergency response in Idleb, access to clean water and hygiene promotion as well as for COVID-19 response through bilateral arrangements. Planning is underway for additional support expected for SARC ambulance services and livelihoods. Total budget funding support is approximately CHF 4.2 million for 2020 and 2021. Swiss Red Cross's focus is on Idleb, Aleppo, Hama, Deir-Ez-Zor and Raqqqa governorates.

Overview of non-Red Cross Red Crescent actors in country

SARC is working with many international organizations and agencies present in-country, such as UN Agencies including FAO, UNDP, UN OCHA, UNFPA, UNHCR, UNICEF, WHO, WFP, and INGOs such as Action Against Hunger, ADRA, AVSI, COOPI, Danish Refugee Council, Lutheran World Relief, MEDAIR, Oxfam, Premiere Urgence, Secours Islamique France and Terre des hommes.

Besides functioning as an implementing partner for many organizations inside and outside of the Red Cross Red Crescent Movement, SARC participates in cluster meetings and working groups for health, shelter and non-food items, and livelihoods, among others. Activities conducted are carried out in coordination with local, national and international stakeholders active in the relevant sectors.

Scenario Planning

Syria operation remained one of the complex humanitarian operations. The continuous movement of people provides a challenging environment and need for different scenario planning for delivering humanitarian assistance.

COVID-19 transmits across a very broad geographical area	Security situation limits access in certain areas	Urgent humanitarian needs remain and further aggravated due to escalation of inter-factional fighting and severe cold weather	Strict economic sanctions and high inflation disrupting supply chain of essential commodities
<p>Full impact of COVID-19 is still to be realised in Syria.</p> <p>At the present time, with 4,289 confirmed cases, preventative measures are already implemented to government standards, which include rostered staff attendance in SARC offices while others work from home. SARC will continue its engagement with the Ministry of Health to implement its COVID-19 response plan.</p>	<p>The ongoing conflict especially in the North West may limit the access of SARC's volunteers to implement activities in certain situations to affected communities.</p> <p>The IFRC security plans will apply to all IFRC staff throughout Syria. An area specific Security Risk Assessment will be conducted for the operational area should any IFRC personnel deploy there; risk mitigation measures will be identified and implemented. This will include security briefings for all IFRC personnel, movement monitoring for Field travel and availability of safety equipment. Specific guidance on immediate actions in the event of an attack will be disseminated. Close security coordination with the SARC, ICRC and PNS will also be observed through regular information-sharing channels. All SARC staff and volunteers are encouraged to complete the IFRC Stay Safe e-learning courses, i.e. Stay Safe Personal Security, Stay Safe Security Management and Stay Safe Volunteer Security online training. IFRC will coordinate with SARC to identify and support additional safety and security needs. Insurance of volunteers involved in the operation will also be ensured.</p>	<p>Security and donor situation are worsening due to the impacts of COVID-19 on a country already suffering from 10 years of conflict. With the high number of geopolitical factors influencing the Syrian conflict, there is always a high level of unpredictability that will affect civilians as currently unfolding in the North and West, Idleb, Daara and surroundings.</p> <p>Expectation is nonetheless that SARC together with the Movement partners will continue implementing emergency response activities. Through this extended timeframe of the Emergency Appeal, IFRC will continue supporting SARC's humanitarian response and programmes across the country – main priority is to cover the gaps in health; WASH; and livelihoods, recognising the huge humanitarian need that SARC has to deliver with partners from inside and outside the Red Cross Red Crescent Movement. In parallel, an increased focus will be placed on strengthening the operational and organisational capacities for delivering the services that SARC prioritises based on the criteria of its own mandate, unique competencies and needs of the people.</p>	<p>From the last quarter of 2019 until the present it has been a particularly fluid time in Syria, with increased sanctions and the accompanying effect of inflation led a sudden rise in prices where the Syrian pound increased from 400 SYP to 1,256 SYP against USD.</p> <p>IFRC country office together with regional office is working on a mechanism to ensure timely transfer of funds to Syria. Local procurement options as well as signing of new framework agreements with the suppliers.</p>

Operation Risk Assessment

There is high risk associated with the ongoing SARC humanitarian response operation, as the situation in Syria still remains volatile and fluid, compounded by severe economic sanctions and for security reasons. The issue of sanctions imposed on Syria, although not targeting humanitarian actions, has had a devastating effect on the wellbeing and food security of Syrians in general with food prices rising steeply in the last quarter of 2019 and first quarter of 2020. The COVID-19 virus further complicates the situation in Syria and will impact on ongoing lifesaving and non-lifesaving humanitarian actions. SARC has developed its capacity and skill in providing key humanitarian support and remains one of the largest organisations with access to people in need in Syria, and as the situation changes it can be expected that they will be called on even more to provide services to people in need. SARC, supported by Movement partners, IFRC and by ICRC, continues to ensure close dialogue with all parties to the conflict, to ensure the safety of volunteers, staff and goods, to the extent of what is possible in such a context. This emphasizes the need to be flexible and adaptable to changes on the ground. SARC's strategy for the operation is flexible in approach, ensuring the capacity and adaptability to the changing context is maintained. For IFRC and other Movement partners, the below risks remained common for all interventions irrespective of projects.

Risk	Assumption	Likelihood	Mitigating action
Volatile and further deteriorating security situation	SARC staff, volunteers, and sometimes their ability to deliver emergency relief and services remains uninterrupted and operating in a more stable security environment	High	The overall situation is continuously evaluated through regular security meetings with Movement partners, with security analysis inputs by ICRC Syria delegation, and informed by external sources such as the UN agencies and local parties to the conflict.
The economic sanctions and accompanying inflation negatively impacting financial transfers and tendering process	Timely transfer of funds to Syria ensured and all party to conflict allow transportation of humanitarian goods to Syria	High	Financial transfers are closely coordinated through IFRC MENA regional office and local procurement was considered where possible. Request for flexible funding from donors with extended timeframes.
COVID-19 pandemic outbreak in broad geographical areas and infecting staff and volunteers	Testing and prevention measures continued to contain the virus spread.	High	Preparedness and engagement of communities in response. Risk awareness campaigns amongst staff and volunteers and provision of PPE kits for field level activities.
Violent extremism limits access to certain areas	Direct threat to staff, volunteers and operations monitored and support provided with better knowledge and tools on personal safety and security	Medium/high	SARC/IFRC are assessing every context carefully and considering the suspension of activities as needed on a case by case basis. Coordination with the ICRC and local authorities for safer access. SARC will rely on branch volunteers and local communities, to facilitate access and movement of SARC's staff and volunteers. Working through volunteers who are part of the community themselves increases acceptance and is an advocacy for unimpeded access. Adherence to security rules, detailed procedures in place for field missions, and aborting missions where necessary. Promotion of IHL and the Humanitarian Fundamental Principles.

Institutional sustainability of SARC	SARC increasing its scope for strategic planning, beyond its focus on emergency response	Medium	Movement partners coordinate, and resource capacity strengthening initiatives in strategic planning and seek multiyear funding, continuous institutional gap analysis.
Perception of Fundamental Principles jeopardized	The perception of the Movement is protected by all staff and volunteers at all levels	Medium	Wider Movement engagement in and commitment to promoting the Fundamental Principles to ensure identity, mandate and role are clearly understood and respected. SARC/IFRC to develop a communication and advocacy plan targeting different audiences.
Adverse weather; especially harsh winter season	No major displacement of population due to fresh attacks on civilians	Medium/high	SARC and IFRC to monitor weather forecasting, and direct operations accordingly. IFRC will coordinate with the Movement partners for winterization relief package, if required.
Disrupted and delayed procurement and supply chain	Restrictions and reinforced administrative regulations for importing humanitarian assistance and equipment remain flexible	High	SARC and other Movement senior officials keep regular dialogue with authorities to facilitate international procurement of goods, when needed and following appropriate procedures. Full compliance of partners with new import administrative regulations and rely on a coordinated logistics tracking system, participation in logistics cluster meetings, distribution plans incorporate possible delays in procurement and appropriate contingency stock is managed, and notification to donors of significant delays.
Operational capacity of staff and volunteers is weakened	High turnover of burned out staff and volunteers operating under extreme personal and professional stress minimised	Medium/high	Staff and volunteers receive adequate management and support, including psychosocial support, training and fit-for purpose equipment and tools.
IFRC internal procedures not adopted to the Syrian context and late commitments of PNSs support	operational risk associated with IFRC's internal procedures adopted to the context, as well as PNSs should committee or guarantee their support to appeal at the earliest	Medium	Review existing policy and procedures and contextualize where possible to Syrian operation context. Also, establish dialogue with PNSs for their timely commitments.

B. OPERATIONAL STRATEGY

Overall objective

The overall objective of this operation is to support SARC to respond to the most urgent needs during emergencies and displacements and contribute to improve the resilience of people and communities affected by the crisis in Syria, by enhancing SARC's capacity to respond effectively and efficiently to the changing humanitarian needs supported with their unique position and wide acceptance across Syria.

This objective remains as relevant now as at any stage of the crisis, and with the crisis evolving in the North West and North East, SARC is well positioned to provide life-saving assistance and support to the critical needs to the affected people. SARC has prioritized to develop its capacity and respond to sudden crisis

events while raising institutional strengthening as an essential priority to its long-term sustainability. This objective is fully in line with the SARC Strategic Plan 2020 – 2022 and at the time of writing Movement partners are supporting activities such as Preparedness for Emergencies Review (PER) and Branch development both within the scope of its strategic plan and improving operational capacity.

Through the revised Emergency Appeal covering 2020 and 2021, the IFRC will continue supporting the development of SARC's operational capacity for the humanitarian response to meet the needs of people across the country, recognizing the huge part that SARC plays by partnering with organisations both inside and outside the Red Cross Red Crescent Movement.

Proposed strategy

IFRC launched this Emergency Appeal in response to the crisis in June 2012, with the aim of enhancing SARC's operational capacities to deliver essential humanitarian assistance. In support of this overarching objective the strategy was also to mobilize resources to provide SARC with a level of flexibility to meet the ever-changing situation in delivering lifesaving aid to vulnerable communities across Syria, including areas that are hard-to-reach for various and often complex reasons. These resources have been an integral part of SARC's strategy of response and has complemented the bilateral support that SARC has received from larger partners such as UN World Food Programme.

However, as the context evolves, so does the need to update our collective approach to respond to the protracted crisis and looking towards the future path of SARC and migration of the ongoing appeal into longer-term planning process when the environment is conducive to doing so. At present the focus of concern remains the evolving humanitarian situation in the North of Syria which is dire, as stated by OCHA: *"The humanitarian situation remains alarming across northwest Syria where the impact of the conflict continues to have a devastating impact on the lives of an estimated four million people living in the Idleb area and northern Aleppo governorate."*⁵

Although the North remains a highly volatile environment for humanitarian support the need for the whole of Syria cannot be underestimated.

The IFRC, ICRC and PNSs support SARC across many different thematic areas, both programmatically and institutionally, which aim, overall, to ensure SARC's capacity to keep delivering lifesaving assistance. Movement partners also are engaged in supporting and strengthening necessary processes to continue and enhance SARC's humanitarian action. The model below briefly summarizes what the IFRC's collective support over the next two years seeks to achieve, based on SARC's own priorities within its Strategic Plan 2020 – 2022.

Ensure coordinated provision of lifesaving and life sustaining humanitarian assistance through:

- **Emergency relief:** support SARC's relief operations by maintaining provision of **standard family food parcels and canned food parcels** for response to sudden displacements, returns and convoy operations. Emergency response needs will also provide **special kits for children**, designed to cover their needs during winter, as well as core relief items such tarpaulins, blankets and mattresses. The overall concept of relief is to support SARC's timely and flexible response model.
- **Emergency health services:** support SARC's primary and emergency **medical services** for people in areas with little access to such services, or who are still experiencing the direct humanitarian consequences of the conflict. Some clinics, although not focused on provision of emergency services, address the needs of people in complex areas (e.g. Al-Hassakeh). This includes provision of medicines, medical equipment and essential medical stock for all supported facilities.

Enhance SARC's capacity to support urgent needs and contribute towards improving the resilience of vulnerable people as follows:

⁵OCHA, Recent Developments in Northwest Syria, Situation Report No. 10, 12 March 2020

- SARC's **food security and livelihoods** programme will continue and through careful reviews and pilots, will plan how to broaden its scope and sustainability. The number of households reached by SARC's livelihoods programme has increased by more than 2,000 per cent since its original pilot, reflecting how it addresses an underlying need of the Syrian people to assist in overcoming the vulnerabilities of food insecurity and making people more resilient to further economic shocks such as those faced during 2020. IFRC and partners have supported introducing new methodologies, documented their impact and shared learning from the programme. This year, the range of community-based livelihoods interventions will be maintained, with assessments planned together with the SARC Monitoring Evaluation Accountability and Learning (MEAL) unit to guide future relevant programming; vocational trainings in community centres will be enhanced to ensure they follow a community engaged approach.
- Support SARC's provision of essential health services: IFRC will maintain its support to the **network of clinics and mobile health units** operated by SARC across Syria. IFRC supports SARC in improving the reach of SARC's primary health services, including mental health, and to provide integrated services based on needs and context-based realities. The community-based health and first aid (CBHFA) programme will be further developed for a wider outreach. IFRC will continue working with SARC's Health Department to bring its health strategy in line with the overall SARC strategic plan and priorities for the coming years and continue providing **community services** under the Community Centre delivery model, which includes psychosocial support, access to learning opportunities to support livelihoods restoration and diversification. SARC's MEAL unit, drawing on the experience of its IFRC partners, has developed a minimum standard for SARC's programmes/projects and the Information Management Unit is consistently improving the quality of services it provides, working together with operations and MEAL to enhance needs assessments and humanitarian information analysis.

Coordination

The SARC Strategic Plan has five results areas that provide the inspiration and a framework for Federation-wide support to migrate appeal into long-term planning process when the environment in Syria is conducive to do so, focusing on consolidation and right-sizing of existing and future programmes so that sustainability is ensured, and the reputational risk to SARC of critical services being discontinued before an orderly handover can be minimised.

The current situation of the crisis impacted significantly by fighting, sanctions and COVID-19 has seen the need for SARC to prioritize immediate and urgent support to the people of Syria while further discussions, planning and reflections on the timing and need for migrating to operational plans continue. SARC has developed an inclusive plan for its response to the COVID-19 pandemic which included not only potential support from within the Movement, but also partners from the UN and INGOs. This is the first time such a comprehensive plan has been developed by SARC and its benefits to the organisation has been recognised leading to further developments in planning, proposal writing and reporting.

At present SARC with the support of Movement partners is undertaking the training necessary to perform a Preparedness for Emergencies review (PER). This is in line with the Strategic plan already developed by SARC in 2019 and supports the efforts of the Movement partners including in areas such as Branch Development.

Human resources

The IFRC Syria team is based within the SARC headquarters, working directly together with SARC's technical units, management and leadership to support the National Society. The IFRC Syria team will in 2020 and 2021 consist of staff that assume the function of providing support to general programme management overview, logistics, livelihoods, health, finance and administration, reporting, partnerships and resource development, and strategic leadership and management. The IFRC will continually monitor the needs in-country and assess changes to the team to ensure it remains relevant to the changing needs of Syria.

C. DETAILED OPERATIONAL PLAN

Shelter

People reached: 87,191



	Target	Actual
Male	40,000	33,097
Female	60,000	54,094
Total	100,000	87,191

TARGET from 2019 Revision: 100,000 people
TARGET from 2018 Revision 775,000 people

Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety through emergency non-food items provision

Indicators:	Target	Reporting period actual
# households provided with emergency shelter and settlement assistance	16,000	36,747

Output 1.1: Short and medium-term shelter assistance is provided to affected households

Indicators:	Target	Reporting period actual
# of people provided with emergency shelter items	100,000	54,215
# of children provided with winterization kits	60,000	32,976

Progress towards outcomes

The household items, which Federation-wide partners supply to SARC, usually hover around 8-10 per cent of SARC's total stock from all its partners. Federation-wide stock provides SARC with a capacity to respond quickly as events arise and needs are established, playing an integral role in the overall non-food item strategy of the National Society. With the increased stress on family coping strategies caused by recent inflation within the country and the now looming prospect of COVID-19 impacting on livelihood strategies as not previously considered, this essential support to SARC will increase in its importance to support people in need.

Output 1.1 Short and medium-term shelter assistance is provided to affected households

During this reporting period, the need for non-food relief items remained as great as ever, and the provision of non-food items to vulnerable IDPs, returnees, and conflict-affected communities is still a life-saving priority. The core emergency shelter items funded through the Emergency Appeal are blankets, dignity kits, kitchen sets and mattresses. This contribution from the IFRC Appeal enables SARC's continuing flexibility to provide these items to meet urgent humanitarian needs of 36,747 families (54,215 people: male – 12,823 and female -32,442) during the reporting period. Details is given in the table below.

Emergency shelter items	Quantity	Number of Families	Men	Women	Male Children	Female Children	Total Number of people
Blanket	5239	4855	3689	2660	1287	943	8579
Kitchen sets	4120	4090	6788	9459	1646	2673	20566
Mattress	10786	9532	1876	2228	688	913	5705
Dignity kits	18,000	18,000	0	18,000	0	0	18,000
Rechargeable light	500	270	470	95	670	130	1,365
Grand Total	38,645	36,747	12,823	32,442	4,291	4,659	54,215



SARC staff and volunteers distributing emergency shelter items to families (**above**) and children from one of the target communities carrying dignity kits as well as other relief items distributed by SARC (**below**). Photo: SARC

Winterization kits for children (rubber boots, woollen socks and thermal underwear) is a focus for the IFRC to enhance SARC's contingency stocks for Syria and especially the northern regions, which remain in a state of uncertainty. Provision of winter clothes for vulnerable children and babies in conflict affected communities is still a life-saving priority. Provision of winter clothes for vulnerable children and babies in conflict affected communities is still a life-saving priority.

During the reporting period, SARC distributed 33,038 winter clothes parcels to children in North East as well as in other governorates of Syria, directly benefiting 32,976 children (boys – 15,983, girls – 16,993) and indirectly benefiting approximately 100,000 adult family members. IFRC support for winterization kits was part of the SARC's overall distribution plan of the winter clothes. These items were procured following standard procurement process and delivered into SARC warehouse in January 2020. IFRC provided coordination and technical support to SARC team and coordinated with the in-country Movement partners to ensure required logistic services related to procurement and distribution as well. As the need was immediate, SARC released stocks in hand to start services and to protect children from the harsh winter. The last quarter of 2019 saw the impact of embargoes and uncertainty in Lebanon's financial system impact on the IFRC's ability to transfer funds and to deliver on planned activities in a timely manner. This was the case especially when procurement of items was a primary need. Instead stocks held in SARC warehouses were distributed where available and needed.



SARC volunteers assisting in transporting winter clothes to the operational areas for distribution. Photo: SARC



A child from one of the programme areas carrying SARC winterization kits. Photo: SARC

Livelihoods and basic needs

People reached: 762,568



	Target	Actual
Male	339,080	373,658
Female	352,920	388,910
Total	692,000	762,568

TARGET from 2019 Revision: 692,000 people

TARGET from 2018 Revision: 2,350,000 people

Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods

Indicators:	Target	Reporting period actual
# of people reached by food security and livelihoods initiatives, including emergency response	692,000	762,568

Output 1.1: Vocational skills training and productive assets to improve income sources are provided to target population.

Indicators:	Target	Reporting period actual
# of people trained in vocational skills trainings or receiving assets to increase their income sources	700	589

Output 1.2: Basic needs assistance for livelihoods security including food is provided to the most affected communities

Indicators:	Target	Reporting period actual
# of people reached with emergency food assistance	138,500	762,568

Output 1.3: Household livelihoods security is enhanced through food production and income generating activities

Indicators:	Target	Actual
# households supported to improve household food production	23,500	15,193*
# households supported with livestock for income generating activities	2,100	900

*Note: These numbers were included in Operations Update No 16 covering the previous reporting period, as they are a continuation of support to the same beneficiaries through ongoing projects which spanned the previous and present reporting periods.

Progress towards outcomes

Output 1.1: Livelihoods - Vocational skills training and productive assets to improve income sources are provided to target population

IFRC continued its support to SARCs livelihoods interventions in six governorates – Homs, Hama, Rural Damascus, Aleppo, Damascus and Latakia as part of the vocational skill development activities in order to improve the income source of families affected by the conflict; especially families whose monthly income is not enough to cover family needs. Out of 700 target households, 589 are already receiving the benefit of vocational training as well as support for productive assets. During the reporting period, 100 households have been selected from Latakia for the training and equipment support and will be implemented in next few months. A brief summary on the vocational skill trainings is given in the table below.

Sl. No.	Vocational trainings	Governorate name	Households supported
1	Tailoring and bag manufacturing in SARC Community Centres	Homs and Ghizlaniya	40
2	Carpet manufacturing	Rural Damascus and Hama	300
3	Improving skills in carpentry, electricity, plumbing, hairdressing and aluminium work	Aleppo	100
4	Rehabilitation of traditional crafts - leather, copper, woodwork and traditional painting of glasses	Damascus	149
5	Training and equipment support to restart livelihoods activities	Latakia	100

1) Vocational training in SARC Community Centres

Vocational training has continued at two of the three SARC Community Centres, with enrolment of 40 youths. The vocational training in tailoring at the Homs Community Centre (30 individuals) and the vocational training in bag manufacturing in Ghizlaniya Community Centre (10 individuals) were completed in November 2019 and July respectively. Although the training has been completed, there are still some tool kits to be distributed to the beneficiaries at Homs Community Centre, as there have been delays in procurement owing to rising prices in the country since last year.

The main criteria for beneficiary selection were youths between 18 and 35 years old and vulnerable families with children (especially women head of households), and at least one of the main vulnerability criteria:

- Fragile economic situation: monthly income is not enough to cover family needs
- Belonging to families who have children who have dropped out of school
- Youth, with one or more disabled family members or chronic disease
- Youth who belongs to extended families and/or several families living in one home. In addition, youth with a solid knowledge, motivation and previous experience but lacking means to restart their economic activities received toolkits in order to replace the assets lost as a result of the conflict.

2) Carpet manufacturing training

From Rural Damascus and Hama, 300 women-headed households affected by the conflict, supported to diversify their technical skills in carpet manufacturing with the aim of reducing their vulnerability and improve their standard of living. In Hama, the beneficiaries were 200 women headed households affected by the conflict in Hama City (IDPs) and Taibah Al-Imam City (returnees). The training took place in two rounds: the first group of 124 women from July to October 2019 in coordination with the Ministry of Social Affairs and Labour (MOSA), and the second group of 76 women from November 2019 to January 2020, also in coordination with MOSA. A post-training evaluation was carried out by the SARC livelihood team, and:

- 100% of the beneficiaries considered the knowledge provided up to now is enough to start carpet production.
- The satisfaction of the beneficiaries about the training including logistics and administration, the content, the knowledge provided, and the trainers.
- It is important to highlight that the impact of these programmes is not only in improving their skills but also improving the self-confidence of the beneficiaries and throughout the training promoting expansion of the social network in the community. The project has an impact on human, social, physical and financial livelihoods assets.
- In the next few months, an end-line survey will be conducted, and the report and results will be provided in the next report

In Rural Damascus, the beneficiaries were 100 women heads of households affected by the conflict in Madaya, Al Zabadani, Bludan and Bqin. The training took place from August to October in coordination with MOSA. A post-training evaluation showed 97% of the beneficiaries considered the knowledge provided as enough to start carpet production. An end-line survey carried out in December 2019 by SARC livelihood team showed that 96% of the beneficiaries are either 'very satisfied' or 'satisfied' with the components of the project and with the quality of the toolkit, and 63% per cent of the beneficiaries are working in the activity learnt.

3) Vocational training for job creation in Aleppo Governorate

The project provided various vocational training (in carpentry, electricity, plumbing, hairdressing, aluminium) to improve skills, which will help 100 targeted beneficiaries to go into the labour market or start an economic activity. The training in carpentry, electricity, plumbing, hairdressing and aluminium took place from 2nd of September to 10th of October 2019, with 100 participants, 80 per cent were men and 20 per cent women. During November and December 2019, a toolkit and raw materials were donated to the participants who had completed the training, through a donation certificate. After the training, 98 of the 100 participants received the toolkit (all those who completed the training).



300 women head of households attended 3-month training in handmade carpet manufacturing; those who successfully completed the training received a toolkit with 1 loom per beneficiary, tools, wool and cotton. **Photo: SARC**

During this reporting period, a post distribution monitoring (PDM) and end-line survey was carried out by the SARC livelihoods team in Aleppo branch and 96 beneficiaries were interviewed at the household level during this exercise.

The specific objectives of the PDM and end-line survey were to monitor:

- Changes in the living conditions of the targeted households (income and employment)
- Level of satisfaction with the toolkit provided (components and its quality)
- Assess other potential unexpected positive impacts of the project

Key findings of PDM and end line survey in Aleppo

- 73% of the interviewees are working in the activity learnt.
- 67% of the interviewees mentioned that at the end of the project their incomes have increased due to the project.
- The beneficiaries who reported increased incomes they used the money to buy basic items for the household: 85% in food, 11% in education and 2% in health and savings respectively.

While the finalisation of the report is in progress, some of the key findings from the exercise shows that food still remain major expenditures for most of the households as a consequence of fragility of the beneficiaries' livelihoods

and the insufficiency of their income to meet their essential needs of the household. Also, the depreciation of Syrian pound and a significant price increasing households' have turned reducing purchasing power.

4) Rehabilitation of traditional crafts affected by the crisis in Damascus Governorate

This project targets traditional crafts that have been affected by the crisis. A total of 149 skilled people in leather, copper, woodwork and traditional painting of glasses were supported to restart craft activities. The trainings took place from August to October 2019 with a duration of 10 days, each one in coordination with MOSA and with one trainer per profession as follows: wood (36 beneficiaries) in August, drawing glasses (38 beneficiaries), leather (38 beneficiaries) in September and copper (37 beneficiaries) in October 2019. A total of 149 individuals participated, and as they had previous experience, these trainings were focused on improving and strengthening their skills and competences as well as sharing of experiences. Toolkits were also distributed. A post-training evaluation and post-distribution monitoring were carried out, which showed 94% were using the tools distributed, and 41% had already had income due to the project.

In January 2020 an end-line survey was carried out by the SARC livelihoods team in Damascus branch. A total of 148 individuals who completed their training were interviewed at the household level during this exercise. The questionnaire was carried out to assess the overall satisfaction of programme beneficiaries and to collect information about the current living conditions after improving their personal skills. The specific objectives of this end-line survey are to review as follows:

1. Changes in the living conditions of the targeted households (income and employment)
2. Level of satisfaction with the toolkit provided (components and its quality)
3. Assessment of satisfaction level of programme beneficiaries with regard to the overall intervention
4. Assess other potential unexpected positive impacts of the project.

Key findings of the end-line survey in Damascus

- 73% of the interviewees are working in the activity learnt.
- 14% of the HHs are headed by women.
- 70% of the beneficiaries were women and 30% men.
- 50.6% of the beneficiaries are from the host community while 47.4% are IDPs and 2% returnees.
- 73% of the interviewees are working in the activity learnt.
- 55% of the interviewees mentioned that at the end of the project they increased their incomes due to the project.
- 72.9% were satisfied with the implementation of the project.
- Food is still the main household expense. Although household incomes have increased, the fact that the largest expenditure is still on food still shows the fragility of the beneficiaries' livelihoods and the insufficiency of their income to meet the essential needs/wishes of the household. Due to the depreciation of Syrian pound and a significant price increasing households' have turned reducing purchasing power.

5. Vocational Training for Job Creation in Latakia Governorate

The objective of this project is to contribute to restart the livelihoods activities of 100 families and reduce their vulnerability in the long term by supporting in diversifying their technical skills in which will contribute to enhance their standard of living through the provision of vocational training courses in addition to providing tools and equipment to start economic activity so that they are able to meet their basic needs.

During this period report, SARC livelihood team in Latakia disseminated the overall approach of the project (objectives, criteria, implementation stages, entitlements and responsibilities of beneficiaries, duration of the project, etc.) by placing posters in vital centres in the districts of Lattakia. Also, they received applications.

Due to COVID-19 situation in the country and the difficulties in receiving funds in-country the project has been delayed and in the next months, the beneficiaries will be selected according to the criteria selection and household visits will be conducted to applicants to ensure that they meet the project criteria by completing a HH assessment application.

Once the beneficiaries are selected a vocational training center located in Lattakia Governorate able to provide all the required training through the necessary equipment and trainers will be contract. The team's volunteers will be present permanently during the sessions and supervise their progress closely.

At the end of each vocational training and after the participants achieve the attendance rate of no less than 80%, each trainee will receive a certificate in addition to a kit containing a set of equipment that guarantees them to start his new economic activity and generating income.

Output 1.2: Basic needs assistance for livelihoods security including food is provided to the most affected communities

Interagency estimates indicate that 9.3 million Syrians are food insecure and an additional 2.5 million people are at risk of food insecurity. The relevance of SARC's food assistance remains critical, and food remains the most severe, life threatening need. IFRC continued to provide food for emergency provision to SARC which is integral to the overall food assistance strategy of the National Society and supports the general food assistance support to SARC by partners such as WFP. Provision of food to vulnerable IDPs and refugee returnees, and conflict-affected communities is still a life-saving priority. Food supplied by the IFRC and movement partners allows flexibility and urgent support to people who may not as yet have been included into longer term food assistance strategies of other partners and in doing so fills an important gap in people's needs.

During the reporting period, food distributions funded through the IFRC Emergency Appeal, reached a total of 762,568 people. SARC through its branch and community-based volunteers distributed canned food parcel, standard food parcels and plumpy nuts (for babies). Distribution figures for emergency food assistance for the reporting period 1 June 2019- 30 June 2020 is given below.

Items	Quantity	Number of Families	Men	Women	Male Children	Female Children	Total Number of people
Canned food parcel	61,419	61,419	105,615	126,883	31,489	45,892	309,879
Standard food parcel	60,151	60,151	98,305	118,416	28,897	43,345	288,963
Plumpy nuts for babies	39,450	39,450	0	0	81,863	81,863	163,726
Grand Total	161,020	161,020	203,920	245,299	142,249	171,100	762,568

The last quarter of 2019 saw the impact of embargoes and uncertainty in Lebanon's financial system impact on the IFRC's ability to transfer funds and to deliver on planned activities in a timely manner. This was the case especially when procurement of items was a primary need. Instead stocks held in SARC warehouses were distributed where available and needed. This issue has carried over to the first quarter of 2020 with a remedy being trialled. The need for replenishment of essential food items is now urgent and will be a focus for the first quarter of the year.



Food parcel distribution in Hassakeh. Photo: SARC

Output 1.3: Household livelihoods security is enhanced through food production and income generating activities

A total of 16,093⁶ households benefitted from food production and income generating activities, of which 2,593 were supported between June 2019 to June 2020. The majority of the households carried out home gardening and livestock activities for self-consumption. This intervention has contributed to increasing household food consumption and food security by providing direct access to food that can be harvested, prepared and fed to family members, often on a daily basis. Even very poor, landless people practicing gardening on small patches of homestead land, vacant lots, roadsides or edges of a field, or in containers. Gardening provides a diversity of fresh foods that improve the quantity and quality of nutrients required for a family. Homestead production of vegetables and poultry is also an important source of supplementary income for poor rural and urban households. The combined value of garden production, including the sale of surplus vegetable produced, varies seasonally, but might constitute a significant proportion of total income for many households.

Home-based vegetable production:

SARC staff and volunteers carried out home gardening activities in Hama, Al-Hassakeh, Rural Damascus, Homs, Idleb, Quneitra and Damascus governorates. Through home gardening project a total of 13,500 households received the livelihoods support. The estimated number of people reached was 86,400 from seven governorates, of which 42,120 were male and 44,280 were female. In Rural Damascus, Hama and Hassakeh, each beneficiary (household) received a kit inclusive of a drip irrigation system enough to serve 200 m² of land (as reported in last Operations Update). In line with the agreed Movement standard operation procedures (SOP), each target household of gardening project received gardening tools, fertilizer and a vegetable kit composed of varieties of vegetables seeds for summer and winter seasons. The content of the kit was decided considering geographical location and commonly used vegetables. The table below highlights the contents of the kit distributed in each governorate.

Governorate	Content (variety and weight of each package of seed), tools and fertilizer	Number of households
HOMS	parsley (100gr), spinach (250gr), peas (800gr), fava beans (1000gr), cabbage (3gr), cucumber (30gr), tomato (2gr), okra (80gr), zucchini (40gr), green beans (800gr), 1 hoe, 1 rake, 1 shovel, 10 kg compound fertilizer (NPK)	2,000
HAMA	parsley (100gr), spinach (250gr), peas (800gr), fava beans (1000gr), cabbage (3gr), cucumber (30gr), tomato (2gr), okra (80gr), zucchini (40gr), green beans (800gr), 1 hoe, 1 rake, 1 shovel, 10 kg compound fertilizer (NPK), 1 drip irrigation kit for 200 m ²	5,000
RURAL DAMASCUS	parsley (100gr), spinach (250gr), peas (800gr), fava beans (1000gr), cabbage (3gr), eggplant (3gr), tomato (2gr), rocca (30gr), zucchini (40gr), watermelon (20gr), 1 hoe, 1 rake, 1 shovel, 10 kg compound fertilizer (NPK), 1 drip irrigation kit for 200 m ²	3,000
QUNEITRA	parsley (100gr), spinach (250gr), onion (80gr), green peas (800gr), fava beans (1000gr), cucumber (30gr), tomato (2gr), okra (80gr), zucchini (40gr), green beans (800gr), 1 hoe, 1 rake, 1 shovel, 10 kg compound fertilizer (NPK)	1,000
HASSAKEH	parsley (100gr), spinach (250gr), peas (800gr), fava beans (1000gr), cabbage (3gr), cucumber (30gr), tomato (2gr), okra (80gr), zucchini (40gr), green beans (800gr), 1 hoe, 1 rake, 1 shovel, 10 kg compound fertilizer (NPK), 1 drip irrigation kit for 200 m ²	1,000
DAMASCUS	parsley (100gr), spinach (250gr), peas (800gr), fava beans (1000gr), cabbage (3gr), cucumber (30gr), tomato (2gr), okra (80gr), zucchini (40gr), green beans (800gr), 1 hoe, 1 rake, 1 shovel, 10 kg compound fertilizer (NPK)	500
IDLEB	Radish (20gr), Cucumber (300 seed), Zucchini (100 seed), Cowpea (150 gr), Okra (150gr), Pumpkin (40gr), Snake Cucumber (10gr), Mint Seed (0.15gr), Superphosphate fertilizer (5kg) Drip irrigation system (1 unit), Water for Watering	1,000

A post-harvest monitoring of the 2019 summer season was carried out in December 2019 by the SARC livelihood team. The finding shows that majority (89%) of the respondents were either satisfied or very satisfied with the seed assistance received, and the produce harvested has been mostly for consumption (76%), the main objective of the project. This intervention has contributed to increasing household food consumption. The general increase in prices

⁶ 13,500 already reported in ops update no. 16 who were supported for home gardening interventions.

has had a direct impact on the beneficiaries who, even with the good results obtained in this project (beneficiaries are consuming the products, sharing with relatives and even a few sell), it is difficult to buy food with high nutritional value or to pay health fees. Resorting to debt, increasing working hours and instalment payments are the main mechanisms used by the beneficiaries to face their challenges. There is still gap for families to meet basic needs and reach the threshold of livelihood protection.

During June 2020, a post harvesting monitoring for winter season 2019 support was carried out by livelihoods team and findings are as follow.

- In 18% of households the head of the household was a woman
- 80% of the sampled HHs reported to have access to both types of land, for staple crops and home gardening, while 20% reported only access to home gardening plots.
- 76% of the beneficiaries had a harvested
- Most of the production was used for domestic consumption of vegetables (1st objective of the project) and 78% of the households from the sample were able to sell part of the production.
- 42% of the production was consumed, 41% was sold and 17% was shared

In Idleb Governorate 1,000 households (6,500 people: men - 3,185 and women – 3,315) were supported with setting up of micro-gardens in 2019. This has been contributing to the improvement of food security of the vulnerable people in target villages. Criteria for selection of beneficiary families (they are not exclusive one to the other):

- The beneficiaries must be from the village population-returnees
- The beneficiaries must have a suitable land for planting between 150 m2 to 500m 2 maximum.
- Families headed by women.
- Families with no source of income.
- Families with disabled children.
- Families with big number of children (3 and more).

The livelihoods team coordinated with the community leaders (local council in the village) to select the beneficiaries according to the set criteria. The project provided in kind inputs identified by the communities through participatory approach. A total of 1,000 HHs received the kits as given in the table.

Item	Quantity
Radish Seed	20g
Cucumber Seed	300g
Zucchini Seed	100g
Cowpea Seed	150g
Okra Seed	150g
Pumpkin Seed	40g
Snake Cucumber Seed	10g
Mint Seed	0.15g
Super phosphate fertilizer	5kg
Drip irrigation system	1

In addition to these inputs, water was distributed to 625 households and each household received 10,000 litres of water. Due to the worsening security situation, the water distribution to all target households was not possible. SARC livelihoods team carried out a PDM and the result shows:

- In 10.4% of the households, the head of the household was a woman
- 6.8% of the households have elderly members (average of 2 person)
- 97.2% of the beneficiaries interviewed have children between 5-17 years old (4 children per HH on average) 9.2% have children under five years.
- 100% of beneficiaries are returnees.
- 97.4% of the sampled HHs reported only access to home gardening plots less than 500 m2
- 97.7% of the beneficiaries had harvested
- Most of the production was used for domestic consumption of vegetables (1st objective of the project). 69% of beneficiaries were able to sell part of the production and 42% shared part of the production with other members/relatives.
- Of the total kg produced by the beneficiaries, 60% of the production was consumed, 37.3% was shared and 3.7% was sold.



SARC livelihoods volunteer inspecting home gardening activity of a households in Idleb. **Photo: SARC**

Also, 1,460 households in Daraa Governorate (12,850 people: men - 6,296 and women - 6,554) have been supported with vegetable kits under home gardening project during the reporting period. The overall objective of the vegetable kit distribution is to improve the nutritional conditions of the most affected households who are food insecure or at risk of being food insecure. This activity might contribute to enhance the household income through the sale of part of the production (which was, however, not foreseen as the main objective of this intervention). The beneficiaries were selected in coordination with the local Directorate of Agriculture (DoA) and local community leaders and representatives and a cross-check was carried out from 27 of July to 27 of August 2019 by SARC livelihood teams. The final list of beneficiaries given in the table was submitted to the directorates of Agriculture in Daraa governorate for coordination purposes. There were certain delays in the procurement process and the lab test for seeds and the distribution of the seeds began in April 2020. Although 1,500 households registered, seed was distributed to 1,460 households due to security problems in the area.

Community	Number of HH
Asheekh Saad	150
Adwan	100
Jelen	250
Alyadora	200
Ain Zikr	100
Alshabrak	100
Saison	100
Alsheikh Husen	50
Alnuaema	250
Kohail	200
Total	1,500

In line with the agreed Movement standard operation procedures (SOP), each target household of the gardening project has been receiving a kit composed of 10 varieties of vegetables seeds for summer and winter seasons as given in the table below.

Seed name	Scientific name	Description and variety	Total quantity
Spinach	Spinacia oleracea L.	KREIDIYEH, Baladi or any equivalent alternative variety	260g
Cabbage	Brassica oleracea L.	Baladi or any equivalent alternative variety	8g
Fava beans	Victoria L.	ALCOBRUSI, FRENCH, DEBBANE (large grains varieties) or any equivalent variety	1600g
Green Peas	Pisum Sativum L.	UTRILLO or any equivalent alternative variety	850g
Tomato	Solanum lycopersicum L	Baladi or any equivalent alternative variety	3g
Cucumber	Cucumis sativus L	Baladi or any equivalent alternative variety	40g
Zucchini	Cucurbita Pepo L.	Baladi or any equivalent alternative variety	50g
Okra	Hibiscus esculentus L.	Baladi or any equivalent alternative variety	120g
Lettuce	Lactuca sativa L	Baladi, type Romaine or any alternative one	15g
Pumpkin	Cucurbita Pepo	Baladi or any equivalent alternative variety	50g

Additionally, it was planned to distribute hand tools and irrigation kits to all beneficiaries. However, the provision of these tools taking longer time than anticipated. As per the project plan this was expected to be completed in December 2019 upon completion of the laboratory testing of the seeds. Secondly, the first tendering process was not successful in 2019 as a result of Lebanon banking crisis that led to very high fluctuation in Syrian Pound exchange rate. A fresh tendering process is currently ongoing.

Community land rehabilitation:

As reported in the last operations update, the objective of this project is to contribute to the rehabilitation of the affected land of 233 households (1,133 people: 555 men, 578 women). Out of which 11.7% of the households were headed by a woman who live in the Northern District of Deir Baalba, and to reduce their long-term vulnerability by providing water pumps and other inputs for irrigation. The distributions took place between April to May 2019. A total of 57 water pumps of 3-5 horse power capacity, accessories for 57 wells and 120 m irrigation pipes for each of the well were distributed. SARC's livelihood teams in Homs branch conducted a PDM in August 2019 of the 233 beneficiaries.

The results were the following:

Key findings of PDM in Homs

- 94.5% of the households consider the quality of the equipment donated either 'excellent' or 'very good';
- 34 families had started the rehabilitation of their land;
- 92% of the beneficiaries mentioned that this project has had a very important positive impact in the community apart from the restoration of the livelihood activities, which is the improvement of the social cohesion among households.
- 91% mentioned that the equipment provided was enough to go back to their main livelihood activities (mainly for vegetables and cereals).

Also, an end-line survey was conducted at the end of the project between late December 2019 to January 2020. The main findings: 80% of the farmers, who had land of more than five dunums, have rehabilitated at least five dunums. However, the expected total number of dunums per family has not been rehabilitated. This is because the beneficiaries need more time to cultivate as this is related to the season. It is expected that in the coming months the beneficiaries will have rehabilitated the expected number of dunums. The main source of income for the beneficiaries remains agriculture, although the beneficiaries have increased their income, the main expenditure at the household level remains food. Due to the general increase in prices in the country since last year, even though incomes have increased, families do not have the capacity to meet their basic needs. Beneficiaries still face problems with electricity, which is another reason why it is difficult for them to access water for irrigation and to cultivate the planned area. However, 97% of the beneficiaries reported that they are satisfied with the components of the support provided.



SARC volunteers make home visits to follow up during the implementation of the project. Photo: SARC

Livestock project:

SARC's livestock contributed to restart the livelihoods activities of the conflict affected families and reduce their vulnerability in the long term by supporting them with livestock inputs. During the reporting period, the livestock project supported 900 affected families who live permanently in target communities of Aleppo, Rural Damascus, Swedia, Homs and Hama governorates.

The selected community people are among the most affected, living below the poverty threshold. The household economies are mainly based on agriculture and livestock for self-consumption and daily wages. They don't receive support from any other NGOs or INGOs. However, the tendering process was not successful in 2019 due to Lebanon banking crisis that led to a very high fluctuation in exchange rate of Syrian currency that resulted in non-implementation of livestock project for 600 households - 100 in Daraa, 200 in Aleppo, 200 in Rural Damascus and 100 in Sweida as per initial plan. The procurement process is underway and the sheep will be distributed in the next few months.



SARC staff supervising the water pump installation work in Homs.
Photo: SARC.

1) Restoration of livelihoods in Hama, Homs, Aleppo, Rural Damascus and Sweida Governorate - sheep distribution

As reported in the last operations update, 700 conflict-affected households were reached through the distribution of sheep in Hama, Aleppo, Rural Damascus, Al Sweida, and Homs. The targeted areas and households given in the table below:

Governorate	Community	HHS supported ⁷	Total family member
Aleppo	Qunetrat	93	1,324
	Alsamiriah	45	
	Khorbat Almaajeer	12	
Homs	Houlia	200	1,133
Hama	Marzef	125	676
Rural Damascus	Al Tal	125	627
Sweida	Kherbet Awwad	50	418
	Al Mghayyer	50	
Total		700	4,178

A total of 4,178 people (male – 2,037, female – 2,141) received in-kind inputs from SARC identified by the communities through a participatory approach. Criteria for selection of families vary depending on vulnerability and capacity criteria in the selected communities. Details of in-kind inputs provided to each family is given below.

- 2 sheep (pregnant)
- 600 kg of feed (200 kg every two months)
- Veterinary services (medicines and vaccination)
- Technical support by SARC HQ Agriculture and Veterinarian Officer and SARC Volunteers

⁷ The average family size is 6 members in each family

SARC livelihood teams in the branches have been monitoring the project and an end-line survey was conducted of these 700 households, in September 2019. The result shows:

Key findings of the end-line survey for sheep distribution

- 92% of the households are developing economic activity related to the goods provided;
- 39% of the households have increased their income and in at least 20% with livestock activity;
- 53% have increased the number of meals,
- 88% have increased the quantity and quality of meals; and by the end of the project,
- 97% of the households eat animal proteins on a weekly or monthly basis.



SARC veterinary officer visiting one of the beneficiaries who received sheep under livestock project. **Photo: SARC**

2) Improve food security and enhance livelihoods activities among the most vulnerable households in Jaba Community, Quneitra Governorate - poultry distribution

As reported in the last operations update, 200 households (937 people: male - 459, female - 478 and in 61% of the households, the head of the household was a woman) were the beneficiaries of this project. The aim of the project was to provide support to the poultry farmers affected by the conflict through the provision of assets to restore their livelihoods and restart income generating activities. Specifically, the project aims to increase the production of meat and eggs and thus access to protein nutritious commodities by the affected population, thereby mitigating the food insecurity of the targeted community. The distribution of poultry assistance was carried out by SARC/IFRC in May 2019. An end-line survey was held in the reporting period and the findings were as follows:

- 53% of the households are developing economic activity related to the goods provided;
- 41.5% of the households have increased the number of meals;

- 33.5% of the households have increased the quantity and quality of meals; and
- 100% of the households eat animal protein on a weekly or monthly and almost daily basis.



200 households in Jaba community, Quneitra governorate, received 19 egg-laying hens, 1 rooster, 150 kg of hen feed, 1 litre of vitamins and vet services. **Photo: SARC**

It is important to note that for future interventions the amount of chicken feed provided must be increased. In addition, the general increase in prices in the country since last year reduces the possibility of the households to meet their basic needs. A high prices of agriculture inputs, lack of chemical fertilizers, fuel shortages, high price of transportation inflate the production cost. The livestock sector has also been seriously affected. Depletion of government veterinary services and the short supply of vaccines and other livestock medicines have combined to reduce livestock numbers in the country.

Health

People reached: 1,058,226



	Target	Actual
Male	124,000	483,763
Female	186,000	574,463
Total	310,000	1,058,226

TARGET FROM 2019 REVISION 310,500

TARGET FROM 2018 REVISION 500,000

Outcome 1: The immediate risks to the health of affected populations are reduced

Indicators:	Target	Reporting period actual
# of people reached by first aid and emergency health services	n/a	176,149

Output 1.1: Target population is provided with rapid medical management of injuries and diseases

Indicators:	Target	Reporting period actual
# of response centres supported ⁸	33	34

Output 1.2: Enhance SARC's capacity to provide relevant health care support to vulnerable households

Indicators:	Target	Reporting period actual
# of targeted capacity building trainings conducted to SARC staff and volunteers	n/a	0

Outcome 2: The medium-term risks to the health of affected populations are reduced

⁸ EHP-7, MHU-11, Clinics- 9, MHC – 6

Indicators:	Target	Reporting period actual
# of medical services provided to vulnerable children, men, and women in Syria	n/a	687,853
Output 2.1: The health situation and immediate risks are properly assessed		
Indicators:	Target	Reporting period actual
SARC has updated health facility assessments and distribution plans for medical stock	1	1
Output 2.2: Gaps in medical infrastructure of the affected population filled		
Indicators:	Target	Reporting period actual
# of people provided with clinical health care services	n/a	194,224
Output 2.3: Community-based disease prevention and health promotion measures provided		
Indicators:	Target	Reporting period actual
# of communities implementing CBHFA interventions	18	19

Progress towards outcomes

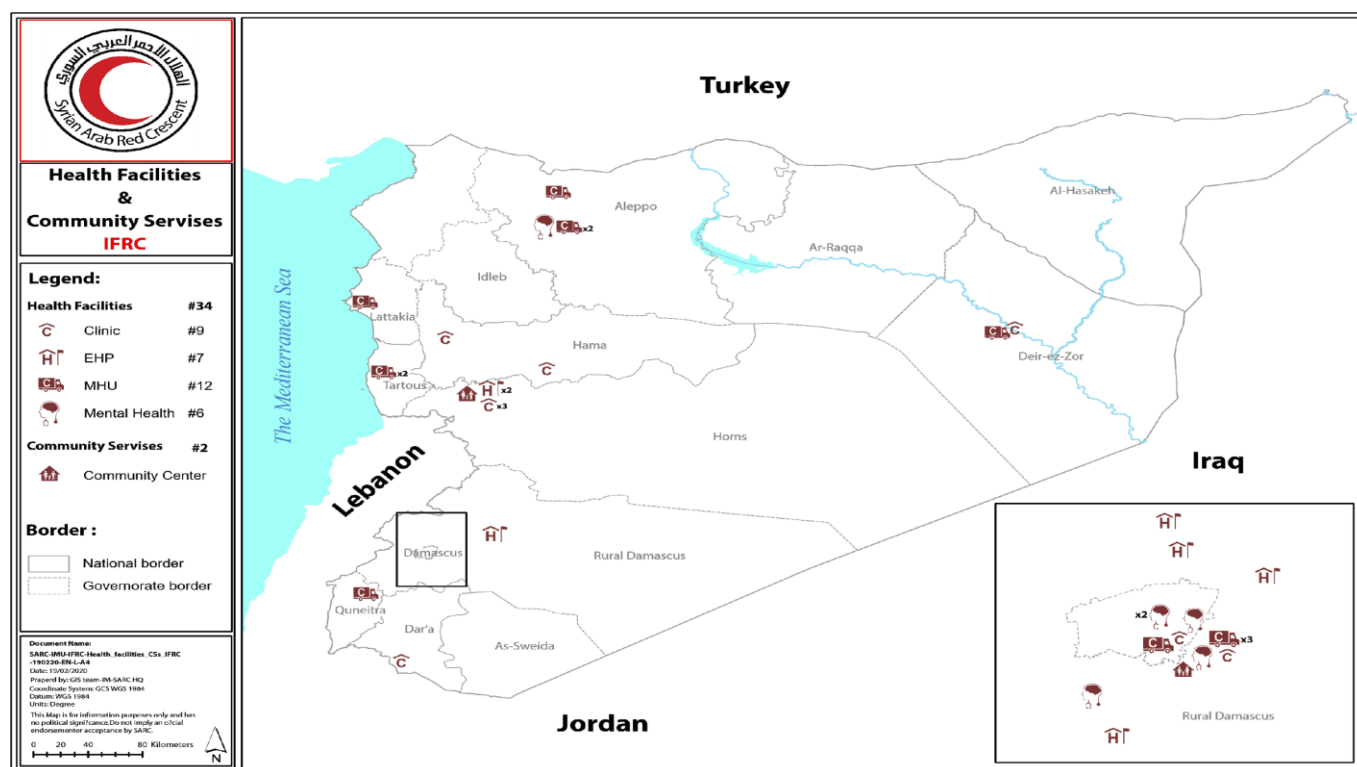
During the reporting period, SARC operated a total of 268 health facilities, reaching to approximately 2,467,029 people. IFRC provided support to 53 of those 268 facilities, which reached a total of 1,058,226 people with comprehensive primary health care to most vulnerable communities across Syria through the emergency health points (EHPs), clinics, mobile health units (MHUs), mental health clinics, community-based health and first aid (CBHFA). During the reporting period, IFRC supported 34 SARC health facilities: 9 clinics, 7 EHPs, 12 MHUs, 6 mental health clinics, and CBHFA teams in 19 communities. The table below gives detailed number of people reached with health interventions through IFRC appeal between June 2019 to June 2020.

IFRC	No of beneficiaries	No of Facilities
Emergency Health Points	1,76,149	7
Clinics	194,224	9
Mobile Health Units	34,078	12
Mental Health Clinics	4,031	6
Community Based Health & First Aid	649,744	19
Total	1,058,266	53

The medical services in the health facilities provided special medical care for the people who are more vulnerable because of age and gender, and to children, women and men with mental and physical disabilities. The detailed breakdown of people supported and geographical coverage is given below.

Health interventions	People reached		
	Female	Male	Total
CBHFA	297,910	351,834	649,744
Mental Health	2,405	1,626	4,031
Clinics	133,007	61,217	194,224
Mobile Health Units (MHUs)	21,060	13,018	34,078
Emergency Health Points (EHPs)	120,081	56,068	176,149
Total	574,463	483,763	1,058,226

The map below shows the locations of health facilities and community services supported by IFRC:



Output 1.1: Target population is provided with rapid medical management of injuries and diseases

SARC emergency health points

The SARC EHPs ensured uninterrupted provision of emergency and basic health care complementing community-based efforts CBHFA activities. EHPs provide improved access to emergency medical assistance for rapid management of injuries and provide primary health care for people residing in areas with high vulnerability. Ambulance services and first aid are also provided through the emergency health points. SARC currently runs 12 emergency health points, which reached 476,763 people. Seven of the 12 are funded by IFRC appeal, and in 2019 those reached 176,149 people. Most of the patients (67%) were from the host communities and 33% being IDPs. Out of which 120,081 were female and 56,068 were male patients.

Services include emergency surgical interventions available 24x7 with two ambulances on stand-by, as well as most medical services available at clinics, such as maternal, neo-natal and child health, including antenatal and post-partum care, internal medicine, mental health (case management towards referrals), full laboratory and diagnostic services, and referral for severe cases to secondary or tertiary care. In June 2019, laboratory services were activated in Ain Mneen, Domair, Kisweh EHPs and furniture and IT equipment were distributed to all emergency health points in July 2019.



SARC staff and volunteers transporting a patient for emergency health care services in one of the operational areas. **Photo: SARC**

Success stories:

Ain Mneen Emergency Health Point

Every second counts in emergencies carried out by SARC first aid squads with proper procedures followed, while responding to hundreds of critical conditions like heart failure, from which Abo Mohamed was saved.



We received a call about a myocardial infarction condition



They told me that I came back from death

Kisweh Emergency Health Point

A ten-year-old child came to the emergency health point with a serious leg injury as a result of a traffic accident, which was quickly treated.

The main challenges related to the emergency health points have been the fact there have been many resignations, especially of doctors, a difficulty of appointing new staff (especially gynaecologists); there have also been delays in

staff receiving salaries and monthly expenses (owing to IFRC's challenges with transferring funds and there has been a lack of funding for training.

Output 1.2: Enhance SARC's capacity to provide relevant health care support to vulnerable households

No training was provided for clinical staff in 2019 funded through the IFRC Appeal, except for CBHFA programme trainings. The reasons were lack of funding, the difficulties in transferring funds to SARC, and also the fact that there was no IFRC health delegate for five months who could have liaised with teams at the Head Quarter and in branches through SARC for having them organised with the promised arriving funds. During the last quarter of 2019, SARC headquarters staff were supported by the then recruited IFRC health coordinator, activating meetings with Movement health partners and ensuring joint planning and information sharing.

1)SARC clinics:

SARC operated 47 clinics which carried out a total of 1.2 million consultations. Of the 47 clinics, 9 were funded by the IFRC (see list below), which carried out 275,262 consultations, reaching out to 194,224 people (female – 133,007 and male – 61,217) during the reporting period.

SI. No	Facility	Clinic Location	Building Status
1	Dwelaa	Damascus	Rental
2	Jaramana	Rural Damascus	Owned
3	Al-Zahraa	Homs	Rental
4	Al-Ghota	Homs	Owned
5	Al-Shammas	Homs	Owned
6	Salhab	Hama	Owned
7	alsalameya	Hama	Owned
8	Deir Al-Zour	Deir Alzour	Rental
9	Daraa	Daraa	Owned

The SARC clinics are permanent facilities providing primary health care services such as internal medicine, gynaecology and paediatrics. Depending on availability of specialists, clinics may also provide services such as dental healthcare (Jaramana, Al-Shammas, Al-Ghouta, Al-Salameya, Daraa and Deir Al-Zour), ophthalmology and medical glasses (Jaramana and Dwelaa), physiotherapy, neurology, nephrology (including renal dialysis), dermatology, psychiatry and cardiology. They also operate pharmacies and have insulin, and some have x-ray facilities (Jaramana and Al-Ghouta). Nutrition services are integrated into some of the clinics (Jaramana, Al-Salameya, Deir Al-Zour and Daraa clinics) which include nutrition screening and treatment for both moderate acute malnutrition (MAM) cases and severe acute malnutrition (SAM) cases targeting both children under five and pregnant and lactating women. IFRC supports six Mental Health Clinics of which two Primary Health Clinics (Jaramana and Dwelaa) have mental health services attached to them. Vaccination services are provided at some clinics in collaboration with the Ministry of Health. Services are provided six days per week, from 08.30h to 15.00h.

Amongst achievements in the reporting period, Deir Al-Zour clinic was relocated and is waiting to start rehabilitation, a new laboratory was opened in Al-Zhraa clinic, a new elevator was established in Jaramana clinic (funded by the DEVCO project) to make services more accessible for people with disabilities, and SARC is currently receiving monthly reports (HIS-PHIS) from all the clinics.

The most common diseases reported were: hypertension, diabetes insulin dependent, diabetes non-insulin dependent, teeth/ gum disease, upper respiratory infection acute, acute bronchitis and diarrhoea; and consultations for pregnancies.

The number of beneficiaries decreased in most medical clinics during the month of Ramadan, and also decreased due to a shortage of medicines. The number of beneficiaries decreased in Dwelaa clinic in Q4 because there was no doctor. No training was carried out in the clinics during the reporting period as there was no funding available.

Main challenges:

Satisfaction surveys were not carried out in the clinics, because there were no funds to cover volunteers training and volunteers transportation; no procurement was carried out for needed medical equipment for the clinics; and it was hard to find staff, especially doctors. Deir Al-Zour clinic was relocated without doing rehabilitation because of lack of

funds, and which has led to difficult conditions in the clinic (no doors and windows on the second floor). Owing to the challenges for IFRC in transferring funds, there was a delay in the payment of salaries of staff, which affected staff motivation; clinics have not been provided with patients' cards, so they write the patients' data on A4 paper; and there have been resignations of doctors, especially in Dwelaa clinic, due to insufficient salaries.

2) Mobile Health Units

SARC operates 47 fully equipped MHUs that have been providing primary health care services to internally displaced people (IDPs) living in emergency shelters as well as in rural areas, reaching out to communities with lack of access to regular health care services. Out of which, the operational costs of 12 MHUs supported through IFRC Emergency Appeal that provided consultations to 34,078 people during the reporting period. Of which, 21,060 were female and 13,018 were male patients. Each MHU has a doctor, nurse and driver and operates 6 days per week from 0830h to 1500h, travelling to different locations according to the needs that are assessed every three months. The unit provides medical consultations for women, men and children with dispensing drugs and can do simple wound care, etc. MHU staff refers patients to secondary and tertiary care.

MHUs play a very important role during emergencies, covering emergencies and stabilizing emergency health conditions. During the reporting period, IFRC supported operation costs for 12 SARC MHUs across Damascus, Rural Damascus, Quneitra, Homs, Tartus Latakia, Aleppo, and Deir-Ez-Zor governorates. In addition to regular operations, MHUs responded to the Al Rukban evacuation from May 2019 to November 2019 with 2 MHUs, one from rural Damascus and another from Homs. Some 1,800 people supported during this evacuation.



MHUs play a very important role during emergencies, covering emergencies and stabilizing emergency health conditions., reaching 43,302 beneficiaries during the reporting period (see table below). In addition to regular operations, MHUs responded to the Al Rukban evacuation from May 2019 to November 2019 with two MHUs, one from rural Damascus and another from Homs, covering about 1,800 beneficiaries.

3) Mental health services

Through IFRC appal, SARC is running mental health clinics in the governorates of Damascus, Rural Damascus and Aleppo. They mental health services, including drug treatment, psychological treatment, rehabilitation of language and speech disorders, and psychological and social counselling. SARC runs six mental health clinics, all of which are funded by IFRC and supported 4,031 people (female – 2,405, male – 1,626) during the reporting period. Detail location and number of staff working in the mental health clinics is given in the table below.

Number of clinics	Location	Governorate	Number of staff
Two clinics (morning / evening)	Othman clinic	Damascus	8
One clinic	Dweila clinic		6
One clinic	Jaramana clinic	Rural Damascus	8
One clinic	Sahnaya clinic		6
One clinic	Aleppo clinic	Aleppo	6

Output 2.1: The health situation and immediate risks are properly assessed

An assessment plan was not carried out in 2019 or in 2020. SARC collects information for the HeRAMs system and shares it with WHO and other partners. Unfortunately, at the current time, the SARC Health Department does not have the capacity for analysing data. The Movement partners are working with SARC to agree methods to verify needs and efficiency with common tools during field visits. There will be a downsizing of services in 2020 owing to a decrease in funding. The planned exit strategy is reliant upon the Ministry of Health having stronger capacity and an increased involvement in primary health care.

Output 2.2: Gaps in medical infrastructure of the affected population filled

The total number of consultations in SARC medical facilities decreased during 2019 compared to earlier statistics. These number were low and at places decreased more in 2020. Reasons include delays in payments of salaries and a lack of doctors, additionally there has not been the funds to replace some old lab equipment which cannot be repaired which has stopped some basic laboratory testing. The funds for medicine have been less and that has caused shortage of non-communicable disease medicines, as a large part of the poorer clients are suffering from non-communicable diseases and have no means to procure medicine from local pharmacies.

Output 2.3: Community-based disease prevention and health promotion measures provided

IFRC continued its support to CBHFA interventions in 19 communities, which reached 649,744 people (female - 297,910, male – 351,834) during the reporting period. SARC started implementing the CBHFA programme in 2017 in eight governorates. CBHFA aims to support the capacity of SARC to provide community health and first aid interventions and to ensure that community-based health services continue to be provided to people affected by the protracted crisis in Syria, and to establish healthy communities in which volunteers work with their communities for the prevention of diseases.

The Canadian Red Cross provided a consultant to undertake a review of the CBHFA programme, as part of their support to the SARC health programme. The review covered three branches that are continuing CBHFA work in new

communities. The findings were positive, as were the findings from the impact survey, which was issued in February 2020.

Extracts from the impact survey:

Improved awareness and level of practicing healthy life styles, prevention of communicable diseases, and implementing the new-born care and reproductive health			
Indicator	Baseline (with date)	Target	Actual
- % of respondents that are physically active at least 60 minutes daily	25 %	----	39 %
- % of respondents that can correctly identify at least 3 key signs of dehydration	--	----	78 %
- % new-borns breastfed within one hour of birth	54 %	---	63 %
# of household visits conducted by CBHFA volunteers	n/a	-----	84,474
Improved knowledge of prevention and basic first aid skills for injuries and their complications			
Indicator	Baseline (with date)	KAPs	Actual
% of people who know basic steps of first aid respond to priority first aid issues identified through the community assessment	13 %	73.5 %	96.3 %
Improved Participatory hygiene practices in selected communities			
Indicator	Baseline (with date)	KAPs	Actual
% Community members that can correctly identify at least 3 critical times to wash their hands	52 %	96 %	96 %

Phasing out of the CBHFA programme from the communities which started in 2017 went well. Communities and volunteers understood and were thankful for the support during these two years. The increase of activities and adding new tasks like working in schools and with mobile teams were piloted and found to be successful. Due to financial constraints and challenges in transferring funds, some of IFRC's support to the CBHFA programme had to be postponed, and the planned new communities and new branches for the next phase of the CBHFA programme were not sensitized. All trainings planned for the last quarter were postponed.

Water, sanitation and hygiene

People reached: 121,824



	Target	Actual
Male	30,000	44,551
Female	45,000	54,449
Total	75,000	121,824

TARGET FOR 2019 REVISION: 75,000
TARGET FOR 2018 REVISION: 1,200,000

Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Indicators:	Target	Reporting period actual
# of households reached by hygiene promotion through CBHFA interventions	75,000	0

Output 1.5: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population

Indicators:	Target	Reporting period actual
# of households provided with a set of essential hygiene items through CBHFA interventions	15,000	16,006

Progress towards outcomes

During the reporting period, SARC reached 1,541,661 people with WASH interventions, of which 121, 824 people were supported through IFRC Appeal. During the reporting period, 105,149 different WASH items being procured and distributed that includes hygiene kits, women emergency kits, jerry cans and water purifying tablets. Distribution details is given in the below table.

Items	Quantity	Number of families	Men	Women	Total number of people
Hygiene kits	5,234	5,234	10,512	11,251	21,763
Women Emergency kit	915	872	n/a	1061	1,061
Jerry cans and Aqua tabs	99,000	9,900	44,551	54,449	99,000
Grand total	105,149	16,006	55,063	66,761	121,824

The volunteers in the CBHFA programme carry out hygiene promotion activities when hygiene kits are distributed. SARC hygiene kits contain the following items:

Sl. No.	Items	Quantity
1	Washing Powder	3 bags of 1kg
2	Toilet paper	4 rolls
3	Soap	10 pcs of 100g
4	Tooth paste	3 tubes of 75ml
5	Toothbrushes	5 pcs
6	Shampoo	1 bottle 500ml
7	Razor blades	5 pcs

Sl. No.	Items	Quantity
8	Shaving cream	1 tube of 100ml
9	Sponges	4 pcs
10	Sanitary napkins	40 pcs
11	Cotton hand towel	2 pcs 40x60cm
12	Cleaning fluid	2 bottles 500ml
13	Nail clippers	1 piece
14	Tissues	2 packs of 150g

Majority of SARC's WASH interventions including technical support are being supported by the in-country PNSs and ICRC.

Protection, Gender and Inclusion

People reached: 6,226



	Target	Actual
Male	2,400	2,490
Female	3,600	3,736
Total	6,000	6,226

Target: 6,000

(Note: Psychosocial support was previously under the Health Area of Focus, and now is under Protection, Gender and Inclusion)

Outcome 1: Communities identify the needs of the most vulnerable and particularly disadvantaged and marginalized groups, as a result of inequality, discrimination and other non-respect of their human rights and address their distinct needs

Output 1.2: Programmes and operations prevent and respond to sexual- and gender-based violence and other forms of violence especially against children

Indicators:	Target	Reporting period actual
# of people provided with protection gender and inclusion services	6,000	6,226

Output 1.3: Psychosocial support provided to the people affected by the conflict

Indicators:	Target	Actual
# of people reached by psychosocial support services	6,000	6,226

Progress towards outcomes

Output 1.2: Programmes and operations prevent and respond to sexual- and gender-based violence and other forms of violence especially against children



Support to school children in rural Idleb. Photo: SARC

Output 1.3: Psychosocial support provided to the people affected by the conflict

IFRC provided funding for SARC psychosocial support services in two community centres – Al-Ghizlaniya and Bab Amr, in Rural Damascus and Homs – which, during the reporting period, provided support to 6,226 people (a total of 28,310 consultations).

During the reporting period, SARC provided training in psychosocial support to 43 staff/volunteers (15 male and 28 female). The SARC Psychosocial Support Coordinator and Mental Health Coordinator attended the MENA regional meeting on the mental health and psychosocial support held in Dubai, in November 2019. More detailed information will be provided in the next Operations Update.

Strategies for Implementation

Outcome SF11.1: SARC capacities and organizational development objectives are facilitated towards building ethical and financial foundations, systems and structures to plan and perform

Output S1.1.4: SARC has effective and motivated volunteers who are protected

Output S1.1.6: SARC has the necessary corporate infrastructure and systems in place to effectively respond to the humanitarian consequences of the conflict

Output 1.3: SARC has an up to date strategic plan, statute and governance structure (in previous EPoA)

Progress towards outcomes

Output S1.1.4: SARC has effective and motivated volunteers who are protected

IFRC, in consultation with SARC, has provided volunteer accident insurance coverage for 7,525 volunteers for 2020. One of the current challenges is volunteer management. It must be acknowledged that volunteers are primarily youths, and volunteering provides positive experiences within their communities and professional development, in a country where youth face conscription, displacement, unemployment and radicalization. Planning will start in 2021 and this will be a continuous effort for the coming years to strengthen volunteer management initiatives.

Output S1.1.6: SARC has the necessary corporate infrastructure and systems in place to effectively respond to the humanitarian consequences of the conflict

IFRC collaborating with the in-country Partner National Societies (PNSs) and the regional office to ensure continued support to SARC with HR and technical guidance. As part of the implementation strategy, IFRC has been supporting key positions of SARC operation team. Also, covering HR costs of approximately 240 staff at branch and sub-branch level.

1. List of positions at SARC headquarters (by sector) covered by the IFRC Emergency Appeal
2. List of positions in SARC branches and sub-branches (by sector) covered by the IFRC Emergency Appeal (note: these figures are approximate, owing to high staff turnover)

SARC Headquarters	No of positions
Sector	Total
Finance	10
Health	21
IM	6
IM/Operations	1
IT	5
Livelihoods	8
Logistics	1
SARC Management	2
Grand Total	54

SARC branches and sub-branches	No of positions
Sector	Total
CBHFA	11
Clinics	141
EHP	17
Health	3
IM	22
Livelihoods	9
Mental health	15
MHU	16
PSS	9
Grand Total	243

The slow replacement of some of the key technical positions within IFRC country office such as the supply chain and logistics delegate are extremely concerning given the high-risk context, largely relief focused emergency operation and the decision to conduct local procurement through the National Society. Throughout the first half of 2020, IFRC Syria office received support from German and Danish RC logistics focal point. Together with MENA HR/Logistics team, IFRC country office ensured a 3-month surge deployment. IFRC is working on options for a long-term solution to fill certain key positions.

Within the fluid situation in Syria, 2020 heralds a phase for reflection for SARC, irrespective of the operational dynamics which continue to be unpredictable, as being experienced in the North West. Nevertheless, SARC has prioritized institutional strengthening as essential to its long-term sustainability whilst continuing to develop its capacity and respond to sudden crisis events. This objective is fully in line with the SARC Strategic Plan 2020 – 2022 and at the time of writing Movement partners are supporting activities such as Preparedness for Emergencies Review (PER) and Branch development both within the scope of its strategic plan. Initial discussions have been undertaken on the way forward for migration from an emergency footing to a recovery approach, but with the addition of economic impacts from the sanctions and the need to respond to the COVID-19 pandemic to an already fluid situation in Syria, the Emergency Appeal will be continued into 2021 and migration of the appeal to operational plans in parallel to support SARC's organizational needs and its sustainability. IFRC will assist SARC to integrate 2021 department plans into one operational plan as a model for future integration of the planning across departments and focus will be on enhancing the reporting system within the SARC departments and across the organisation.

Output 1.3: SARC has an up to date strategic plan, statute and governance structure

At the end of 2019 SARC launched a two-year strategic plan which covers 2020 to 2022. Although the situation remains unpredictable, SARC has developed a document which articulates their way forward in the immediate future as well as offering signposts for the important process to migrate appeal to their longer-term direction when the environment allows SARC to do so.

Outcome SFI2.1: Effective and coordinated international disaster response is ensured
Output S2.1.4: Supply chain and fleet services meet recognized quality and accountability standards

Output S2.1.6: Coordinating role of the IFRC within the international humanitarian system is enhanced

Outcome SFI2.2: The complementarity and strengths of the Movement are enhanced
Output S2.2.1: In the context of large-scale emergencies the IFRC, ICRC and SARC enhance their operational reach and effectiveness through new means of coordination

Progress towards outcomes
Output S2.1.4: Supply chain and fleet services meet recognised quality and accountability standards

In 2019, a number of changes in the logistics and procurement team of the IFRC happened which has seen the team shrink from three (logistics coordinator, warehouse delegate and a procurement delegate), to one position which is now under review to ascertain the needs of the delegation.

Output S2.1.6: Coordinating role of the IFRC within the international humanitarian system is enhanced

SARC is supported by and coordinates with the IFRC (present in Syria since the mid-1990s with a permanent representation office since 2007). Along with IFRC, SARC continued its engagement with UN agencies and other internal partners to respond to humanitarian needs in conflict affected communities, as an active first responder. SARC with support from the IFRC and German Red Cross liaise with the Shelter working group for non-food item distributions. With support from the IFRC Health Coordinator, SARC attends the Health working group meetings as an observer and the Livelihoods Coordinator supports participation from SARC in the Food and Agriculture Sector meetings. SARC and IFRC continue to attend as observers the Humanitarian Country Team's meetings.

Output S2.2.1: In the context of large-scale emergencies the IFRC, ICRC and SARC enhance their operational reach and effectiveness through new means of coordination

IFRC supports SARC in their role as lead agency within the Movement in the implementation of regular monthly coordination meetings, which have been on hold since the second half of 2020, a weekly Idleb response meetings were also chaired by SARC in the first quarter of 2020, with the development of a draft SARC plan of action for the crisis in the northwest of Syria, which unfortunately has been put on hold due to the current situation in Idleb. Additionally, regular Movement update meetings for COVID-19 have been held. Currently the IFRC has a dedicated team based in Syria and is supported by the regional office in Beirut. The Syria team provides additional assistance to the in-country PNSs in their response, security issues and capacity development initiatives with a goal to further develop the cohesion of the membership within Syria in its support to SARC.

IFRC established positive regular dialogue with MoFA through SARC President and SG to ensure a Status Agreement in Syria. At the time of writing this report, IFRC signed the MoU with MoFA, Government of Syria in order to function more efficiently, with better cooperation and coordination to deliver humanitarian assistance in the country.

The Movement-Wide Reporting (MWR) for the Syria Crisis describes the humanitarian response of the Movement to the consequences of the crisis in MENA Region. The dashboard presents quarterly figures of people reached by ICRC, IFRC and partner National Societies of Syria, Lebanon, Iraq, Jordan, Egypt, Turkey and the branches of the Palestinian Red Crescent in Lebanon and Syria. A review exercise began in December 2019, and the recommendations that came up from this exercise will be implemented, along with a validation workshop by end of April 2020.



Participants from the workshop. Photo: SARC

Outcome SFI3.1.2: The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable

Output 1.1: IFRC and SARC are visible, trusted and effective advocates on humanitarian issues (in previous EPoA, not in current EPoA)

Output SFI3.1.2: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming

Outcome 2: The programmatic reach of SARC and the IFRC is expanded (in previous EPoA, not in new revised EPoA)

Output 2.1: Resource generation and related accountability models are developed and improved (in previous EPoA, not in new revised EPoA)

Progress towards outcomes

Output SFI3.1.2: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming

As part of strengthening PMEAL capacities, a PMEAL capacity self-assessment was conducted in October 2019 attended by 39 participants from all the 14 branches of SARC and comprising of programme and branch management. The objective of the PMEAL Capacity Assessment was to assess SARC's PMEAL capacities, to gain an understanding of the current status of PMEAL in SARC, both at the level of headquarters and the branches, and identify the strengths and weaknesses. In line with the community engagement and accountability (CEA) and MEAL assessment results of October 2019, IFRC prioritized CEA support to SARC through an integrated approach in all programmes in order to standardize across branches. An assessment of current beneficiary feedback mechanisms has also revealed gaps in the CEA approach. In December 2019, IFRC supported the attendance of three staff at a regional CEA training of trainers (ToT) workshop conducted in Jordan. In the continuing support to the SARC MEAL unit, IFRC supported SARC in the recruitment process of two MEAL officers. An individual capacity assessment was conducted to assess their technical competencies and inform individual capacity needs to perform their tasks. There is a plan to conduct the above assessments with beneficiaries at community level to determine preferred CEA channels in the next reporting period with support from the MENA regional CEA focal point in order to mainstream

CEA tools as well as improving CEA mechanisms. In collaboration with IFRC, BRC supported the establishment and ongoing work of the MEAL and CEA unit of SARC

IFRC continued its support to institutionalize monitoring and beneficiary accountability as key aspect of SARC's programmes and operations. With increasing demand from various donors and partners to measure beneficiary perceptions and views on the distribution and quality of food and non-food items. IFRC supported SARC in developing a standard post distribution monitoring tool for use by all programmes. The post distribution monitoring and beneficiary satisfaction surveys been useful to collect community feedback and perception about services received through SARC's supported programmes. During the reporting period, IFRC has also supported in the design of PDMs and beneficiary satisfaction surveys in effort to generate beneficiary feedback from SARC interventions and there a plan to conduct an assessment with communities in Syria to assess existing CEA mechanisms and preferred channels of communication in the next reporting period. SARC conducted one PDM for winterization kits distributed in Idleb, Homs and Aleppo. IFRC supported the SARC MEAL unit in the development of the questionnaire whereas data analysis was done jointly by SARC MEAL and IM teams. Additional PDMs are in the pipeline for the next reporting period funded by the German and Danish Red Cross for which IFRC is providing support in contextualizing PDM tools.

SARC is presented with an opportunity to strengthen and build its beneficiary engagement and accountability mechanisms through its Community Centres and relief activities which both the IM and MEAL team can support. During the reporting period, IFRC also provide support in the development and standardization of planning and reporting tools. The tool was adopted by all departments comprising health, disaster management, water and sanitation and community services and protection and was used in the revision of SARC plans and budgets for 2020, with the Finance department acknowledging the value for being included in the development of SARC programme plans.

IFRC conducted a training on logframe design on 17 June 2020 attended by Organisation Development and MEAL staff. This was followed by the development of the SARC Branch Development logframe. IFRC also supported SARC's branch development efforts in developing a proposal for funding for branch development activities to the National Society Investment Alliance (NSIA).

Outcome SFI4.1: The IFRC enhances its effectiveness, credibility and accountability

Output SFI4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders

Output SFI4.1.4: Staff security is prioritised in all IFRC activities

Progress towards outcomes

Output SFI4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders

During this period, with limited resources, the IFRC provided technical support to the SARC finance team, in-country partners and other stakeholders. Worked in close coordination with SARC for timely submission of acquittals against working advances given to the National Society as well as revision of the Appeal in October 2019. Also, ensured overall support on the revision of SARC's operating budget as well as support for the implementation of the 2019 and 2020 IFRC-SARC Project Agreements.

At the same time, support was provided to the IFRC Internal Audit team for a successful mission that included pre-audit samples, during-audit and post-audit support. The final audit report is still awaited. This was the first audit (internal or external) of the Syria Complex Emergency Appeal during the last eight years of operations in Syria.

Transfer of funds to Syria remained huge challenge. Together with MENA, IFRC country office worked on a decision paper to cover time from January 2020 onwards from 2019 approved funds. Due to sanctions and cash flow complexities, timely reconciliations of working advances to SARC for implementation of project activities and supplier payments have remained challenging during this period. Because of this reason, the whole operation is running more on reimbursement mode rather than on the normal working advance mechanism. This is a key area that has challenged the Syria Operation for a long time. Having the legal status for IFRC to open its own bank account in the country may ease the situation and ensure efficiency in cash flow in-country for timely implementation of projects. However, it is noted that sanctions will likely remain prohibitive irrespective.

Output SFI4.1.4: Staff security is prioritised in all IFRC activities

IFRC Country Office coordinates all security measures with SARC and ICRC. As per the existing mechanism, ICRC has been providing security services to IFRC and all in-country PNSs in line with the Movement Security Framework. ICRC, together with SARC, monitors the evolution of the security situation in the country. ICRC provides regular security updates, which are further distributed to Movement partners by the IFRC, and also provides alerts and on-request briefings on the general situation and specific subjects as needed. ICRC recently agreed to begin regular updates in conjunction with SARC to all partners in-country. An in-country security assessment was undertaken by IFRC Geneva in July 2019, the findings of which led to an updated security risk matrix as well as ensuring the Security Guidelines are updated on a six-month basis.

IFRC coordinated with SARC and ICRC to finalize a Security Framework for management of security issues relevant to all the Movement partners in Syria. This framework, defines security regulations for IFRC and PNS delegates under IFRC umbrella to operate in Syria. The latest version was available in early September 2020. A Movement Security Framework Agreement to be finalized and signed by the three parties.

IFRC staff were asked to participate and take online mandatory courses as relevant in order to comply IFRC policy and procedures, including safety and security, fraud and corruptions and supply chain management.

D. BUDGET / FINANCES

Please see attached interim financial report showing expenditure to date.

Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2012/7-2020/6	Operation	MDRSY003
Budget Timeframe	2012/7-2020/6	Budget	APPROVED

Prepared on 16 Nov 2020

All figures are in Swiss Francs (CHF)

MDRSY003 - Syria - Syria Complex Emergency

Operating Timeframe: 06 Jul 2012 to 31 Dec 2020; appeal launch date: 06 Jul 2012

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	83,505,000
AOF2 - Shelter	9,847,000
AOF3 - Livelihoods and basic needs	20,396,000
AOF4 - Health	24,554,000
AOF5 - Water, sanitation and hygiene	13,713,000
AOF6 - Protection, Gender & Inclusion	654,000
AOF7 - Migration	0
SFI1 - Strengthen National Societies	23,034,000
SFI2 - Effective international disaster management	4,663,000
SFI3 - Influence others as leading strategic partners	217,000
SFI4 - Ensure a strong IFRC	14,518,000
Total Funding Requirements	195,101,000
Donor Response* as per 16 Nov 2020	187,273,910
Appeal Coverage	95.99%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	74,415,369	74,416,016	-647
AOF2 - Shelter	6,405,042	6,648,972	-243,930
AOF3 - Livelihoods and basic needs	39,484,418	39,317,609	166,809
AOF4 - Health	26,107,288	25,359,476	747,812
AOF5 - Water, sanitation and hygiene	8,219,909	8,217,153	2,756
AOF6 - Protection, Gender & Inclusion	8	8	0
AOF7 - Migration	0	0	0
SFI1 - Strengthen National Societies	9,302,826	8,570,628	732,199
SFI2 - Effective international disaster management	748,440	760,761	-12,321
SFI3 - Influence others as leading strategic partners	535,334	508,215	27,119
SFI4 - Ensure a strong IFRC	9,491,051	8,044,497	1,446,554
Grand Total	174,709,685	171,843,335	2,866,350

III. Operating Movement & Closing Balance per 2020/06

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	178,848,732
Expenditure	-171,843,335
Closing Balance	7,005,397
Deferred Income	3,047,784
Funds Available	10,053,181

IV. DREF Loan

* not included in Donor Response	Loan :	Reimbursed :	Outstanding :
----------------------------------	--------	--------------	----------------------

Contact Information

For further information, specifically related to this operation please contact:

In the Syrian Arab Red Crescent (SARC)

- **Secretary General:** Khaled Erikssousi; phone: +963 113327691; fax: +963 11 332 7695; email: secretariat@sarc-sy.org
- **Operational coordination:** Tammam Muhrez, Director of Operations; phone: +963 953 666 635; email: tammam.muhez@sarc-sy.org
- **SARC Media and Communications:** Rahaf Aboud, Director of Communications; phone: +963 959 999 853; email: rahaf.aboud@sarc.sy.org

In IFRC Country Office Damascus

- **Head of Syria Country Office:** Andrei Engstrand-Neacsu, Head of Delegation, mobile: +963 959 999 869; email: andrei.engstrand@ifrc.org
- **Programme Manager:** Michael Higginson; mobile: +963 959 999 840; email: michael.higginson@ifrc.org

In IFRC Geneva

- **Programme and Operations focal point:** Tiffany Loh, Senior officer, operations coordination; email: tiffany.loh@ifrc.org

In IFRC Middle East and North Africa (MENA) Office, Beirut:

For resource mobilization and pledges support:

- **Regional Head of Partnership and Resource Development:** Anca Zaharia; phone: +961 81311918; email: anca.zaharia@ifrc.org

For in-kind donations and mobilization table support:

- **Regional Logistics Unit: Head of Logistics, Procurement and Supply Chain Management;** Dharmin Thacker; phone: +961 5 428 505; email: dharmin.thacker@ifrc.org

For performance and accountability support (planning, monitoring, evaluation and reporting enquiries)

- **Regional Planning, Monitoring, Evaluation and Reporting (PMER) Manager;** Nadine Haddad; phone: +961 71 802775; email: nadine.haddad@ifrc.org

How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGOs) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote **social inclusion**
and a culture of
non-violence and **peace.**