



# Syria Crisis Response

## Three years on



## About this report

The information in this report is collated from interdependent but separately managed World Vision country-level responses to the humanitarian crisis in Syria. It is based on the first three and a half years of World Vision's response to the Syria crisis, commencing in May 2011 with a community-level response for Syrian refugees arriving in Lebanon, and reports results and key findings through September 2014. More recently, this response has expanded to also address needs of displaced people within Iraq (however, the Iraq response is not within the timeframe of this report).

## Acknowledgements

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Front cover photo ©World Vision/A young girl at the Za'atari Refugee Camp in Jordan.  
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Back cover photo ©World Vision/Syrian refugees staying with host families in Irbid, Jordan.  
Jon Warren/2014

# Foreword

September, 2014. The numbers are staggering. Millions displaced, more than half of them children. Almost 200,000 persons killed, including approximately 9,000 children.

The human tragedy of the Syria crisis is incomprehensible, because for every adult, every child affected... there is a face, a heart, a loss, a dream, a story.

This report summarises World Vision's involvement in supporting children, parents and families affected by the Syria crisis. It tells not a story of resolution, but of respite. It recounts our efforts to mitigate some of the worst effects of this crisis.

Extra months of food for those who had little or none. Additional clothing and supplies to stave off the harshness of winter. A better supply of water and improved facilities for sanitation and personal hygiene. Safe places where children and youth can, for a time, escape from the trials of being uprooted. Opportunities for children who cling desperately to a dream of being educated.

Today, the Syria crisis continues unabated, cutting a swathe across millions of people. But the present situation is not hopeless. As demonstrated time and time again among people who suffer tragedy, the bleakness of the present does not lay waste the future.

The Syrian people cannot give up hope, so neither will we.

**Wynn Flaten**  
*Syria Crisis Response Director*  
*February 2015*



A family living in a refugee camp in Lebanon has access to clean water.

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# Impact summary

As of end-September 2014, World Vision's Syria Crisis Response reached almost 1.8 million people. These included Syrian refugees and other vulnerable families in communities sheltering them, as well as people displaced within Syria. They have benefited from improved water and sanitation systems, food and cash for their families, health and nutrition services, and a safer environment for their children.

Children represent at least half of all people affected by the Syria crisis. World Vision's programmes have integrated child protection and education approaches alongside relief work. Positive outcomes for children and their families have included reduced incidents of violence, and increased local awareness of children's protection needs and rights.

World Vision and partners also increased donor and programming focus on crisis-affected Syrian children through initiatives that include the 'No Lost Generation'<sup>1</sup> strategy and public campaign to expand their access to education and psychosocial support.

Work commenced in May 2011 amongst refugees living in Lebanon before expanding to Jordan and northern Syria in 2013. The figures in this report represent achievements up to September 2014. Sadly, the complexity of the situation in and around Syria makes it likely that World Vision and partner agencies will be required to continue humanitarian work in the region for much longer.

**'There are many things that keep me attached to my country, Syria, still. Our entire family, we all used to live together. But here, now, it is just my mother and my younger sisters. I miss my home, my other siblings and my village. I'm worried that time will pass and we won't go back to Syria at all. This is what scares me the most.'**

*— Hazar, Syrian teenager living in a refugee camp, Jordan*



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<sup>1</sup> 'No Lost Generation' is backed by the United Nations (UN) and international agencies, donors, governments and non-governmental organisations (NGOs). It aims to bring strategic investment to education, peacebuilding and psychosocial support for children affected by the crisis in Syria.

## At a glance

Between May 2011 and September 2014, World Vision reached nearly

# 1.8 MILLION

people affected by the Syria crisis.

### In northern Syria

World Vision reached approximately

## 300,000

people with:



water supply and pump rehabilitation in camps and existing communities



primary health, vaccination and nutrition programmes for families



distributions of kitchen, household and winter items



food assistance to more than 50,000 vulnerable people



restored access to sanitation facilities in IDP camps and informal settlements

### In Jordan

World Vision reached approximately

## 280,000

people with:



roads and drainage installations in designated areas of Za'atari refugee camp



large-scale water and sanitation infrastructure for residents of Azraq refugee camp



rehabilitation of water and sanitation facilities in 100 schools



catch-up schooling for Syrian and Jordanian children



safe havens at Child-Friendly Spaces and Adolescent Friendly Spaces



distribution of household supplies, food and clothing to nearly 200,000 vulnerable people

### In Lebanon

World Vision reached approximately

## 1.2 million

people with:



cash transfers, food vouchers and World Food Programme (WFP) e-cards for more than 550,000 vulnerable refugees living in Lebanese communities



significant water and sanitation improvements in refugee settlements



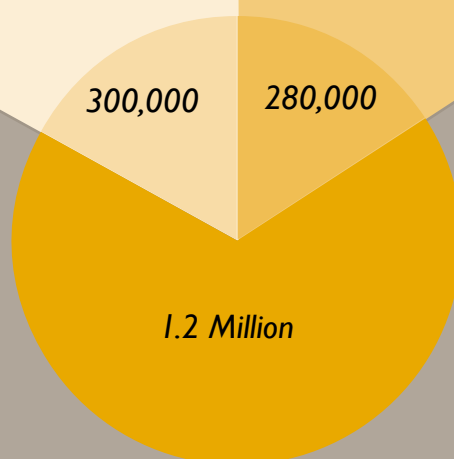
Child-Friendly Spaces and other activities for some 4,000 children and host communities



Adolescent Friendly Spaces helping integrate youth from different backgrounds



community-based structures and networks for protecting children





# Background and context

The crisis in Syria is highly complex, not only affecting Syrians but also placing neighbouring countries under immense strain. World Vision made a significant contribution to meeting critical needs of Syrian refugees, internally displaced persons (IDPs) and host communities in Syria, Lebanon and Jordan.

By the end of September 2014, violence and conflict in Syria had killed almost 200,000 people of whom approximately 9,000 were children.<sup>2</sup> Half the country's population had fled their homes and upwards of 6.4 million people were internally displaced. Another 3.1 million people had taken refuge in camps and host communities in Jordan, Lebanon, Iraq, Egypt and Turkey.<sup>3</sup>

Throughout the region, this influx of refugees and internally displaced people led to severe and chronic shortages in local shelter, clean water, primary health services, food, and employment opportunities. Many children within Syria were exposed to unimaginable terrors, while those who escaped lived mostly in poverty, with limited access to education and other basic child rights.

World Vision's response to the Syria crisis began in 2011 in Lebanon where it was already working with many communities receiving refugees. In 2013 World Vision expanded its programmes to refugees and

**Syria crisis response goal:**  
'to alleviate suffering and improve the quality of life for refugees, IDPs and vulnerable host communities affected by the Syrian crisis, with a particular emphasis on the needs of children.'

host communities in Jordan, and to IDPs in northern Syria, near to the Turkish border.

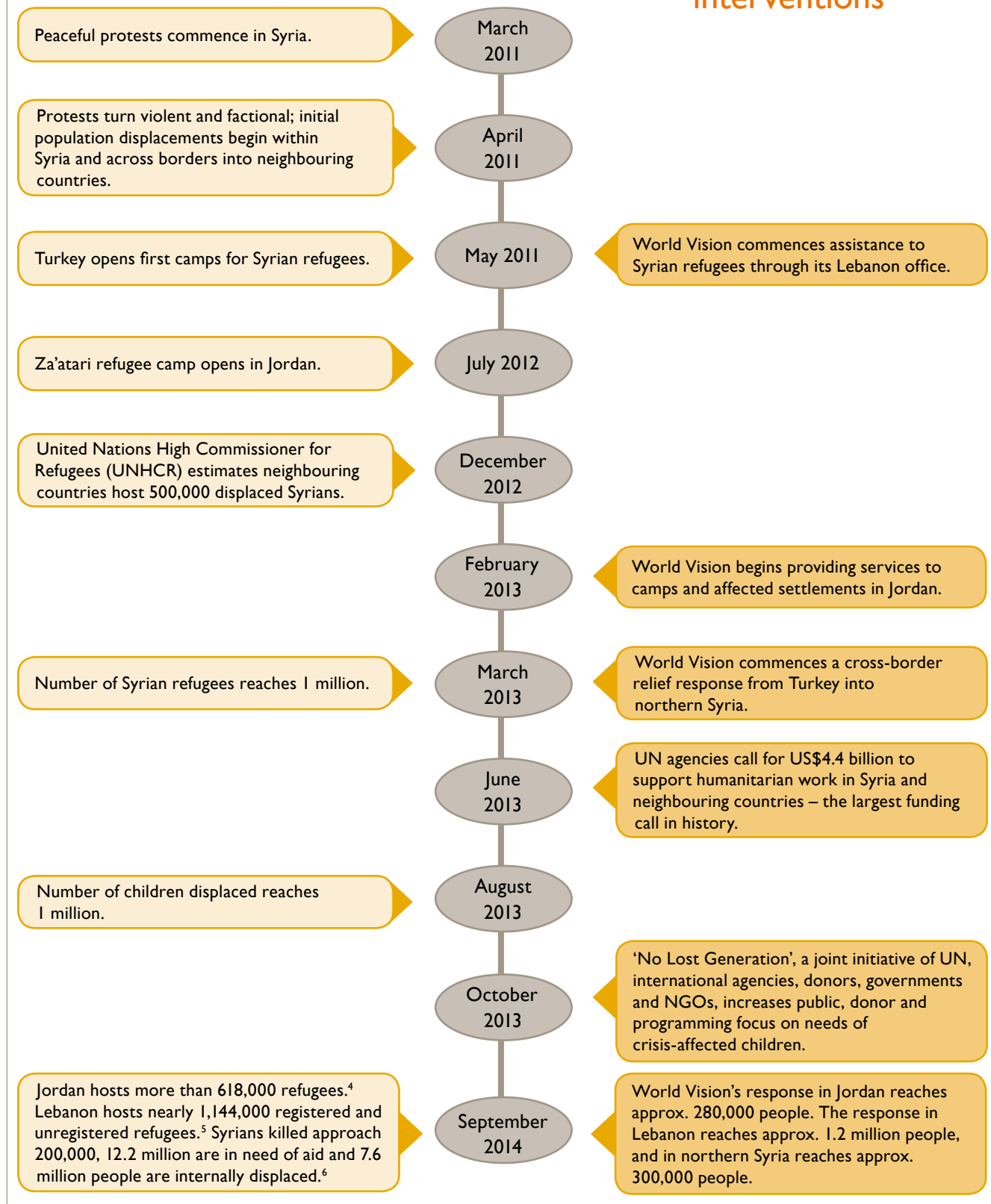
Programmes implemented in Lebanon, Jordan and Syria focused on critical support and services reaching approximately 1.8 million people, including Syrians and host communities. Child-focused interventions addressed children's rights to protection, psychosocial well-being and education. Other programming provided food; water, sanitation and hygiene (WASH); health; nutrition; and non-food items (NFIs), such as baby kits.

2 'More than 191,000 people killed in Syria with "no end in sight"'. <http://www.un.org/apps/news/story.asp?NewsID=48535#.VM0QwtKUeSp>, UN News Centre, 22 August 2014, accessed 31 January 2015. Also, Ghannam, Mohammad and Rick Gladstone, 'Syria Deaths Hit New High in 2014, Observer Group Says.' [http://www.nytimes.com/2015/01/02/world/middleeast/syrian-civil-war-2014-deadliest-so-far.html?\\_r=0](http://www.nytimes.com/2015/01/02/world/middleeast/syrian-civil-war-2014-deadliest-so-far.html?_r=0), The New York Times, 1 January 2015, accessed 31 January 2015.

3 Figures stated are as of 31 January 2014. Current figures are available at: UNHCR Syria's regional refugee response: <http://data.unhcr.org/syrianrefugees/regional.php> and Office for the Coordination of Humanitarian Affairs (OCHA), Syria: <http://www.unocha.org/syria>.

## Syria crisis escalation

## World Vision and partner interventions



4 UNHCR figure, as of 20 November 2014. Current figures are available at: <http://data.unhcr.org/syrianrefugees/country.php?id=107>.

5 UNHCR figure, as of 20 November 2014. Current figures are available at: <http://data.unhcr.org/syrianrefugees/country.php?id=122>.

6 Figures stated are from OCHA Syria's humanitarian needs overview, November 2014. Current figures are available at: <http://syria.unocha.org/>.



# Response and results

World Vision  
operational areas



## Response in northern Syria

Commenced: March 2013

**Focus:**

- clean water, sanitation, health and hygiene
- relief goods (including warm clothes, blankets and food)

**Reach:**

- approx. 300,000 internally displaced Syrians

**Partners:**

- Humanitarian Relief Foundation
- Ihsan Relief and Development
- International Medical Corps
- Norwegian Refugee Council
- Save the Children
- Syrian Red Crescent
- Turkish Red Crescent

## Response in Lebanon

Commenced: May 2011

**Focus:**

- services within host communities
- schooling and remedial education
- water and sanitation infrastructure
- children's and youth activities
- cash programming

**Reach:**

- approx. 1.2 million people, including 520,000 Syrian refugees and 692,000 Lebanese

**Partners:**

- Beyond
- Himaya
- Lebanese Scouting Federation
- Oxfam
- Right to Play
- United Nations Children's Fund (UNICEF)

## Response in Jordan

Commenced: February 2013

**Focus:**

- water and sanitation in and outside of refugee camps
- drainage and flood mitigation in refugee camps
- education and play for children
- assistance with food and household items

**Reach:**

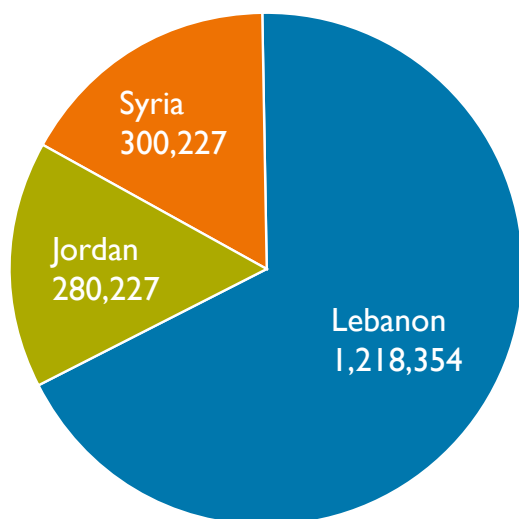
- approx. 280,000 refugees and host family members

**Partners:**

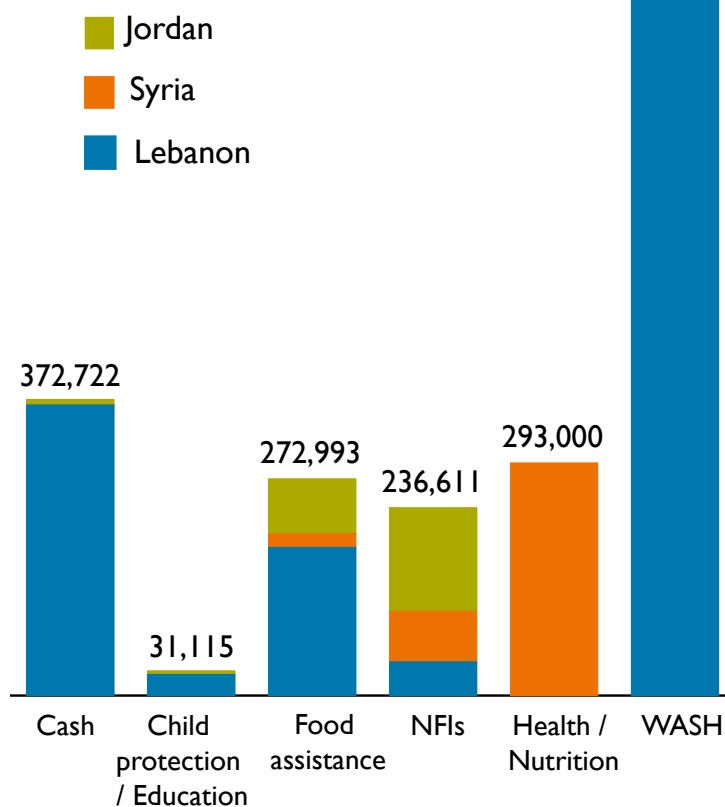
- All Jordan Youth Commission
- Family and Children Protection Society
- Iskan Prince Talal Society for Development
- Islamic Charity Centre Society
- Jordan Hashemite Charity Organisation
- Jordanian Hashemite Fund for Human Development
- Messengers of Peace
- Princess Haya Cultural Centre
- Princess Salma Centre for Children under the Ministry of Culture
- Royal Health Awareness Society
- Tkiyet Um Ali (TUA)
- Women's Programme Centre under United Nations Relief and Works Agency

Total beneficiaries numbered 1.8 million people, of whom approximately 31 per cent received multiple sector benefits.

### Beneficiaries by country response, September 2014



### Beneficiaries by programme sector



Programmes implemented in all three countries focused on critical support and services. In Lebanon and Jordan it was important to deliver solutions that included host communities alongside Syrian refugee populations. Rapidly changing populations required large-scale WASH programmes, funded from a number of international donors. A significant community health care and nutrition programme was also implemented in northern Syria following a breakdown of government services.

Addressing food shortages was an urgent priority as well. World Vision partnered with WFP and UNHCR on programmes combining direct food distributions, e-cards and unconditional cash transfers to needy families. These were supplemented by distributions of NFIs in all

contexts, helping families prepare for freezing winter conditions in camps and makeshift shelters.

World Vision's overall response incorporated themes of child protection, education and participation, centred on a model of child and adolescent-friendly spaces, where children and youth can learn, play and talk about their experiences in a safe environment.

Given the unprecedented scale of children's vulnerability and limited funding, World Vision raised awareness and called for action through research and partnerships with coalitions and movements including #withsyria<sup>7</sup> and the 'No Lost Generation' initiative.

<sup>7</sup> #withsyria is a coalition of 115 humanitarian and human rights groups from 24 countries.

# Water, sanitation and hygiene

## WASH infrastructure and awareness helped 1.38 million people in camps and host communities.

The Syria Crisis Response has prioritised the WASH sector in Lebanon, Jordan and northern Syria. Adequate water supply and sanitation access for refugees and IDPs is crucial for protecting children's health and meeting minimum humanitarian standards. The WASH response combines infrastructure building – drains, roads, toilets and water storage – with hygiene promotion so families can adapt to new living conditions in camps and host communities where water supplies are limited.

As a result, supplies of water for drinking, bathing and cleaning are in place across camps in Jordan and northern Syria. Infrastructure and community hygiene campaigns were also strengthened in areas of Lebanon where refugees are sheltering.

Za'atari refugee camp is the fourth largest settlement in Jordan. World Vision built roads and

**‘World Vision repaired all the malfunctioning toilets and bathrooms. When everything was ready and we took our first bath ... it restored us. Now our life has become fairly regular and we hope things will remain that way.’**

— Kholoud, aged 11, northern Syria

drainage there in order to enhance the safety and mobility of residents. In Jordanian host communities, World Vision repaired toilet and hand-washing facilities in 100 schools.

A key continuing challenge for NGOs and host communities is ensuring the demand for water does not exceed supply over time.



A Syrian girl in Jordan's Azraq Refugee Camp takes a drink of water.

# Health

## Health programming assisted 293,000 displaced people, particularly children, in northern Syria.

In northern Syria, World Vision's health programme works with local and international health partners and directly supported seven primary health centres and two mobile clinics. A key achievement was the successful introduction of nutrition concepts into child health monitoring and maternal and child health care. World Vision also helped establish a nutrition working group for the response in northern Syria.

**'I received frequent visits from health workers after the birth [of my baby]. Presently I'm very well and so is my child. The primary health centre provided us with a baby kit, towels and the like. I think the support that World Vision is providing through primary health centres brings a lot of hope and relief for many pregnant women.'**

*— Sabriya, mother of a newborn, living in a camp in northern Syria*

### Health achievements:

- establishment of culturally appropriate spaces for children, adolescents and women
- polio vaccination campaigns in rural areas
- integration of nutrition into primary health activities
- establishment of a nutrition working group
- development of a health management information system to monitor case load, prevalence and incidence of morbidity in areas of operation

### Health challenges:

- supply chain for pharmaceuticals and medical supplies
- disintegration of government capacity to deliver health services





## Food and non-food items

### Food and other household supplies reached more than 500,000 people in three countries.

Distribution of food and NFIs in camps and host communities is a necessary and ongoing form of relief for struggling families. More than US\$95 million was raised for this assistance through the Syria Crisis Response since its start in 2011. A primary partner for food assistance was WFP, with an e-card system that enabled recipients to choose their purchases. Another World Vision partnership with the Taiwanese government and Jordanian partner TUA delivered rice to nearly 50,000 Jordanians in vulnerable circumstances. Approximately 366,000 people in Lebanon were provided cash to assist with meeting their basic needs through a collaborative cash transfer programme with UNHCR and the UK Department for International Development (DFID).

NFIs address functional household needs such as kitchenware, buckets, waste bins, hygiene supplies and diapers. Bitter winters pose extreme risk for children without adequate shelter. World Vision distributed winter coats and kits, which usually consist of a stove, blankets, warm clothes, fuel vouchers and additional food supplies.

#### Why cash?

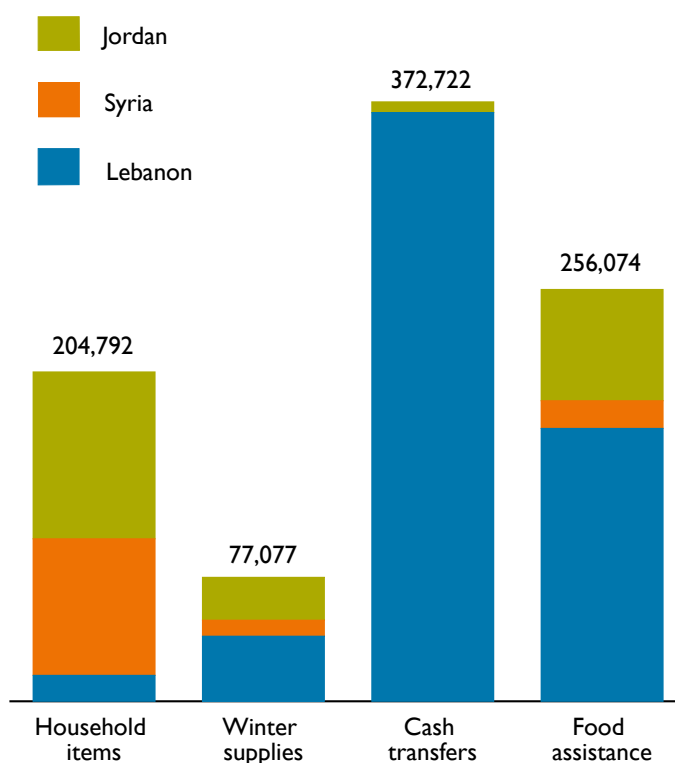
Unconditional cash assistance is important for refugees and host communities alike. In 2014, the International Rescue Committee (IRC) evaluated the effect of winter cash assistance on Syrian refugees in Lebanon. It found that more than 80 per cent of beneficiaries preferred cash assistance to distribution of food or other supplies. Cash assistance was shown to increase access to schools, reduce child labour, enable greater mutual support between beneficiaries and other community members and stimulate the local economy. The study also tested a number of hypotheses about the negative effects of cash transfer and found no evidence to support them.<sup>8</sup>

**‘My jacket is very warm and very nice. We didn’t have winter coats before and it was so cold ... I just want to wear it all the time. I want to wear it to bed!’**

— *Shahed, child, Za’atari refugee camp, Jordan*

#### Number of beneficiaries by distribution type

Total beneficiaries numbered more than 500,000, of whom approximately 45 per cent received multiple sector benefits.



<sup>8</sup> For more information, see: *Emergency Economies: The Impact of Cash Assistance in Lebanon*, IRC (2014), available at: <http://www.rescue.org/sites/default/files/resource-file/Emergency%20Economies%20Evaluation%20Report%20FINAL%2009.09.14%20%282%29.pdf>.



# Children in emergencies

## Child protection, CFS/AFS and community care initiatives reached some 24,000 people, about 22,000 of whom were children.

The Syria Crisis Response places an emphasis, wherever possible, on child protection initiatives suited to emergency response. But despite concerted efforts by a number of UN agencies and NGOs, funding for child protection amongst refugee populations remains minimal compared to other sectors. This is a significant challenge to operating effective, sustainable and far-reaching projects for children. World Vision is working to successfully mainstream child protection themes within UN cluster planning and continues to advocate for a stronger child focus in the Syria response.

CFS and AFS are vital channels for World Vision's child protection strategy. CFS have positive psychosocial and protection outcomes for children and their families. These include reduction of rates of rape and other violence, children's increased sense of safety and freedom, and increased knowledge of protection rights and mechanisms within their communities. A recent survey showed children and parents commenting on the positive results of attending CFS or AFS, including increased knowledge of self-protection among attending children and youth. The AFS is particularly beneficial for teenage girls who might otherwise be prevented from going out because of family perceptions of risk.<sup>9</sup>

Reaching children affected by the Syria crisis, including those not registered as refugees, is an ongoing challenge. Within some of the informal tented settlements in Lebanon, World Vision established CFS which are operated by Syrian facilitators from the refugee community. These facilitators have local knowledge and community trust, so they can encourage unregistered families to allow their children to participate. To further heighten local awareness of children's needs within the turmoil of this crisis, World Vision created child protection committees in refugee communities.

These proved to be effective local networks with a strong commitment to protecting children.

Getting children back in school is an urgent priority for the crisis response. In Jordan, World Vision's remedial education classes provide supplementary learning for children already in school but struggling to keep up. In Lebanon, Accelerated Learning Programmes are a more formal proposition for children who are unlikely to find a school space in the short term. In both contexts, work is also being done with parents to emphasise education as an option for children currently not in school.

### Child-focused programming achievements:

- 25 CFS and 2 AFS provided routine and safety for more than 5,000 children
- positive shifts noted in children's health and hygiene habits, confidence and relationships
- increased awareness amongst local community members and refugee children on protection rights of refugees and children in particular

### Child-focused programming challenges

- tensions and social problems affecting children
- reaching children who are not registered refugees
- reaching children who are not attending school
- low funding for child protection compared to more tangible relief sectors

<sup>9</sup> 'CFS are typically used as temporary supports [but they also] serve as a bridge to early recovery and long-term supports for vulnerable children.' *Guidelines for CFS in Emergencies*, IASC/Global Education Cluster/Global Protection Cluster/INEE (2011), available at: [http://toolkit.ineesite.org/toolkit/INEEcms/uploads/1040/CFS\\_Guidelines.pdf](http://toolkit.ineesite.org/toolkit/INEEcms/uploads/1040/CFS_Guidelines.pdf).

# Advocacy and communications

## Advocacy and communications efforts prioritised awareness and action on humanitarian access and response to the Syria crisis.

To complement World Vision's programmes, advocacy and policy efforts focus on the needs of the most vulnerable children and form a visible and vital part of the Syria Crisis Response. Public awareness and engagement were also generated through global communications and media coverage on a range of urgent issues.

To ensure that the international community does not forget this crisis, World Vision advocates for safe and unimpeded humanitarian access to the most vulnerable children and their families in Syria and neighbouring refugee host communities.

The 'No Lost Generation' strategy and public campaign (with UNICEF, UNHCR, Save the Children, and Mercy Corps, amongst others) increased vigour amongst humanitarian agencies and governments to prioritise programming that will reach children. Focus sectors include education, psychosocial support, peacebuilding and child welfare. To its own donors and partners, World

Vision advocated for the inclusion of 'No Lost Generation' priorities in programmes for the crisis response.

In addition, the advocacy team played a leading role in the Syria International NGO Regional Forum (SIRF) and worked as a lead partner in the collective efforts of more than 130 organisations under the banner of the #withsyria coalition – which was acknowledged by policymakers and politicians<sup>10</sup> to have influenced major shifts including:

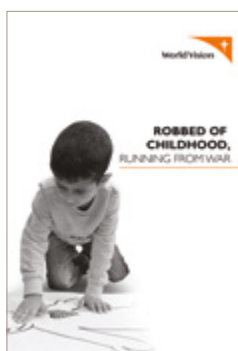
- **political breakthroughs on humanitarian access**  
– breaking UN Security Council deadlock to generate two resolutions, Resolutions 2139 and 2165, focused on measures to protect civilians and ensure vital humanitarian assistance
- **increasing public awareness of the Syria crisis**  
– generating the largest public mobilisation for Syria to date, and reaching more than 250 million people via social media.



Health and hygiene awareness campaign in the Azraq Refugee Camp, Jordan.

<sup>10</sup> #withsyria crisis action Syria campaign strategy, January 2015.

World Vision and advocacy partners produced several research and policy reports highlighting the plight of children affected by the Syria crisis. Within Jordan and Lebanon these reports were used to raise children's issues with major humanitarian actors. The reports were also used by World Vision fundraising and global liaison offices to push for international awareness and action. All reports are available on [www.wvi.org](http://www.wvi.org).



World Vision Lebanon,  
December 2012  
**ROBBED OF  
CHILDHOOD:**  
Running from war



World Vision Lebanon,  
July 2013  
**UNDER PRESSURE:**  
The impact of the  
Syrian refugee crisis on  
host communities  
in Lebanon



World Vision  
International,  
December 2013  
**STAND WITH ME:**  
Ending the war on  
Syria's children



UNICEF/World Vision  
International/UNHCR/  
Save the Children,  
December 2013  
**EDUCATION  
INTERRUPTED:** Global  
action to rescue the  
schooling of a generation



World Vision  
International,  
January 2014  
**STAND WITH  
ME: Children's  
rights, wronged**



World Vision  
International  
(Child-authored report),  
March 2014  
**STAND WITH ME: Our  
uncertain future**

**'I like how I came to the CFS centre by bus; I am happy here. I love drawing with my friends, we sit on chairs and we work as a team.'**

*— Comment during children's consultation,  
CFS in Lebanon*



# Innovations and good practices

## Real-time evaluation (RTE), March 2014

World Vision conducted its first RTE for the Syria crisis response approximately one year after programming in Jordan and northern Syria commenced. The RTE focused on how this programming was helping to stabilise and support families living in widely differing and volatile contexts. It looked at several criteria including relevance, timeliness, effectiveness, coverage, accountability

and connectedness/sustainability. Findings were used by World Vision to inform country-level strategies and to strengthen accountability and monitoring mechanisms for affected communities. New communications were also launched to raise the international profile of this 'forgotten' crisis and, in particular, its children.

## Improving distribution methods and satisfaction

During the first year of WFP distribution in Lebanon, the Syria Crisis Response used a paper voucher system for registered beneficiaries. However, under this system people lost time queuing and often had to pay public transport costs to collect their voucher or items. In November 2013, World Vision together with WFP began trialling a household e-card system. E-cards are credited with cash on a monthly basis so families can choose their own supplies

from a list of stock at WFP-approved shops. The programme serves an average of 132,000 people each month. Another practical programme funded by UNHCR provides unconditional cash to families through an ATM card. Both systems are replenished electronically rather than physically, saving families both time and money. This programming is also having a positive impact on local businesses by stimulating new commerce in the host communities.

## Programming for unregistered refugee children in informal settings

Many Syrian refugees fear retribution to family members or to themselves, if they return. They may prefer anonymity to registering formally with humanitarian agencies. Aiming to reach these excluded families, World Vision designed an integrated project model in Lebanon especially for children in informal settings. This model connects different sectors where children are

at risk, under the guidance of locally established community-based protection committees. These sectors include WASH, education, protection and psychosocial support. Because community members themselves implement the programmes, inclusion and ownership of results is heightened. This has led UNICEF and some other agencies to replicate this model.



## Accountability through CFS children's consultation

In Lebanon, the Syria Crisis Response used the CFS as a forum for collecting children's feedback about the services they were receiving. World Vision learned that children prefer morning school, learning with laptops as well as books, a varied curriculum, and more sports. Children also gave feedback on the WFP e-card distribution system. Many needed to explain the programme to their parents who did not immediately understand it. The children informed World Vision that some shops charged money in addition to the e-card payments and physical

**'Now we know that a contracted shop must have a WFP logo and this is where our parents must go shopping using the food e-cards.'**

— *Children from CFS consultation, Lebanon*

distribution points were sometimes very far from where they lived or in areas they feared to visit. World Vision applied their feedback to improve the quality and relevance of upcoming activities.

## Inclusive after-school catch-up classes

Acknowledging the significant disadvantages refugee children faced as they enrolled in the Jordanian school system, World Vision trialled remedial learning sessions in Irbid, Jordan. Syrian refugee children from nearby neighbourhoods, as well as Jordanian children, attend the sessions to catch up on mathematics, Arabic, English and, in some cases, prepare for the transition to high school. Many

refugee children have missed months or years of schooling and are well behind their Jordanian peers. The curriculum offers a chance to catch up without the pressure to compete while providing a social experience, including the fun of school excursions with local children. In total, 659 children passed through the school; in 2015 it is hoped that this number will increase to up to 1,500 children.

## 'No Lost Generation'

The 'No Lost Generation' initiative brought together a wide range of UN agencies, international donors and NGOs, including World Vision, backed by a strong body of public support, to promote education and child protection as a cornerstone of the humanitarian response to the Syria crisis. 'No Lost Generation' calls for an initial US\$1 billion investment in expanding access to learning, and providing a protective environment and broadening

opportunities for children and adolescents in Syria and the neighbouring countries. The initiative has generated critical funding to help meet the direct educational and psychological needs and rights of vulnerable children. It is also advocating for stronger child-focused policies in host countries in order to reach more deeply into communities 'under immense strain'<sup>11</sup> as a result of the Syria crisis.

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11 'No Lost Generation Initiative' One Year Report (2014), available at: <http://childrenofsyria.info/download/5750/>.





# Lessons and reflections

There are urgent, unmet needs for psychosocial support.

Psychosocial support is the key to emotional resilience in crisis situations. Coming to terms with changing conditions, haunting memories and community isolation is difficult. Children have particular needs in this regard which are not widely understood. Yet, it has been difficult in this crisis to find appropriately qualified and trained people for diagnosing and counselling on these problems. Within World Vision, local partners and community groups, these skills need to be scaled up so that more children can access psychosocial support.

**‘It was a really hard time at the camp. You have to move from your house to a tent, in a place you don’t know, and then it floods and everything is wet, and the children are crying, and you wonder how you’re going to cope with it all.’**

— Alia, mother of six,  
Za’atari refugee camp, Jordan



Children in the  
Za’atari Refugee  
Camp in Jordan.

## More programmes are required for pre-school children.

Amongst host communities in Jordan, it was noted that age-appropriate programming covered infants, school age children and adolescents in or out of school – but not the social and learning needs of pre-schoolers. Early childhood development centres in host communities are full and the activities of the CFS, though informal rather than school-focused, are designed for children aged 6 and older. In response, the Syria Crisis Response in Jordan is exploring ways to nurture and protect pre-school children alongside older children.

**‘One of the biggest problems the children who come here face is the problem of either being accepted or accepting [others]. The AFS centre acts as a bridge to close this gap and tries to bring both the Jordanian and Syrian children together.’**

*— Zuhoor, AFS facilitator, Irbid, Jordan*

## Expand education alternatives.

World Vision continues to monitor the gap between the number of school placements available in host communities and the demand from refugee populations. In Lebanon, the estimated shortfall is approximately 280,000 student places.<sup>12</sup> In 2014 World Vision trialled alternatives to school in

Jordan and Lebanon. While these are considered successful, they are small scale, reaching less than 1,000 children. With children, in many cases facing long-term displacement, a more sustainable and widespread solution is required.



School lesson for Syrian refugee children in Lebanon.

<sup>12</sup> Estimate is based on data shared during Education Sector cluster meetings, Lebanon.



# The way forward

The humanitarian situation in and around Syria shows little sign of resolution. It has become apparent that World Vision and partner agencies must continue their work in the region for some time, including relief for families recently displaced, opportunities and support for long-term IDPs and refugees, and advocacy to improve access and mitigate risks to children affected by the crisis.

Further support to water and sanitation systems in northern Syria, refugee camps in Jordan, and host communities in Lebanon is already scheduled. Widespread distributions of winter coats, stoves and fuel for the current winter are underway. World Vision will also apply good practice in cash programming learned in Lebanon to other response countries, e.g., the e-card distribution and electronic cash transfer arrangements.

In September 2014, the Syria Crisis Response expanded operations due to worsening violence and displacement in Iraq. The focus, to date, has been on WFP food distributions and winter supplies for displaced families, with cash transfers scheduled to start in January 2015.

Given the complexity of this crisis, World Vision and partners must be sufficiently flexible and adaptive to face new challenges, gather evidence from emerging needs, and continue to design interventions that respond to the needs of most vulnerable children and communities affected by the crisis. There is an urgent overall need for innovation, new programming and funding approaches that are relevant and context-appropriate.

**‘... to overcome the psychological distress and trauma caused by the conflict and reduce the potential for replicating the hatred and violence (children) experienced, requiring an equal investment in repairing the less visible damage to children’s minds.’**

— ‘No Lost Generation’ website,  
<http://nolostgeneration.org/>

World Vision will develop and trial new programming guidance for children of different age groups (0–5 years, 6–11 years and 12–18 years) affected by conflict. The guidance covers and connects important disaster response and recovery sectors including nutrition, psychosocial support, health, education, peacebuilding and child protection. To understand the pressures and tensions caused by large-scale refugee movement in urban contexts, World Vision will conduct action research<sup>13</sup> on social cohesion between Syrian refugees and host communities in both Lebanon and Jordan. Results will lead to a framework of approaches for improved social cohesion in urban conflict settings to be used across similar settings in the future.

<sup>13</sup> Action research calls on project participants to become researchers of their own shared experiences and use the results to draw conclusions on what solutions work best in their context. It is valued for its emphasis on local relevance and flexibility, which is fundamental to the success of projects in rapidly changing communities.



## Five priorities for World Vision's Syria Crisis Response:

1. **Humanitarian access:** continued advocacy to ensure humanitarian access to all children and their families affected by the Syria crisis
2. **Durable solutions:** acknowledging the protracted nature of this crisis by providing longer-term and more sustainable interventions in livelihoods, food, household needs, water and sanitation
3. **Child protection:** increased resources to deliver child protection interventions to reach further into affected communities
4. **Psychosocial support:** greater emphasis on psychosocial skills and training, integrated across sectors
5. **Education:** working with existing structures (governments, schools, education specialists and community groups) to find solutions to schooling barriers.

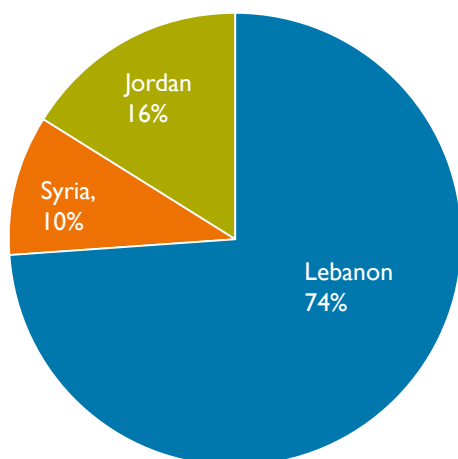




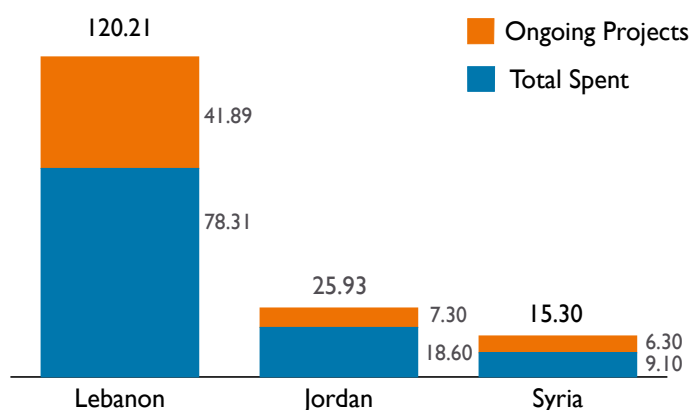
# Financial summary

As of September 2014, World Vision raised more than US\$160 million for the Syria Crisis Response: US\$120 million for Lebanon from 2011–14, US\$26 million for Jordan from 2013–14, and US\$15 million for northern Syria from 2013–14.

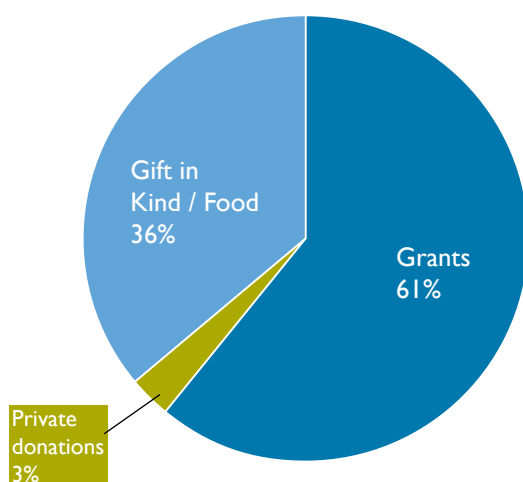
## Total funding received by country (%)



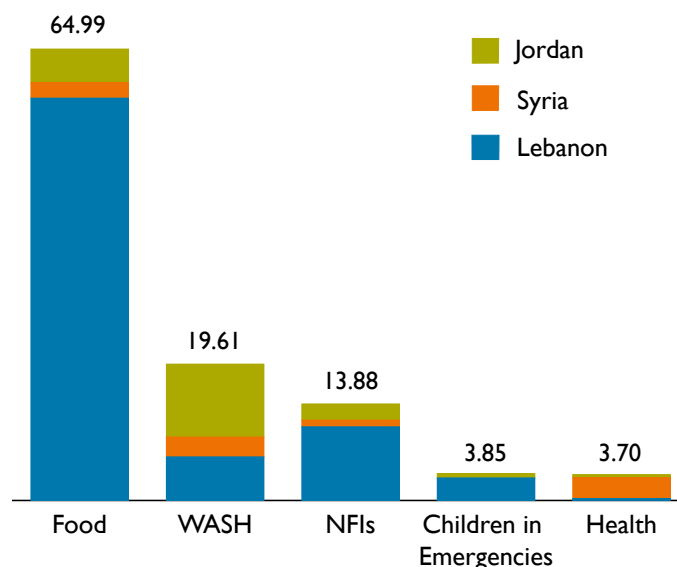
## Expenditures as of Sept 30, 2014 and value of ongoing projects (in US\$ million)



## Total funding received by source (%)



## Expenditures as of Sept 30, 2014 by programme sector (in US\$ million)





For more information, visit [www.wvi.org](http://www.wvi.org)

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World Vision is a Christian relief, development and advocacy organisation dedicated to working with children, families and communities to overcome poverty and injustice. Inspired by our Christian values, we are dedicated to working with the world's most vulnerable people. We serve all people regardless of religion, race, ethnicity or gender.

