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Syria Response - Jordan, Syria and Turkey
ANNUAL REPORT

Financial Year (1 October 2020 – 30 September 2021)

Our Impact **Update**



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Message from World Vision Syria Response Director

In 2021 World Vision has been able to reach out millions of people in need across three countries: Jordan, Syria and Turkey. None of them choose voluntarily to flee Syria or to become displaced inside the country. Nobody wants to be vulnerable and depend on the support of others.

As humanitarians, we do everything in our power to address their needs as they seek for safety. It is our duty and privilege to support where we can in the realization that we are not always able to solve the root causes of their suffering. However, understanding these causes and aiming to address the humanitarian consequences is what we do, every day again. Almost 200 people in the Syria Response team work to achieve our shared goal: **that every Syrian child lives their life in all its fullness.**

We do this through a simple business model that can be explained as such:

- The implementation of projects is mostly done through national partners who know the situation on the ground
- We have staff on the ground, who work on monitoring and evaluating the impact of our projects and collecting feedback from the beneficiaries of the projects and,
- We have a strong technical and support team in Jordan to add technical expertise to the development of new and existing projects.

What remains unique to our business model are **partnerships and localization**. No humanitarian organization works in a vacuum and coordination is key to an effective humanitarian response, especially with local organisations that have first-hand access to the people World Vision serves. Being able to represent the needs of the people we support and target in the UN cluster structures, and regional and international technical decision-making bodies and coordination platforms, is critical to our programs' quality and accountability towards the people we serve and to our local partners. High quality standards are central to this approach. Over the years, World Vision has developed systems and structures

that are "technology savvy" ensuring that we comply with these standards and that we promote needs-based assistance in the hardest to reach areas, such as Northern Syria.

All this would not have served us if it was not because of committed partners and staff. We are grateful for the 20 partners who were willing to partner with us and implement about 70 percent of our programs. We have built long lasting relationships with our implementing partners and we hope to strengthen this in the years to come. Despite the unrest caused by COVID-19, including in people's personal lives, the World Vision Syria Response staff have provided the necessary contingency planning and high quality in our programming across all of our priority sectors.

We are also grateful for Syria Response being part of the World Vision Partnership, and a substantial part of our funding has been raised through the various World Vision support offices that advocate together with us, for an end to the crisis in Syria. The importance of their work goes beyond fundraising. World Vision exists because of a faithful constituency who is committed to our objective to reach the most vulnerable children of Syria and their families.



A handwritten signature in blue ink that reads "Johan Mooij".

Johan Mooij,
Syria Response Director
World Vision International

01

The Syrian Crisis – 11 years on

After 11 years of war, Syria remains one of the most significant humanitarian responses globally and the largest displacement crisis¹. Children continue to bear the brunt of war; 4.8 million children have been born since the conflict started, while 3.2 million remain internally displaced accounting for half of the displaced population inside the country². As the crisis continues, the scarce resources left make Syria one of the ten most food-insecure countries globally³. The lack of accountability for the prolonged conflict puts an estimated 12 million people who are severely food insecure further at risk⁴. The minimum requirements for a decent living – water, food and proper shelter – are met for only a tiny proportion of the residing population. Only 10 percent of households have an income above the cost of Syria's Minimum Expenses Basket according to Humanitarian Needs Overview 2022.

Water treatment and distribution networks continue to degrade, while electricity is now at 15 percent of what it was before the onset of hostilities in 2011⁵. The sewerage systems are either malfunctioning or not functioning, resulting in high rates of waterborne diseases. Local organisations have reported a sharp increase in cases of diarrhoea among children under five due to contaminated water, which is exacerbated by a severe shortage of anti-

diarrheal drugs. Some areas are also seeing an increase in cases of acute malnutrition among children under five as well as pregnant and lactating women⁶.

While in 2021, millions of Syrians continued to seek critical assistance to meet their most basic needs, the necessary funding for the Humanitarian Response Plan decreased by 49.9 percent, according to UN OCHA⁷. In 2022, an estimated 14.6 million⁸ people have been projected to need humanitarian assistance, with 1.2 million more than 2021 according to Syria Humanitarian Needs Overview 2022. Currently, almost 7 million Syrians are now Internally Displaced People (IDPs), of which 2 million struggle to cope with the harsh living conditions of the existing refugee camps or shelters.

The effects of this protracted crisis have been felt significantly across the country, and in neighbouring Turkey and Jordan where World Vision Syria Response continues to provide assistance to people on the move. According to UNCHR⁹, in 2021, 3.7 million refugees were registered in Turkey and 0.8 million refugees in Jordan, where the estimated total number of Syrians is 1.5 million. Inside Northwest Syria alone, 4.7 million children reportedly need education, protection and safety.

¹ UNHCR News update, March 2022, *Eleven years on, mounting challenges push displaced Syrians to the brink*. Available online: <https://www.unhcr.org/news/briefing/2022/3/623055174/eleven-years-mounting-challenges-push-displaced-syrians-brink.html>

² UNICEF Factsheet, March 2021, *Fast Syria facts – regional crisis 10 years on*, p.3. Available online: <https://www.unicef.org/mena/media/10896/file/Syria%2010%20pamphlet%20b5.pdf%20.pdf>

³ United Nations, News Release, February 2021, *Food insecurity in Syria reaches record levels*. Available online: <https://news.un.org/en/story/2021/02/1084972>

⁴ World Food Programme, News Release, February 2021, *Twelve million Syrians now grip of hunger, worn down by conflict and soaring food prices*. Available online: <https://www.wfp.org/news/twelve-million-syrians-now-grip-hunger-worn-down-conflict-and-soaring-food-prices>

⁵ UN OCHA, February 2022, *Syria Humanitarian Response Plan 2022*. Available online: <https://reliefweb.int/report/syrian-arab-republic/2022-humanitarian-needs-overview-syrian-arab-republic-february-2022>

⁶ NGO Private Briefing Note on Water Crisis, July 2021. Unpublished.

⁷ UN OCHA, Syria Humanitarian Response Plan 2021 Funding Tracking. Available online <https://fts.unocha.org/appeals/1044/summary>

⁸ UN, February 2022, *Humanitarian Needs Overview 2022, Humanitarian Context*, p. 8. Available online: <https://reliefweb.int/report/syrian-arab-republic/2022-humanitarian-needs-overview-syrian-arab-republic-february-2022>

⁹ UNHCR, Factsheet December 2021, *Registered Refugees in Host Countries*. Available online: https://reliefweb.int/sites/reliefweb.int/files/resources/Durable_Solutions_Dec2021.pdf

02

We are World Vision

In light of the immense needs on the ground, World Vision Syria Response continues to assist children and adults affected by conflict, providing a multi-sectorial approach for refugees in host communities in Turkey and Jordan and (IDPs) in Syria. **In FY21 (October 2020 to September 2021)**, World Vision Syria Response continued to respond to the tremendous protection, educational and livelihoods needs of Syrian refugee children and their families whose vulnerabilities have been further deepened by the COVID-19 pandemic and its secondary impacts - including loss of jobs, lack of access to economic opportunities and worrying levels of

stress leading to negative coping mechanisms amongst parents and caregivers. **Almost 90 percent of the children living in Turkey and Jordan's host communities supported by World Vision Syria Response are the most vulnerable** as they face extreme deprivation, abusive and exploitative relationships, and severe discrimination.

World Vision has been able to respond to the immediate and long-term needs of affected Syrian and host communities across Syria, Jordan and Turkey **thanks to more than 20 private and institutional donors.**

DONORS:



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- Japan
- New Zealand
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- United Kingdom
- Hillsong Church
- Germany
- South Korea
- Singapore
- Malaysia

03

Our Impact: an overview

World Vision Syria Response provided humanitarian assistance in the locations that have registered the highest number of Syrians in need across Syria, Jordan and Turkey. In FY21, we reached **1.5 million people in Syria**, 100,000 people in Jordan, and 10,000 people in Turkey through programmes that include education (8 percent), child protection (7 percent), water sanitation and hygiene (WASH) (50 percent), health services and nutrition (26 percent) and livelihoods (9 percent).

In FY21, World Vision Syria Response provided lifesaving aid to **more than a quarter of those affected in Syria and Jordan**. In Syria, World Vision Syria Response addressed the most current child-sensitive **social protection issues**, such as child marriage and abuse, lack of education opportunities, mental health and psychological support. In FY 2021, 12,040 women and girls were also provided with access to sexual and reproductive health services, including modern methods of family-planning.

The WASH interventions aim to secure the water supply and respond to the most basic sanitation and hygiene needs, as almost half of the Syrian population (47 percent) currently access water from unsafe sources. **In Northwest Syria, around 66,750 people benefited from improved access to water through operation and maintenance support to the water systems.** Additionally, 15,144 benefited from desludging and latrine maintenance in refugee camps across the same region and 14,101 people received water supplies.

In 2021, 12.2 million people needed health services inside Syria¹⁰. World Vision Syria Response's health programme provided access to lifesaving, critical healthcare services and malnutrition interventions for the most vulnerable, including IDPs, returnees, and host communities. **An estimated 33,000**

beneficiaries received hygiene kits, and 700,000 masks were distributed in the health facilities supported by local implementing partners, and **donated to almost 360,000 people who received medical services.** Additionally, 31,412 beneficiaries received primary health care services through Primary Health Care Units, Mobile Medical Units and medical staff support. More than 108,480 beneficiaries also received sampling services at project locations inside Syria.

In 2021, close to 1/3 of households reported children needing to work to support the family as a reason for not attending school. To this end, World Vision Syria Response implemented informal and non-formal education programmes in Northwest Syria and Jordan for children of various ages (4-18 years). **In Northwest Syria notably, 73,631 beneficiaries - IDPs, vulnerable women, men, girls and boys - received life-saving assistance with the support of a Global Affairs Canada (funded grant (GAC)).**



¹⁰ UN News, May 2022, *New international partnerships needed to boost healthcare in Syria*. Available here: [https://reliefweb.int/report/syrian-arab-republic/new-international-partnerships-needed-boost-healthcare-syria#:~:text=The%20needs%20inside%20Syria%20are,World%20Health%20Organization%20\(WHO\)](https://reliefweb.int/report/syrian-arab-republic/new-international-partnerships-needed-boost-healthcare-syria#:~:text=The%20needs%20inside%20Syria%20are,World%20Health%20Organization%20(WHO).).

04

Keeping Our Promise

“By 2023, contribute to the improved well-being of 1,700,000 girls and boys affected by the Syria refugee crisis by addressing their humanitarian needs and promoting and protecting their rights”.

The current FY21 to FY23 strategy builds on the previous strategy and efforts of World Vision Syria Response to assist those in need. The heart of our strategy is to increase the number of children and families we reach with vital support and improve the quality of our assistance.

The World Vision Syria Response has selected the following three Child Wellbeing Objectives (CWBOs) to address the key drivers of child vulnerability in line with the Strategic Realization Plan:

- Increase in children who have positive and peaceful relationships in their families and communities
- Increase in girls and boys protected from violence
- Increase in children protected from infection and disease (0-5)

Since the start of the war in 2011, World Vision Syria Response has been centered on Syria and the neighbouring countries of Turkey and Jordan, providing lifesaving protection, education, water sanitation and hygiene, livelihoods and health services to refugees and local communities, impacted by the ongoing conflict. The continued conflict displaces more households and prevents most of those displaced from returning to Syria. We have respected our commitment to protect the most vulnerable girls, boys and women and create an empowering environment through awareness-raising sessions, case management, emergency cash assistance, psychosocial support, and capacity building. The interventions conducted by World Vision Syria Response under the livelihood sector have enabled families to meet their children's basic needs through income generation and cash assistance.



Impact through increased access to the most vulnerable communities



Visibility as a thought leader on child protection through research, impact studies and external engagement



Influence through increased evidence-based advocacy efforts and innovative programming



Collaboration with local and faith-based organisations

As child-sensitive social protection is at the core of our ministry, World Vision Syria Response has focused on addressing current and emerging needs despite the shrinking humanitarian space, especially inside Syria.

This FY, World Vision Syria Response continued to be one of the leading actors across the COVID-19 response inside Syria and providing WASH services across Northwest Syria and Jordan. We strengthened the critical protection and education services provided to women, girls, and boys in an integrated approach. For this reason, several UN agencies approached World Vision to take on some of the caseload if cross-border assistance is halted in July 2022 for United Nations agencies.

Our People

In FY21, the World Vision Syria Response team counted **187 staff, including 16 internationals**, who provided assistance to refugees and internally displaced people in Jordan, Turkey and Syria. The extended operational need across Syria has been met with the help of **100 volunteers** who assisted child protection, WASH, and Gender-Based Violence (GBV) projects.

The volunteers supported child protection awareness initiatives by getting the campaign messages through to those who were the most difficult to reach. The volunteers' support has been critical for WASH projects that accomplished the maintenance of sewage, water networks, and operating water stations in Northwest Syria's camps.



Kefa is one of the hard-working volunteers who dedicate their efforts to keeping the Azraq Camp a safe and clean environment for thousands of residents. © World Vision Syria Response

Our Strategic Partnerships

World Vision Syria Response values partnerships. We are committed to providing humanitarian aid interventions relevant to and addressing the needs of the local context in which we operate. Our approach to reaching the most vulnerable people with the support of local community members is what secures the long-term sustainability of our project interventions. Most of our projects and initiatives are being carried out through partner organisations deeply rooted in the local community.

In 2021, 21 partners supported the implementation of 85 percent of our activities in the hardest to reach places of Jordan, Turkey and Syria

Furthermore, our strategic partners are involved in assessing the most critical needs and during the project design phase, thus ensuring that all identified gaps are met. We firmly believe in the assistance of partnering organisations for the World Vision Syria Response in designing and delivering the best humanitarian aid possible to local communities. As part of our due diligence process, the World Vision Syria Response team assesses partners' capacity when starting a partnership agreement. The assessment process helps identify areas where World Vision Syria Response can further support building the partners' capacity. Once the areas for capacity improvements are identified, World Vision Syria Response designs a capacity building plan for each partner. It conducts training and technical support along with implementing the joint projects. Annually, a set of "partner-health" checks are performed to assess the mutual satisfaction of the partnership. World Vision Syria Response uses the feedback received from the senior management team of partners to establish and strengthen partnerships with other local organisations. The preoccupation with how-to better partner with local organisations is an ongoing process that we seek to improve to ensure the overall quality of all our projects within the local context.



Syria Relief is a leading refugee-led Syrian non-governmental organisation. To achieve its goal of responding to the most vulnerable, Syria Relief evolved its structure and staff capacity through its strategic partnerships with international partners. It is now leading in the WASH, protection, and education sectors. Together with World Vision, Syria Relief's teams were able to improve the lives of hundreds of thousands of people in Northwest Syria. World Vision is a strategic partner that saves no effort to maximize the effectiveness, efficiency, and quality of provided services.

Rami Al-Sayed, Operations and Supply-Chain Manager at Syria Relief [SR]



Working with World Vision through cooperating in multiple joint projects was a special experience. We were together treating the most vulnerable and marginalised patients in Northern Syria at a time when an urgent need for treatment, medicine, and protection services was needed. The implementation of a series of programmes made them regain control of their lives and recover from the illness they suffered from, especially during a pandemic.

We have been together since 2020 during the most challenging humanitarian situations. We were able to overcome the negative effects of the COVID-19 pandemic when our collective ability in surviving the situation was questioned. The reality is the future of the internally displaced and their health is a result of our decisions, ability to follow up and willingness to cooperate to ensure their best interest.

World Vision's vision intersects with ours to create a healthy environment, which supports the recovery of approximately five million people. Our joint projects were the only way many people could receive treatment, and get access to healthcare facilities and protection services. We have worked on projects that advocate against gender-based violence and provided equitable access to high-quality healthcare around the world, especially for vulnerable people like women and children. It is the most profound humanitarian experience as a medical organisation.

Mohammad Maghrebeyeh, Chief Executive Officer at Syrian Expatriate Medical Association [SEMA]



World Vision was the gateway through which the International Humanitarian Relief Association [IYD] entered the world of partnerships with international organisations. World Vision is considered the first international partnership for IYD. It started in 2015 through a project responding to internally displaced persons and securing clean water for them. This partnership has been going on for nearly seven years without interruption.

Tarek Al Ikhwan, Chief Executive Officer at ULUSLARARASI İNSANI YARDIMLAŞMA DERNEĞİ [IYD]



Working directly on the ground in Syria during the conflict, our aid workers face constant risks, particularly insecurity and violence, as they strive to provide life-saving health and protection services. It is our duty to protect aid workers. As Syria Relief and Development's long-standing partner, World Vision has worked closely with us to share these risks and jointly find solutions to protect our aid workers so that we can reach those most vulnerable. Such risk-sharing is a vital part of an equal, rights-based approach to partnership in the humanitarian sector.

Amany Qaddour, Regional Director in Syria Relief & Development [SRD]



05

Child protection

In FY21, the child protection sector of World Vision Syria Response supported multiple interventions that address the most at-risk children, focusing on issues related to gender equality, safeguarding and prevention of sexual exploitation and abuse (PSEA). By thoroughly conducting needs assessments, research and surveys, World Vision Syria Response strengthened the evidence-based planning and design for child protection initiatives. Thus, the child protection sector played a critical role in supporting advocacy efforts in 2021 that have raised awareness through evidence-based humanitarian reports like:

- [Too High a Price to Pay: The Cost of Conflict for Syria's Children](#)
- [Syria 10 Situation Report](#)
- [High Risk, Low Priority: refugees excluded from COVID-19 vaccine rollout](#)
- [Empowered Children. Empowered Women.](#)

The strategic objective of the protection sector is to protect the most vulnerable girls, boys, women, and men; and to create an empowering environment for all, regardless of gender, ability or social status.

The primary focus of child protection interventions has been to increase the number of girls and boys protected from violence. Gender-based violence (GBV) continues to be an issue in at least 2 out of 3 Syrian communities¹¹ where adolescent girls are confronted with child marriage. To respond to the psychological distress suffered by many children, in FY21, World Vision Syria Response conducted **GBV awareness sessions for 19,950 people across the response**. Through behaviour change activities that increase awareness of child protection risks, **33,319 men, women, girls and boys learned about the dangers of early marriage, child labour, domestic violence, and access to education**.

Within the child protection sector, World Vision Syria Response improved access to quality and life-saving response services for GBV survivors and women and girls at risk; **we managed 2,025 cases of GBV, provided 9,334 psychological support sessions (PSS) for girls, women, and boys, and conducted 201 sessions for GBV survivors**.

Moreover, we trained 283 community members and humanitarian actors in providing child and GBV protection services.

For children to have positive and peaceful relationships in their families and communities, World Vision Syria Response supported the establishment of multiple community committees / groups in all project locations. This included actively working towards making children feel safe and loved by their parents. To this goal, **525 caregivers benefitted from structured parenting sessions and 9,485 children attended PSS activities**.

Calm after the storm: Amira's journey to happiness

8-year-old Amira used to live with an extended family in Southern Syria. She lived with her mother, father, grandmother, grandfather, and brother in a tiny room in a small house. One of her daily joys was to take care of the flowers and then offer them as a gift. Amira's life was turned upside down when their village was bombarded, and their house collapsed. Little Amira managed to survive, but her parents and brother perished in the attack. Amira and her grandparents took a car and headed to Northern Syria, hoping for a safe place to stay. The long dreadful displacement journey led the family to a city in Northern Syria. Finally, Amira could rest knowing she was safe, but the aftermath of losing her parents and her brother severely affected her. She became isolated and faced difficulty making friends after enrolling in a new school. After learning about the World Vision Syria Response protection programme and how it provides psychological support to children who have been through distressing circumstances, Amira's grandparents enrolled her in the centre. Slowly, after four sessions, Amira started to come out of her shell and became more expressive. She learned how to use drawing and painting to express her feelings instead of holding them back. It helped her gain techniques through which she could adapt to her new life. After a while, Amira realised that personal relationships are meaningful and can bring joy to someone's life. Amira found the comfort and safety she had been searching for, for so long, among her friends, she was not alone and isolated anymore. Her communication skills improved and she made new friends at school and at the centre. The Global Affairs Canada -funded project – Integrated Emergency Health, Nutrition, Protection and WASH Response in Syria, focused on raising the caregivers' awareness regarding protection issues. Awareness sessions aimed to educate parents and other caregivers about the importance of psychological health—especially for children.

¹¹ UN OCHA, March 2022, *Humanitarian Needs Overview 2022, Gender-Based Violence (GBV)*, p. 59. Available online: <https://reliefweb.int/report/syrian-arab-republic/2022-humanitarian-needs-overview-syrian-arab-republic-february-2022>

06

Education

In FY21, World Vision Syria Response continued to ensure that girls and boys have access to inclusive quality education in formal and nonformal settings. **World Vision Syria Response reached 1,230,000 (82 percent) of the most vulnerable school-aged children who reported improved psychosocial wellbeing.**

In Northwest Syria, 2,880 low performing students in host communities were provided with equal access to remedial education services in formal public schools. Altogether, 6,514 non-formal education and remedial classes were provided. **In Northwest Syria, 6,293 caregivers and parents attended a parenting programme and received institutional support to apply for a child-centred, protective and inclusive pedagogy programme.** All of World Vision Syria Response's in-field responses have been complemented by community awareness sessions to increase the demand for quality education and provide access to information and referrals to education opportunities.

In Syria, out-of-school students had uninterrupted access to formal and non-formal education that is implemented in the field by partners, and responsible authorities, including the Education Directorates. World Vision Syria Response

provided 2,160 internet bundles that children's parents and caregivers could use to support children's learning and access to education sites. **17,804 Healthy Kitchens Meals were provided benefitting Syrian and host community children in Jordan.** Additionally, to provide education and learning opportunities to children and youth, learning spaces and schools were rehabilitated and were provided financial, as well as in-kind support in Northwest Syria.

World Vision Syria Response's efforts also focused on providing integrated education and child protection services, which included conducting psychosocial support sessions for 10,171 children in early childhood education within ten displacement camps in Northwest Syria where services were not available. **Around 12,500 kits for psychosocial support were donated to parents and children.**

To attain the above referenced Child Well Being Outcomes, World Vision Syria Response provided children aged 0 – 18 years with education and developmental opportunities through direct implementation and through local NGO partners across Syria and Jordan, as children on the move are most likely to drop out of school and to have low school attendance rates.





Ahmad* lives in an internal displacement camp in Northwest Syria. His dream of going back to school finally came true after years of war and displacement. © Syria Relief

Ahmad's Story: Every Dark Cloud Has a Silver Lining

Ahmad and his family were forced to abandon their home to seek safety. "We left our home with nothing on our backs, we were scared and I was in pain," says Ahmad. Along with his parents and five siblings, they ended up in a camp in Northwest Syria. Their journey was far from easy as Ahmad's father suffers from a foot disability; he cannot walk nor stand for too long. This camp, which hosts more than 30 families (approx 150 to 200 people), offered some sense of safety to Ahmad and his family. The living conditions inside the camp were harsh but the worse thing was that the family did not have much food for the children or money to buy the bare necessities. Thanks to aid agencies, Ahmad and his family, as well as other community members, received food and shelter. Volunteer groups inside the camp provided additional support and help to the 200 displaced Syrians. Due to the ongoing Syrian war, Ahmad was going through an education hiatus for almost a year, which caused him to miss out on crucial education. He was cut off from his friends and became isolated. World Vision Syria Response's partner, Syria Relief, reached out to Ahmad and later enrolled him in an educational programme – "The Educational Tent". It is an educational programme where children are provided with psychosocial support and education. "I attended the educational tent run by Syria Relief, I went to psychosocial support sessions at the camp and I felt happy and safe. I even made friends to play with now," says Ahmad. Through the 'Secure Education' project, World Vision Syria Response's partner, Syria Relief was able to reach 2,500 displaced Syrian children. The programme was run in multiple locations in Northern Syria and provided remedial classes and child protection activities. Syria Relief also conducted awareness raising sessions for adults on child protection issues, in addition to running Child Friendly Spaces that specialise in children's cases that require the most attention and care.

07

Livelihoods

World Vision’s livelihoods interventions under the Syria Response aim to improve household level livelihoods by empowering highly vulnerable individuals with skills, knowledge, and financial means. Through training, small enterprise development, and cash and voucher programming, families are enabled to meet at least one of the following outcomes: have their children’s basic needs met, have the necessary resources to keep children in school, have adequate household income and give their children hopes for a productive future.

Thus, to ensure that the most vulnerable families can take care of their essential basic needs of food, water, and shelter, **World Vision Syria Response provided cash assistance for 207 households in Northwest Syria.** In our efforts to help ultra-poor families walk upwardly out of poverty, with children being cared for and provided for, we also offered **multipurpose cash grants to 1,083 families to start a small business.**

Improving household self-reliance has been possible through short term work opportunities provided for 384 community members in Jordan

that participated in cash for work. The skill-building programmes have addressed the needs of 327 workers in Jordan who attended the employability skills training and 2,258 community members in Turkey and Jordan who received technical or vocational training. This intervention also addressed community members’ needs, for which the team has conducted employee training to 424 Jordanian beneficiaries who received certificates for participating in cash for work.

- 
327 workers received employability skills training in Jordan
- 
2,258 community members received technical or vocational training in Turkey and Jordan
- 
207 households received cash assistance in Northwest Syria
- 
384 community members participated in cash for work in Jordan
- 
33 community members received employment training in Jordan
- 
424 certificates issued for community members participating in cash for work in Jordan

Hana*, a champion of Solid Waste Management in Azraq Refugee Camp

Hana is a 50-year-old Syrian woman, who lives in Azraq Refugee Camp. Like many other Syrians, she did not wish to leave her country. But the unstable conditions, war and terror forced her to leave her beloved country. After making the difficult decision to leave Syria in 2013, she sought refuge in Azraq Refugee Camp, Jordan. However, adapting to the new environment was easier said than done. Hana lost the spark and drive for the life she once had, before becoming a refugee. With little to do in the camp, she felt like life had started to lose its glimmer and purpose. Hana knew she had more to give, she was adamant about reclaiming her drive and ambition. She heard about a cash for work opportunity in the camp to keep the community a healthy and safe environment for all. It was the Solid Waste Management project, implemented by World Vision Syria Response, in partnership with GIZ and funded by the European Union (EU Regional Trust Fund in response to the Syrian Crisis) and the German Federal Ministry for Economic Cooperation and Development (BMZ). After enrolling in the course to become a door-to-door volunteer that teaches people about waste management, Hana was thrilled because she finally had an opportunity to do something meaningful for the community she lives in. She believed that through this project, she could make a difference in the camp. Hana slowly started to see the bright side of life she missed for so long.



Volunteers conducting door-to-door awareness visits to spread awareness of the dangers of improper waste disposal in Azraq Refugee Camp. © World Vision Syria Response

08

Health

In FY21, World Vision Syria Response worked with partners to provide critical lifesaving health services for vulnerable communities. **In Northwest Syria, World Vision we provided support to 82 inpatient and outpatient health facilities, offering 59,256 inpatient services for treating communicable and non-communicable diseases, reproductive health care including ante and post-natal consultations and deliveries, treatment of childhood illnesses, and mental health support.** In addition, 10 health facilities were equipped with disability-friendly sanitation facilities (toilet and sink).

Over the past year, limited access to basic needs such as food and clean water has caused approximately 800 thousand children to be chronically or acutely malnourished. World Vision Syria Response initiated nutrition services that included counselling and treating moderate and severe acute malnutrition (SAM) and infant and young child feeding counselling for 24,875 caregivers and their infants. **In Northwest Syria, World Vision, we secured 103,372 outpatient consultations, including Integrated Management of Childhood Illness (IMCI), EPI vaccinations, mental health consultations, treatment of acute malnutrition and preventative care for non-communicable diseases.** 292 children aged under five have received therapy for severe or moderate acute malnutrition.

while receiving health services in World Vision supported health facilities.

World Vision Syria Response partnered with the World Health Organization and Assistance Coordination Unit and the COVID-19 EWARNS system to identify cases, provide testing services and support laboratories to function safely and adequately while managing COVID-19 testing.



An internally displaced child in Syria benefitting from the health service provided by the mobile clinic. © Syrian Expatriate Medical Association

COVID-19

The health programme continued to support prevention and response activities conducted to fight COVID-19 in Northwest Syria. We provided training for health staff and provided COVID-19 specific hygiene kits to vulnerable families. In addition, **3 World Vision supported COVID-19 treatment centres received direct support in running costs, equipment staffing and medical consumables. Nearly 500,000 masks were distributed for beneficiaries to wear**



5,386 COVID-19 kits distributed



77,354 infection and prevention control awareness sessions to fight COVID-19



33 COVID-19 suspected cases admitted to the Community Based Isolation Centre



108,480 sampling services for COVID-19



38,044 testing services for COVID-19



4,457 awareness sessions for preventative behaviours to stop or slow the spread of COVID-19

09

Water, Sanitation and Hygiene (WASH)

World Vision Syria Response has focused WASH interventions on providing emergency water and sanitation to vulnerable Syrian IDPs and refugee populations in Northwest Syria. A second priority has been to contribute towards securing a safe environment and ensuring disease prevention, especially water-borne diseases, through infection prevention control (IPC).

The WASH activities conducted in FY21 prioritised children's needs by providing infection and prevention control hygiene sessions for fighting COVID-19 and adapting the Sesame WASH Up! Curriculum.

World Vision Syria Response WASH has also been at the forefront of climate change response activities such as ensuring water resources in Jordan are captured more efficiently and wastewater is treated and reused for agriculture irrigation in Northwest Syria.

The WASH projects promote access to safe sanitation services and facilities for the



441,254 people benefitted from the water supply



120,288 people helped from water trucking



270,369 people benefitted from solid waste management



137,583 people benefited from hygiene promotion



52 latrines installed



151,981 people received hygiene kits



91,539 people using improved sanitation services



12 wastewater operation and maintenance manuals distributed to schools



489 latrines maintained

unserved population through partnerships with community-based partners. We have worked towards rehabilitating and upgrading sanitation facilities and deteriorated septic systems and exploring opportunities to connect vulnerable shelters to secure sewer networks.



A water and sanitation staff is measuring the clarity of the water. The percentage of chlorine is measured to make sure it is safe for human consumption. © Syria Relief



Water, Food and Fuel – a luxury for displaced Syrians like Talal

Although 47-year-old Talal never imagined that water would be a luxury, as it was always available since he was a small boy, everything changed when the war broke out. The 80-kilometer journey from a home equipped with all living necessities and running water, to a tent that barely shields them from rain, was unfathomable. “The hardest thing is when it rains, it becomes freezing and water seeps into our little tent,” shared Talal. Their first displacement journey was a close one to home; but it did not provide much safety. After four displacement journeys of trying to find a safe place and shelter, the family finally set their tent on farming land in Northern Syria along with 100 other families. This was the only place they could find; but they did not know that setting up a tent on farming land meant that all of the accumulated water during the winter season, would flood their tent.

Talal vividly remembers when they first settled on this land; there were tens of families, all forced to live in unfinished buildings and tents. Soon after they arrived, winter started, and drinkable water was even harder to secure. The water tank could not even make its way to the unfinished buildings or the tents where families found shelter. Talal had to walk long distances just to fill a tank of water. Even if water was available, it was too expensive for many Syrians. He remembers how they had to cut down on their water consumption, especially when it came to washing their children’s clothes or taking a shower.

Water is made available

Since World Vision Syria Response’s local partner started providing sterilized water every single day in the camp where Talal and his family live, they have one less thing to worry about. Talal’s children feel happy and relieved that having water is not an issue anymore. “Our father does not have to go to great lengths to bring us water anymore,” Talal’s children happily share. His family recalls how the first thing Talal did when water was provided at their place: “He kept looking at the working faucet and our water tank,” Talal’s son said.

6,000 other Syrians displaced in the northern parts of Syria and living in six of the internally displacement camps, have gone through the same situation as Talal. Instead of a tent, there were nights and days when they felt like they were on a ship sailing the muddy waters of displacement. The good thing for them is that they do not have to worry about the freezing winter nights. Aid agencies like World Vision Syria Response and its partners, are providing Talal and 1,600 other families with money for heating fuel. Talal can now provide for his family and put food on the dinner table in a warmer environment.

10

Advocacy

Reaching the strategic and ambitious objective of improving the well-being of 1,700,000 girls and boys affected by the Syrian refugee crisis cannot be accomplished only by innovative humanitarian, development and peacebuilding programming. Advocacy and external engagement is critical to the aid community's efforts in leaving no one behind and working on advancing durable solutions for those on the move. To this end, World Vision Syria Response has significantly scaled up our impact on children displaced by the conflict and/or impacted by the ongoing protracted crisis in Syria **by influencing operational decisions, negotiating access across Northern Syria, and building evidence-based advocacy for policy change at national (Jordan specific), regional and global levels.**

Across the Syria Response – Jordan, Turkey and Syria – **17 policy and key operational decisions were improved due to World Vision's continuous advocacy** with local decision-makers (including camp management), UN staff, ministry representatives, donors, peer international and national NGOs. **This led to 4.8 million Syrian children's lives being positively impacted through service delivery and/or strengthened accountability on grave violations against them. In total, more than 7.6 million children have been reached through advocacy efforts** led by World Vision Syria Response and/or in collaboration with peer INGOs, through the Syria INGO Forum and Jordan INGO Forum.

World Vision Syria Response advocacy efforts were aligned with programmatic needs across the three contexts, and aimed at addressing operational gaps such as access, expansion of project locations, addressing emerging needs and financial gaps in critical sectors that hinder lifesaving assistance to Syrian women, girls, men and boys. This FY21, World Vision Syria Response has also advanced its durable solutions footprint

and advocacy both inside Northern Syria and across the region, as well as scaled up its joint mental health and child protection advocacy through the No Lost Generation. World Vision together with UNICEF Middle East and Northern Africa have advanced the regional initiative both internally (with its 50 members) and the global brand of the initiative. For Syria's 10 year mark, No Lost Generation co-chairs and members developed an advocacy brief (accessible [here](#)) and also organised [a side-event](#) for the Syria V Brussels Conference that brought the voices of Syrian young people to the core of the conference's debates. The initiative continues to play a critical role for advancing children's voices and needs in a shrinking civil society space and donor fatigue after 11 years of war inside Syria.

World Vision Syria Response remains heavily invested in the long-term presence and well-established national and local level relationships with government authorities, faith leaders, community leaders and community members to achieve its goal: **a no lost generation for Syria's children.**

Technical advocacy and external engagement

Moreover, World Vision plays an active role in representing the organisation on different platforms such as the Protection clusters, Child Protection and Gender-Based Violence working group, Child Marriage and Mental Health and Psychosocial Support (MHPSS) task force, humanitarian INGOs Forum, and the Irish Consortium on Gender-Based Violence.. Additionally, in a co-leading role, World Vision Syria Response collaborates with the No-Lost Generation (NLG) MHPSS task force based in Amman and the Child Protection working groups in Northwest Syria. The Child Protection Response Coordination Team acts as a sub-cluster within the protection sector. The Coordination Team is the closest point

to a practical and feasible response that addresses all issues related to the children in Northwest Syria.

To strengthen coordination and performance and enhance NGO representation and participation in child protection, World Vision Syria Response has taken the lead in the Child Protection Sub-cluster established with UNICEF in Northwest Syria (Cross Border). The working group aims to secure a qualitative and extended child protection response through the technical working groups and the task forces within the coordination group.

The coordination team plays a vital role in representing the needs and voices of children in Syria to the stakeholders, who, in turn, support the response and advocate for their rights. In addition, as coordinator of the Child Protection Sub-cluster, World Vision Syria Response supports the capacity building of local organisations and communities. These local organisations are the first point of contact with children in Syria. They are supported to provide high-quality services accompanied by a coordination system that provides geographical coverage based on the needs of the children in Northwest Syria.

Through the co-leadership of the Child Protection Sub-cluster, World Vision Syria Response is involved in achieving: (1) increased participation of NGOs; (2) direct link with the operational level; (3) improved status and influence of the NGO with national authorities' donors, etc.; (4) opportunity to influence policy and strategy and to offer a balance to a robust UN agency's focus; (5) better analysis of needs and gaps; (6) continued community engagement.



11

Financial Resources

FY21 Spending by sector



EDUCATION
3.209.405,00 - 8%



HEALTH/NUTRITION
10.964.379,00 - 26%



LIVELIHOODS
3.878.000,00 - 9%

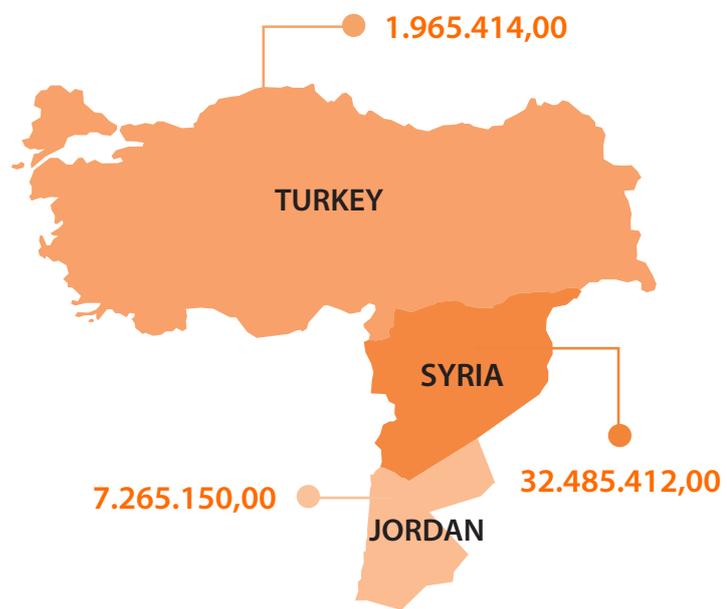


PROTECTION
2.761.524,00 - 7%



WASH
20.902.668,00 - 50%

FY21 Spending by country



TOTAL: 41.715.976,00

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