



# Committed to Children

2016 Syria Crisis Response Annual Review

## 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 operating under the Syria One Response 2015–2017 strategy. It focuses on the achievements and experiences of the 2016 financial year (October 2015–September 2016), adding to World Vision's long-term response in Syria and surrounding countries which began in 2012. Previous annual reviews can be found at <http://www.wvi.org/publications/4791>.

## ACKNOWLEDGEMENTS

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World Vision is a global Christian relief, development and advocacy organisation dedicated to working with children, families and communities to overcome poverty and injustice. World Vision serves all people, regardless of religion, race, ethnicity or gender.

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Front cover photo: Syrian mother and daughter in a refugee camp in Bekaa Valley, Lebanon.

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# Foreword

So we mark another year of the Syria conflict; and another grim chapter in history is sealed. As each year passes, the resolve to help those affected only increases – but the unanswered questions grow louder and more defiant.

How much longer can this war continue? How many more lives claimed, children's futures shattered and communities senselessly torn apart? How can world leaders perpetually fail to secure peace, surely within their grasp? How do we make sense of it all?

The war has now been raging for six long years. Every day, our staff see the unbearable reality facing those fleeing Aleppo and other centres of the conflict, pouring into new areas which are already troubled and insecure.

Nearly 5 million people – half of them children – have now managed to escape into neighbouring countries, putting incredible strain on infrastructure and community relations.

As a reminder of the length of this crisis, we only need to visit World Vision's kindergarten in Jordan's Azraq Refugee Camp. Here, children embarking on their education have been born into this conflict. Violence, heartache and uncertainty are all many have ever known. Over in Lebanon, ragged tents dot the Bekaa Valley landscape as a constant reminder of troubles across the border. In Iraq, our staff are responding to fresh troubles and new displacement in the battles around Mosul.

In the following pages you will learn how your support has enabled us to work with our partners to mitigate suffering and sometimes – like the kindergarten at Azraq Refugee Camp – bring some form of normality, joy and pride that every child deserves. Together we continue to rise to this challenge for, in the face of such immediate suffering, doing nothing can never be an option.

Wynn Flaten  
Director of World Vision's Syria Response

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# Introduction

## The scale and volatility of displacement caused by the crisis in Syria is difficult to grasp.

In December 2016, the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA) estimated that 6.5 million people were displaced within Syria and a further 4.8 million refugees in neighbouring countries. Half of them were children. The crisis has spilled into Iraq, where approximately 3.1 million people are now internally displaced. Across Syria and Iraq, infrastructure and social order are badly damaged. Schools, hospitals, roads and water supplies have all been targeted in the violence and remain in disrepair due to poor aid access and dwindling resources. In host countries, including Jordan and Lebanon, resettlement has become long term, altering the traditional demographics and patterns of life in cities and towns amidst tension and competition over jobs and basic services.

Children growing up in this crisis are struggling to sustain their healthy development and well-being. They face:

- **A deficit of food, nutrition and health services:** The World Food Programme has warned that children in Syria now face 'irreversible' health problems as a result of nutrient deprivation.<sup>1</sup>
- **Child protection vulnerabilities:** Marriage for girls under the age of 18 in Jordanian communities hosting refugees has nearly tripled, from 12 per cent in 2011 to 32 per cent in 2014.<sup>2</sup>
- **Extreme challenges to continued quality education:** Of the 2.4 million refugee children, nearly 900,000 are not in school, while within Syria 2.1 million children are without access to education.<sup>4</sup> Girls are particularly affected.
- **Long-term psychosocial effects:** Children displaced by violence have vivid and recent memories of warfare, casualties and terror. Without urgent psychosocial recovery support, there are fears that the current generation will fall into repeat cycles of violence.<sup>5</sup>



Syrian refugee Mahil with her 15-month-old daughter Khoulood, residents of Rajab Informal Tented Settlement, Bekaa, Lebanon. Lebanon has a 'no camps' approach to housing refugee families, but since arriving more than two years ago, Mahil has lived in this temporary shelter. Khoulood and her baby brother, now one month old, were both born here.

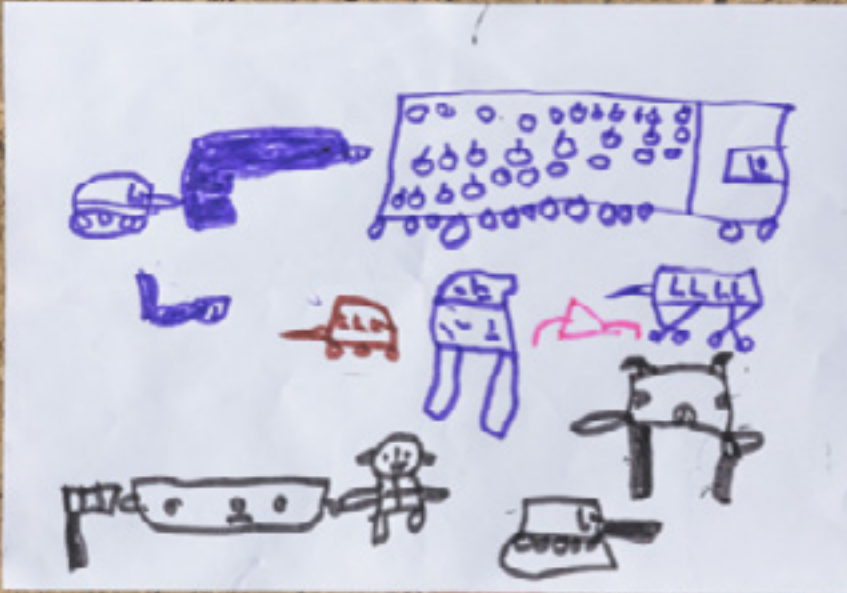
1 'Lack of Food Means Syrian Children Face "Irreversible" Health Issues, Says UN,' *The Guardian* (14 December 2015), <https://www.theguardian.com/global-development/2015/dec/14/syrian-children-lack-of-food-irreversible-health-issues-un-world-food-programme>.

2 UNOCHA, 2015 Iraq Humanitarian Response Plan (June 2015), <http://reliefweb.int/sites/reliefweb.int/files/resources/2015-Iraq-Humanitarian-Response-Plan%20%281%29.pdf>.

3 Girls Not Brides, 'Child Marriage and the Syrian Conflict: 7 Things You Need to Know' (3 February 2016), <http://www.girlsnotbrides.org/child-marriage-and-the-syrian-conflict-7-things-you-need-to-know/>.

4 The UN Refugee Agency (UNHCR), 'UNHCR Reports Crisis in Refugee Education' (15 September 2016), <http://www.unhcr.org/en-au/news/press/2016/9/57d7d6f34/unhcr-reports-crisis-refugee-education.html>.

5 UNOCHA, 2015 Iraq Humanitarian Response Plan (June 2015), <http://reliefweb.int/sites/reliefweb.int/files/resources/2015-Iraq-Humanitarian-Response-Plan%20%281%29.pdf>.



When Dejin Jamil, World Vision project coordinator at Zelican Camp, Iraq, asked children to draw and paint their thoughts, the children were confused at first. 'It wasn't a familiar concept for them. Then when we gave them paper to draw, they recreated war scenes, drawing tanks and warplanes.'

**In 2016, World Vision's continued response to the protracted crisis in and around Syria contributed to the well-being of almost 2.3 million people. This included Syrians and Iraqis displaced in their own nations, and the families and communities who host them. Just over one million were children.**

**World Vision's Syria One Response** is a three-year plan (2015–17) for working across multiple contexts affected by the Syria crisis. The landscape for relief and recovery programming is different in each country, requiring dedicated project assessment and management to fit the local context. At the same time, World Vision's central team provides technical advice and coordination support to connect programmes cross-border and to monitor and report the international complexities of the emergency as it deepens.

Supported by the World Vision Regional Office for Middle East and Eastern Europe, World Vision's Syria One Response worked through 23 international donors and more than 200 local partners to meet diverse and challenging needs of families caught up in the crisis.

## MEASURING OUR IMPACT

In 2016, World Vision's Syria One Response introduced a set of standard measures to test whether its projects and programmes in Syria were bringing their desired changes and benefits. The period measured has been volatile, particularly in Iraq and Syria. Mass displacement of thousands of people each day continues to challenge community stability and resources. Despite this, measures of health, psychosocial recovery, living conditions (water, toilets and waste disposal), children's education and school enrolment show that World Vision's work is indeed having a positive impact in communities across its programmes in five countries. Some examples are shown in the following pages.

FIGURE I. ESTIMATED POPULATIONS AFFECTED BY THE SYRIA CRISIS, SEPTEMBER 2016

<b>Syria IDP</b>	6.5 million
<b>In need, Syria</b>	13 million
<b>Iraq IDP</b>	3.1 million
<b>Syrian refugees in Iraq</b>	230,000
<b>In need, Iraq</b>	10 million
<b>Syrian refugees in Jordan</b>	655,000
<b>Syrian refugees in Lebanon</b>	1 million
<b>Syrian refugees in Turkey</b>	2.76 million

IDP= internally displaced persons

In 2016, World Vision's Syria Response reached at least **2,269,813 people**, including **1,180,409 children**.

## LEBANON

World Vision's Syria Crisis Response in Lebanon helped **240,886 people**, including **144,351 children**, towards dignity, normality and mental well-being, and to improve financial and educational opportunities.

**WORLD VISION'S** first programme to respond to Syrian refugees and host communities, the Lebanon Response has been providing education; community-based water, sanitation and hygiene (WASH); child protection; and cash/ voucher support to households since 2011.

## JORDAN

World Vision's Syria Crisis Response in Jordan helped **75,270 people**, including **35,964 children**, to settle into their changed lives, with a strong emphasis on child protection, schools, household financial support and education opportunities.

**SINCE 2013**, World Vision has been working on child and family resilience, in line with the government-led Jordan Response Plan. World Vision provides WASH infrastructure in camps, helps meet household food and financial needs through cash transfer, and provides education, alternative learning and psychosocial support for children of all backgrounds.





## SYRIA

World Vision's Syria Crisis Response in-country helped to maintain or restore basic needs and services for **216,321 people**, including **114,579 children**, trapped at the heart of the world's worst humanitarian crisis.

In Turkey, World Vision helped **14,965 recently arrived refugees** with access to legal services, protection, translation and non-formal education to enhance coping mechanisms.

**RESPONDING FIRST IN 2013**, then again with an increased reach through local partners in December 2014, World Vision now works with rapidly changing populations and demands in Idleb, Aleppo and on the Turkish border, with plans to expand further in Turkey and Syria in the coming year.

Dohuk  
Mosul  
Erbil  
Kirkuk  
Sulaymaniyah

Iraq

BAGHDAD

## IRAQ

World Vision's Syria Crisis Response in Iraq helped **1,722,371 people**, including **885,515 children**, living in camps and communities to access health, water, hygiene, dignity and learning opportunities, with an emphasis on safe and food-secure living conditions.

**IN 2014**, World Vision began operations in the Kurdish Region of Iraq (KRI). As well as accepting Syrian refugees, KRI quickly became home to over a million Iraqis internally displaced by conflict across the country. World Vision now works in camps and communities, largely in urban areas, to assist in the massive challenges of population upheaval.

## People reached by sector, October 2015 to September 2016



### FOOD (DISTRIBUTION AND FOOD VOUCHER) & CASH ASSISTANCE



750,365 PEOPLE  
394,380 Children included



### WATER, SANITATION AND HYGIENE



1,532,584 PEOPLE  
816,922 Children included



### CHILD PROTECTION AND EDUCATION



165,165 PEOPLE  
94,788 Children included



### HEALTH

60,724 PEOPLE  
26,871 Children included



### WINTER SUPPLIES AND SHELTER



46,592 PEOPLE  
25,383 Children included

# HOW WORLD VISION'S SYRIA ONE RESPONSE IS CONTRIBUTING TO IMPACT FOR CHILDREN

CHILDREN ENJOY GOOD HEALTH

CHILDREN ARE EDUCATED FOR LIFE

**Food assistance** in **Iraq** has increased the number and diversity of family meals, which is known to lead to better nutrition and resilience to disease for children.



AUGUST 2015:  
average **2.4** meals per day

AUGUST 2016:  
average **2.7** meals per day

In **Jordan**, **unconditional cash** assistance has clearly contributed to **increased school attendance** and families' commitment to education.



Cash assistance families reporting greater emphasis on education: **91%**

**Cash assistance** in **Lebanon** is helping families to seek prompt medical attention, which **reduces the impact and recurrence of childhood illnesses**.



'I take my children to the doctor when they are sick.'

No cash assistance: **46%** of families  
Cash assistance: **51%** of families



MARIAM HOSPITAL  
IDLEB, JULY 2016:  
**1063** children's consultations  
**91** paediatric inpatients  
**1203** antenatal visits  
**78** normal deliveries  
**82** caesarians

**Hospital repairs** and equipment, ambulances and supplementary maternal health services in **Syria** have markedly **increased chances of survival** for mothers and their newborns.



Through World Vision's **water and sanitation infrastructure**, well over 1.6 million people across **four countries**, including nearly 800,000 children, have clean drinking water, better drainage, upgraded sewers and chlorinated water. This, along with direct hygiene and handwashing support to families, **significantly reduced the risk of children's diarrhoea** in Azraq Camp, Jordan.



# CHILDREN ARE PROTECTED AND PARTICIPATING

# CHILDREN EXPERIENCE LOVE

Over five cycles of **non-formal education** for children in **Lebanon's** Child-Friendly Spaces, staff consistently found **psychosocial improvements** in the majority of children in their care.



Proportion of children with improved psychosocial symptoms, after CFS non-formal education: **57%**

**Early Childhood Education (ECE)** in **Lebanon** opened **learning opportunities for life** for children aged three to six years, also working with teachers and parents to create positive and constructive learning environments in class and home.



**CHILDREN WORKING TO SUPPLEMENT FAMILY INCOME**  
No cash assistance: **13%** of families  
Cash assistance: **7%** of families

Supported by World Vision's **child protection and gender protection** programme, host communities in **Syria** are forming networks that recognise and respond to families in crisis, especially families headed by women. Community-based protection not only **reduces risk of violence** including sexual violence, but also promotes interaction and social cohesion.

**PARENTS' PERSPECTIVE ON ECE CLASS:**  
Children feel safe: **98%**  
Children feel happy: **94%**  
Children like the staff: **99%**  
Children will be ready for school: **97%**

In **Lebanon**, families receiving **cash transfers** were more likely to **prioritise education** and less likely to allow their children to work.



**GIRLS AND WOMEN** are priority clients for World Vision's language and job skills training in Syria and on the Turkish border.



**AFTER LIFE-SKILLS CLASSES:**  
• **7%** more likely to know basic child rights  
• **20%** more likely to recognise child rights violations  
• **6%** more likely to seek help on child rights violations

After **life-skills classes** in **Iraq's** Child-Friendly Learning Spaces, displaced children showed a better understanding of their rights, vulnerabilities and the systems in place to protect them – practical knowledge that they can use to **lessen risks of abuse or exploitation.**

**NEW SCHOOL ENROLMENTS, Dohuk:**  
**138 girls, 169 boys**

The **Back to School advocacy** network in **Iraq** brought education partners together to push successfully for **school enrolment for displaced children**, including those without papers.

# Sector highlights





Girls wash their hands and drink and collect water at Azraq Refugee Camp, Jordan, where World Vision installed water taps.

## EDUCATION AND CHILD PROTECTION

**In 2016, education and child protection initiatives reached 165,165 people, including 94,788 children.**

Children's needs in the face of this emergency are immense. World Vision's child-focused programme recognises that not only physical needs must be met but also needs for psycho-social support self-esteem, protection from abuse or neglect, and healthy mental development. Learning for children of all ages is a priority, helping them to interact safely with teachers and other children, to assimilate without fear into their new communities, and to develop basic academic knowledge as a pathway to mainstream schooling. World Vision also supports child rights and protection work, housed in the community through teachers and willing volunteers who strengthen 'safety net' monitoring of children and young people at risk.

### Child friendly spaces and non-formal education

- Along the Turkey–Syria border, World Vision provides opportunities for children and young people to learn languages (English, Turkish and Arabic), computer skills, web design and photo editing, basic beautician skills, and hardware skills. Girls and women are priority clients for the classes.
- In northern Syria, World Vision has been operating 23 child friendly spaces and three women's and girls' safe spaces. Both models provide safe, social and instructive environments for internally displaced people adjusting to their new lives. By September 2016, 13,328 children were attending child friendly spaces activities, and 490 women and girls used the safe spaces.

- Life skills and resilience courses at child friendly spaces in KRI helped children to make positive choices in a challenging context, including practising better conflict resolution, stopping smoking and petty theft, and taking greater pride in self-presentation and hygiene. Teachers at government schools noted improved behaviour and academic performance in children who also attended child friendly spaces, along with marked improvements in attention span and attitudes.

### Remedial learning and support for children returning to school

- Through No Lost Generation, child friendly spaces and early childhood education and development programming in Lebanon, World Vision has created alternative routes for learning for children of all ages. This includes home-schooling techniques taught to parents, early childhood education principles for teachers and e-learning hubs for digital interaction. All strategies are intended to support children's integration into schools when the time comes.
- World Vision's water and sanitation team has partnered with government in Dohuk and Kirkuk, KRI, to rehabilitate schools so that more school places can be made available to new arrivals. About 30 per cent of children in these schools are from internally displaced families.

FIGURE 2. POPULATIONS REACHED IN 2016 EDUCATION AND CHILD PROTECTION INITIATIVES

Country	People	Children
<b>Lebanon</b>	86,527	55,377
<b>Jordan</b>	27,978	15,048
<b>Iraq (KRI)</b>	10,850	10,073
<b>Syria</b>	24,945	13,328
<b>Turkey</b>	14,865	962

### THE NO LOST GENERATION (NLG)

multi-agency initiative was started in 2013 with World Vision as an NGO co-lead to focus on three under-served sectors: Education, Child Protection and Youth Engagement. World Vision has been a key NLG actor since the start of the crisis, recently appointing a Head of NLG as part of the Regional Syria response team to bring a strategic approach and coherence to NLG programming. As well as World Vision's programmes across the region, the aid agency is the co-lead on the Regional NLG Working Group held monthly in Amman. Working closely with UNICEF, World Vision helps to ensure coordination, consistency and the sharing of good practice across all the actors in the response.



Children learn computer basics at a child friendly space and early education center in Bekaa, Lebanon.

### **Early childhood education for children not yet at school**

- In urban Bekaa, Lebanon, World Vision's Early Childhood Education centre invites children up to the age of 6 to take part in learning, often for the first time. World Vision built a new facility and refurbished another nine classrooms to offer online learning and computer skills for this age group. A survey with parents shortly after the centres opened gave strongly positive feedback: 99 per cent of children liked the staff, 98 per cent felt safe there and 96 per cent enjoyed the activities, while 97 per cent of parents believed the approach to learning would help their children to return to the school system in the future.
- As part of Aktion Deutschland Hilft's Let Us Learn project in KRI, World Vision's mobile library in the camps of Bersive brought children new opportunities to learn at their own pace. Many had not held a book before. The service was especially popular when teachers accompanied the library to read stories aloud and encourage children to try reading for themselves.

### **Sports activities connected to child protection and peacebuilding**

- After building football pitches for the Azraq Camp in 2015, World Vision now sees up to 35 different children's football clubs using the pitches daily. This includes girls' teams and a range of ages from 5 to 17. World Vision uses the football events as a way to conduct child protection awareness for the players and their caregivers. Children also developed a set of messages relevant to them on positive parenting and child protection, sent out via SMS to all enrolled caregivers.

### **Community-based child protection networks and referral systems**

- In Jordan, eight community child protection committees comprising 124 volunteer members have been established in Amman, Zarqa, Mafraq and Irbid. Together they are providing outreach messaging through door knocks and phone calls and are ready to refer child protection cases if required.
- Through Aktion Deutschland Hilft, World Vision supported Child Protection Councils in the camps of Bersive 1 and 2, KRI. Since October 2015, these community-based committees have campaigned on early marriage, child labour, health (during the October 2015 cholera outbreak) and child rights. They also referred about 30 children to counselling and protective services.

### **Humanitarian protection, gender-based violence-reduction initiatives**

- In Northern Syria, World Vision works with local partner Syria Relief to operate projects against gender-based violence projects, which help host communities to recognise and respond to families in crisis. Specialised support is made available to women who have been widowed or children presenting with injuries or recent disabilities. Girls and women are also encouraged to take part in livelihoods training and compete in the job market.
- To refugees sheltering along the Turkish border with Syria, World Vision is providing significant resettlement support. This includes legal advice, translation and assistance on registration and other necessary paperwork for children's inclusion in schools and services. Vocational classes respond to likely employment options and also include language classes (Turkish, Arabic and English).

Children on their way to the afternoon session of World Vision's early childhood education class in Bekaa, Lebanon.







## EDUCATION SUPPORT

Remedial education is part of the formal education system in Jordan, but places in class are limited. World Vision has been working with the Government of Jordan to increase the numbers of children from all backgrounds who can benefit from the classes, focusing on school subjects of Arabic, English and maths. World Vision Jordan provides these classes as part of a broader education support programme under the No Lost Generation: Stand By Me project, funded by Global Affairs Canada. The goal is to enable children and youth to have sustained and improved access to appropriate education opportunities in a protective learning environment.

'This programme not only impacted the academic achievement of the students, but I also noticed that after participating in this programme some students became more social, positive and had more initiative,' said Mrs. Suad, the principal, who noted that many parents requested the remedial classes be available on an ongoing basis for their students. Of the 28 schools where World Vision is implementing the No Lost Generation: Stand By Me project, 12 offered remedial education in 2016.



A student in the No Lost Generation remedial class holds up his writing practice.

## FOOD AND CASH PROGRAMMES

**In 2016, food and cash programming reached 750,365 people, including 394,380 children.**

Approaches to household economic assistance in emergencies are rapidly evolving, based on strong evidence that the best and most satisfying way for families to re-establish themselves is with cash distribution. World Vision has made cash assistance available in a variety of ways: unconditional food purchase vouchers or cash conditional to school attendance. With it comes stringent accountability, including monitoring of shops and markets to ensure shop owners are not inflating prices, as well as interagency coordination to show consistency in targeting and reaching the most vulnerable. Effects of the 2015 reduction of World Food Programme voucher support to Lebanon and Jordan continues to be felt. Though many families say the amount is not sufficient for monthly needs, they remain grateful for the essential relief that is still available. In October 2016 the World Food Programme confirmed it would partly restore its household voucher value, news welcomed by World Vision and others working in partnership with the UN agency.

In 2016, World Vision also worked with the European Commission Humanitarian Aid Office (ECHO), Swedish Pentecostal Churches (PMU) and the UK's Humanitarian Relief Fund on cash distribution; with Aktion Deutschland Hilft on school snacks; and with the Taiwanese government for ongoing rice distribution in Jordan.

### Unconditional cash transfer

- ATM card distribution for cash transfer to vulnerable households in Jordan has been well used, with 99 per cent of recipients satisfied with the method used. While the cash is not always enough to cover unexpected household costs, 64 per cent of families surveyed said it covered monthly basic needs.

### Conditional cash transfer

- Cash assistance specific to school attendance in Jordan has helped 915 families to send their children to school on a regular basis, while direct distribution of school stationery and backpacks has been welcomed and appreciated by the children. A survey in June 2016 found that children in 91 per cent of families showed more commitment to school attendance after receiving this assistance.

### Food vouchers

- World Vision, the World Food Programme and other distribution agencies worked in coordination to deliver local market food vouchers to more than 30,000 internally displaced families in cities and town across KRI. They used World Vision's Last Mile Mobile Solutions, a digital registration system for cash and goods distribution, which has since become the government's preferred system for managing displacement data.

### Direct food distribution

- In partnership with the World Food Programme in Iraq, World Vision distributed over 6,000 metric tonnes of food, including wheat flour, chick peas, fava beans, oil, salt and sugar to about 30,000 households a month.
- In Jordan, World Vision partnered with Aktion Deutschland Hilft to provide school food (date bars and juice), while the Government of Taiwan worked with World Vision to distribute 3,900 metric tonnes of rice to families in need.

FIGURE 3. POPULATIONS REACHED IN 2016 FOOD AND CASH PROGRAMME INITIATIVES

Country	People	Children
<b>Lebanon</b>	295,475*	177,285
<b>Jordan</b>	92,227	43,042
<b>Iraq (KRI)</b>	354,575	169,769
<b>Syria</b>	8,088	4,284

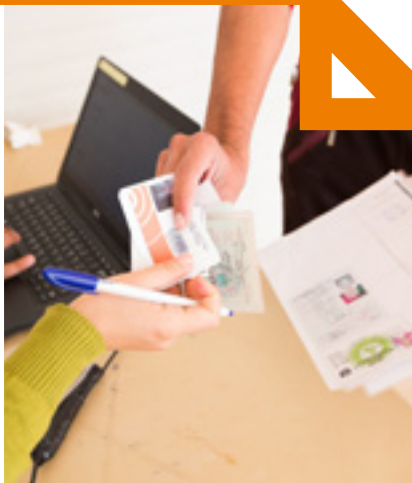
\* This figure is higher than the overall number of unique beneficiaries for Lebanon due to overlap between sectors, which can result in double counting.



A family receives food aid while living in an IDP camp in Dohuk, Iraq.

### LAST MILE MOBILE SOLUTIONS (LMMS)

Food and food voucher distribution in Iraq has been made simpler by World Vision's Last Mile Mobile Solutions, now adopted as the preferred distribution method across food relief agencies. Together these agencies reach internally displaced families and other vulnerable families, often from minority backgrounds, who are struggling to meet their basic needs. Last Mile Mobile Solutions works through barcode technology, with each family presenting a unique card to claim its allocated food or vouchers. Last Mile Mobile Solutions is twice as fast as previous distribution methods, able to assist between 1,000 and 1,200 families a day. If cards are lost, it is easy to cancel and replace them.



### THE ADDED VALUE OF CASH PROGRAMMING

E-cards available through WV Lebanon's food and cash transfer programmes in different areas of Bekaa and the South are well understood and widely used; while just 25 per cent of recipients say the amount provided is sufficient for their needs, over 90 per cent attribute improved nutrition in their family to the extra cash available through the e-cards. Cash has also helped with:

- **Food Security:** Before World Food Programme cash transfer in Bekaa, a survey found that 93 per cent of families were rationing food to ensure it could last the day, while 82 per cent of parents were skipping meals so their children had enough. After the assistance, the same survey found that those levels had declined significantly, to 38 per cent and 58 per cent respectively.
- **Schooling and Child Protection:** The final report of the Lebanese Cash Consortium found that recipients of cash transfers were more likely to be sending their children to school than non-recipients (60.7 per cent compared to 51.5 per cent) and less likely to be allowing their children to work (7.3 per cent compared to 13 per cent).
- **Health Care:** After food, families rated medical expenses as their most pressing need. Caregivers receiving cash assistance were more likely to take their children to a doctor (50.7 per cent compared to 46.1 per cent), while non-recipients were more likely to self-treat through pharmacy purchases (46.1 per cent compared to 40 per cent).





Distribution of food aid for internally displaced families in Iraq.

# WATER, SANITATION AND HYGIENE PROJECTS

**In 2016, water, sanitation and hygiene projects reached 1,532,583 people, including 816,922 children.**

As populations grow, towns and camps struggle to provide clean water and sanitation for their residents. World Vision's international WASH experts bring skills and experience to manage large-scale infrastructure projects, including drainage in camps, sewage pipeline and plumbing for latrines, clinic construction and drilling boreholes. All WASH programmes also include household hygiene elements, helping families to understand the importance of good hygiene to their health as well as ensuring availability of water storage, soap, toothpaste, feminine hygiene products and other basic dignity supplies. Even in areas of high population movement, World Vision works with local stakeholders to ensure that decisions are community led and to fill the gaps identified by the people in greatest need. Some needs, such as trucking in drinking water, are ongoing, but others, such as drilling boreholes and equipping mobile clinics, have the potential to become community-owned resources in the future.

## Rehabilitation of schools, hospitals and other public buildings

- In Jordan, World Vision has supported expansion of schooling through water and sanitation rehabilitation as well as training on maintenance of new systems.
- In KRI, World Vision partnered with Handicap International and the Government of Finland on a WASH programme specific to disability. The programme is addressing issues of access, acceptance and inclusion for people living with a broad range of impairments.

## Drainage and other sanitation in camps

- World Vision continues to provide WASH support to the crowded camps of Za'atari and Azraq in Jordan, an ongoing arrangement helping many thousands of people each year.

## SPHERE standards in camps and communities

- Improvements to waste management and drinking water availability in informal tented settlements in Bekaa, Lebanon, and internal displacement camps in northern Syria have achieved water and sanitation standards that are well above the minimum SPHERE requirement.

## Municipal water supply

- An evaluation of World Vision's water rehabilitation work in four locations in KRI found that by sinking new boreholes and attending to reservoir and pumping repairs, World Vision had provided a sustainable source of household water. People's reliance on trucked-in water was reduced to almost zero. Previously, between 5 and 50 per cent of households had collected their water manually, but the installation of overhead tanks by World Vision and other humanitarian agencies brought water directly to over 98 per cent of households surveyed.
- In Aleppo Governorate, Syria, World Vision oversaw large-scale rehabilitation including boreholes, pumps, generators and other water infrastructure with potential to benefit around 250,000 people long term.

FIGURE 4. POPULATIONS REACHED IN 2016 WATER, SANITATION AND HYGIENE (WASH) INITIATIVES

Country	People	Children
<b>Lebanon</b>	69,090	42,145
<b>Jordan</b>	45,492	23,163
<b>Iraq (KRI)</b>	1,175,097	623,257
<b>Syria</b>	238,768	126,829
<b>Turkey</b>	4,137	1,528

World Vision water and sanitation engineer supervises digging of a borehole that serves 5,000 people in northern Syria.

### Household hygiene needs

- Distributions of hygiene kits in Lebanon and Syria have helped families, particularly girls and women, to maintain personal hygiene in difficult living conditions, including tented settlements.
- World Vision's WASH programming in KRI often works across other sectors, incorporating supplies and awareness of issues such as water storage, handwashing, disinfecting and personal hygiene. This was of particular importance to health outcomes during the October 2015 cholera outbreak in Erbil.



### GROWING PRESSURE FOR WATER

Water has been an urgent humanitarian priority for the town of Khanke, KRI, in 2016. Even before the conflict, Khanke's water storage tank had limited capacity, and now displacement has doubled the numbers, and the needs, of people living there. People could access water for only two or three hours every few days.

World Vision partnered with a local mechanical engineer, Ibrahim Yazdeen, who understood the water supply challenges he'd grown up with. They worked rapidly together to rehabilitate a nearby water treatment facility, which resulted in improved supply and sanitation of water sources.



Sanaa, with her youngest son Salman, 2, next to their water tank in Khanke.

## WINTER AND HOUSEHOLD SUPPLIES

**In 2016, winter and household supplies reached 46,592 people, including 25,383 children.**

World Vision continues regular goods distribution through a number of projects, including health, WASH and child protection, as well as private donations from individual supporters or corporations. Distributions aim to protect families from the harsh winter, to reduce risks of illness and to ensure that households can function with dignity.

### Winterisation kits

- In Syria, Iraq and Jordan, winter kits for families contained essential items such as stoves, blankets, mattresses, clothes for children, fuel and fuel vouchers.

### Camp and community supplies

- In Syria, World Vision is playing a significant role in shelter and non-food distributions for camps and communities, with the support of donors such as the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA) and the United Nations Children's Fund (UNICEF). Solar power and fencing in makeshift camps have provided extra safety and security for residents. Local teams supported host families with training and supplies to rehabilitate damaged homes, including the distribution of 4,000 shelter repair toolkits.

### Baby kits and hygiene kits

- Year-round monthly distribution of essential items to care for infants and to keep the whole family in good health and hygiene has been a widespread and appreciated function of the response, reaching over 50,000 people across all five countries of operation.

FIGURE 5. POPULATIONS REACHED IN 2016 WINTER AND HOUSEHOLD SUPPLIES INITIATIVES

Country	People	Children
<b>Lebanon</b>	8,049	4,909
<b>Jordan</b>	2,566	1,263
<b>Iraq (KRI)</b>	11,545	6,057
<b>Syria</b>	24,432	13,154



Children help their parents with collecting much-needed household supplies, Iraq.





## HEALTH PROGRAMMES

**In 2016, health programmes reached 60,724 people, including 26,871 children.**

One of the most concerning aspects of the conflict in Syria is military targeting of hospitals. As a result, Syria and Iraq have lost many vital services and qualified staff. Until facilities and staff can be restored, the outlook for family health is bleak. Basic clinic services are urgently required to address cases of malnourishment, injury and recent disabilities in children. Pregnant women and mothers with young children are going without basic maternal and child services; children of all ages are vulnerable to common illnesses and undernutrition.

Rebuilding systems is a long-term proposition. In 2016, World Vision worked with local governments in KRI and Northern Syria to understand and fill gaps, particularly in rehabilitation of hospitals and provision of antenatal and early childhood facilities.

### Hospital repairs and equipment

- Five clinics built by World Vision in 2015 in Sulaymaniyah, KRI, are fully functioning and providing services to around 5,000 people each month. The clinics also conduct health and hygiene promotion activities reaching thousands of community members and give hygiene kits to local families in need. Emergency referral services, including emergency obstetric care and ambulance provision, have saved lives.

### Systems and training, with an emphasis on maternal and child care

- In Idleb, World Vision and local partner Syria Relief and Development provided gynecological and antenatal

services for mothers and children as well as reproductive health information for the community. This year the project will also train local midwives for long-term improvements to maternal services in Idleb.

- In Iraq, World Vision's community-based Early Warning and Alert Response Network (EWARN) is helping the Department of Health to monitor illnesses and nutritional status in children.

### Mobile clinics and community health

- Local partner Violet in Syria conducts primary health care clinics reaching more than 1,000 people every month. The staff and equipment in this clinic have been invaluable in responding to maternal and child emergencies, including saving the lives of babies with emergency caesarians.
- Women and Young Child Centres in Iraq and Syria provide community spaces for women who are caring for young children, providing privacy and support to breastfeed as well as opportunities to learn about nutrition and self-care in the face of significant family upheaval. When interrupted by air strikes in Syria early in 2016, the Women and Young Child Centres activities continued through home visits, including visits in camps, with centres reopening as soon as it was safe to do so.

FIGURE 6. POPULATIONS REACHED IN 2016 HEALTH PROGRAMMES INITIATIVES

Country	People	Children
<b>Lebanon</b>	9,283*	–
<b>Iraq (KRI)</b>	34,572	17,766
<b>Syria</b>	16,869	9,105

\* Activities include training of caregivers, teachers and community actors in health-related topics.



A family in Debaga Camp, Iraq.

## NEONATAL SUPPORT

Lack of facilities and specialist health care in northern Syria is driving a catastrophic health crisis, increasing mortality rates for newborns, particularly babies born prematurely. Through an ECHO-funded Idleb project to provide life-saving services for conflict-affected populations, World Vision was able to equip the local Al-Sayeda Mariam Hospital with incubators to protect vulnerable newborns.

When Elham, a mother in labour at 35 weeks, was referred to Al-Sayeda Mariam Hospital, her baby, Mohammed, was the first to be placed in the life-saving incubator. His parents had fled violence in Hama Governorate with his older brother, age two. They had no savings or income, and no way to access specialist care. But Al-Sayeda Mariam Hospital was ready for this emergency. Delivered by emergency C-section, Mohammed was an underweight baby with breathing difficulties and low resistance to disease and infection. Inside the incubator, he was kept in a warm, humid and sterile environment for observation and care until his health stabilised.

Project coordinator for the ECHO/World Vision partnership, Dr. Tarek Mousa, has been encouraged by the achievement. 'It is really important... Providing such medical services could be life saving for many neonates in north Syria, and it is really an amazing accomplishment providing health services in such an environment.'



Inside the incubator, tiny baby Mohammed could breathe more easily and avoid neonatal infection.

# Partnerships

Working with local partners, including non-governmental organisations (NGOs), community organisations and governments, is crucial to World Vision's success. These partners bring contextual and cultural expertise to reach families affected by the Syria crisis with sensitivity, compassion and locally generated solutions. In many locations, local, trusted partners conduct health, water and relief initiatives directly, with World Vision providing technical advice and support to ensure that projects deliver on their goals.

**Government:** World Vision works closely with government planners in all five countries of the response, aligning with strategies and current regulations for registering and supporting refugees and displaced families. From the national level (for example, programming that supports the Government of Jordan's National Resilience Plan) through to the local level (for example, identifying and filling gaps in water and sanitation with municipal authorities in Lebanon) these partnerships improve living conditions and social stability for all residents, not only the refugee community.

**Local organisations:** Local organisations are key to community outcomes in areas such as child protection, gender-based violence reduction, disability inclusion and school retention. Across the Syria programme many of the best examples of child friendly spaces and learning spaces are managed by local organisations in partnership with World Vision.

**International organisations:** Through the UN cluster system and directly in joint programmes or advocacy initiatives, World Vision has strong and effective partnerships with a wide range of international

humanitarian actors. This includes other child-focused agencies, in particular UNICEF as a collaborative partner on Makani centres, similar to World Vision's own child friendly spaces.

**Churches and faith-based organisations:** Faith leaders and communities are highly committed to responding to the need in their midst, including Christians, Muslims and other faiths. World Vision's partnerships with faith-based organisations, sometimes linked to churches in other countries, allow for personal and practical assistance to vulnerable families, especially those who, for various reasons, are not connected to the humanitarian aid system.

## EFFECTIVE PARTNERSHIPS FOR LASTING CHANGE

- A partnership in Lebanon among World Vision, specialised local NGOs, academic institutions and the Ministry of Education supported the digitalisation of Lebanese official kindergarten curriculum. As a result, preschools have access to high-quality materials and guidance, and children are receiving a stronger start to learning for life.
- After close interagency collaboration to deliver World Food Programme vouchers in Dohuk Governorate, Iraq, World Vision, other partners and government have continued to work together on the Beneficiary Registration Information Management project. This will

help to recognise population trends, identify the most vulnerable families and streamline distribution processes and coordination among food agencies.

- In Idlib, Syria, while World Vision focused efforts on rebuilding the local women's and children's hospital, local health partner Hand in Hand managed a temporary hospital, one of very few still open in the area. The facility has been serving about 7,500 patients each month, including providing antenatal care and births. Community feedback consistently rated Hand in Hand's hospital as the most useful

activity of the programme, because it met both immediate and longer-term health needs.

- UNICEF's Makani (My Space) approach is similar to World Vision's child friendly spaces, a centre for children to learn, play and access a range of services from informal education through to psychosocial counselling. In 2016, an important partnership between UNICEF and World Vision in Jordan created safe space for 1,724 children in Makani centres. From there, 1,053 children were referred to the formal education system through the Learning For All campaign.



Girls at Azraq Refugee Camp play on a multi-purpose sports pitch.

## DONORS

LEBANON	La Agencia Española de Cooperación Internacional para el Desarrollo (AECID), Austrian Development Agency, Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung (BMZ), European Commission Humanitarian Aid Office (ECHO), EO Metterdaad, Europe Aid, Fons Català de Cooperació per al Desenvolupament (FCCD), Global Affairs Canada (GAC), Government of New Zealand's Ministry of Foreign Affairs and Trade (MFAT), Swedish Pentecostal Churches (PMU), RadioAid, UK Aid, UN Education Scientific and Cultural Organisation (UNESCO), UN High Commission for Refugees (UNHCR), UN Children's Fund (UNICEF), World Food Programme (WFP)
JORDAN	Aktion Deutschland Hilft (ADH), Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung (BMZ), EuropeAid, Global Affairs Canada (GAC), Government of Taiwan, HOPE US, Japan Platform (JPF), UN Children's Fund (UNICEF), UN Office for the Coordination of Humanitarian Affairs (UNOCHA), World Food Programme (WFP)
IRAQ	Aktion Deutschland Hilft (ADH), Global Affairs Canada, German Ministry of Foreign Affairs, Gesellschaft für Internationale Zusammenarbeit (GIZ), Government of Finland, International Humanitarian Assistance Canada, Office of US Foreign Disaster Assistance (OFDA), UN Children's Fund (UNICEF), World Food Programme (WFP)
SYRIA AND TURKEY	Aktion Deutschland Hilft (ADH), Bill and Melinda Gates Foundation, Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung (BMZ), Dutch Ministry of Foreign Affairs, European Commission Humanitarian aid Office (ECHO), Global Affairs Canada (GAC), Irish Aid, New Zealand Ministry of Foreign Affairs and Trade, OCHA Humanitarian Pooled Fund (HPF), Office of US Foreign Disaster Assistance (OFDA), UN High Commission for Refugees (UNHCR), UN Children's Fund (UNICEF)

## PARTNERS

Academic Institutions/Universities, four National Networks), 10 INGOs through two Consortia 33 National NGOs, 73 Municipalities, 10 Social Development Centres, 28 Primary Health Care Centres, nine Hospitals, 74 Public Schools, 81 Private Schools, 26 Churches, eight Mosques and Muslim Institutions, 29 Youth Groups, 12 Community Networks.
JOHUD, Messenger of Peace, Ministry of education, Takyat Um Ali, Princess Salma Center, Princess Haya Center, Iskan of Prince Talal, Al-Arj, JRF, JIF, RHAS, Madrasati, FPD ( Family Protection Department)
People's Aid Organization, Rosch Society, Mar Elia Church, Board of Refugee and Humanitarian Affairs, Department of Education Kirkuk, Water Directorate of Ninewa, Mar Yousef Church, Assyrian Orthodox Church of Erbil, Chaldean Catholic Church of Erbil, Governorate of Kirkuk and Directorate of Kurdish studies Kirkuk
Hand in Hand for Aid and Development, International Supporting Women Association (ISWA), International Middle-East Peace Research (IMPR)-Humanitarian, IYD, Khayr, Syrian Engineers for Construction and Development (SECD), Syria Relief and Development (SRD), Syria Relief, Violet

All country programmes are also grateful for the support of private donations from families and individuals across the world through World Vision support offices.

# Rights and justice for children

Advocacy is core to World Vision's strategy for children's well-being. For the children of Syria, World Vision, in partnership with a broad range of UN, government and non-government actors, works to influence the systems and structures that allow the gross injustice of this crisis to continue. The advocacy response combines policy expertise with coordination of influential voices to build compelling arguments for action on the Syria crisis.

World Vision's Syria Response continues to co-chair the Syria INGO Regional Forum Advocacy Working Group, advocating for unimpeded access to humanitarian aid in besieged areas in Syria. World Vision has also called for greater protection of Syrian refugees in all host countries, in line with obligations under humanitarian law, and recognising the barriers many of them face in accessing basic rights without paperwork or possessions.

In 2016, World Vision partnered with Frontier Economics to undertake pioneering research showing the true scale of economic devastation caused by violence in Syria. The Cost of Conflict report reveals the war has cost Syria alone an estimated US\$275 billion. Even if peace were achieved tomorrow, it would cost the country nearly half a trillion dollars more.

A fundamental and consistent call from World Vision is to secure children's rights to education, no matter what their citizenship and circumstances. In 2016, through alliances such as No Lost Generation in Jordan and Lebanon, the Jordan International Non-Governmental Organisation Forum in Jordan and Back to School in KRI, advocacy on this issue helped to create more than 1,500 additional places in government schools for children from internally displaced or refugee families.



Children at Za'atari Camp, Jordan.



A 'gallery walk' for camp residents in Erbil, Iraq, is one of the ways that World Vision meets its accountability for two-way communication on programme outcomes and complaint resolution.

# Accountability

World Vision is a member of the Core Humanitarian Standards Alliance with accountability for programme quality guided by:

- The SPHERE Humanitarian Standards
- Commitments on Accountability to Affected Populations
- The Accountability to Affected Populations Operational Framework
- The Joint Standards Initiative
- The Global Alliance for Urban Crises Charter.

In line with its commitment to the above standards and charters, World Vision partners with communities to plan and monitor all projects from relief distribution through to community-based protection. Pivotal to this, World Vision's beneficiary-feedback systems include:

- post-implementation monitoring, with specific questions on satisfaction with programmes
- transparent feedback and complaint mechanisms, with accountability to act on results
- participatory research on community needs and priorities
- two-way communication, including communication on complaints and feedback and how they have been resolved.

# Financial summary

IN 2016, WORLD VISION'S SYRIA CRISIS RESPONSE PROGRAMME SPENT

**US\$117,969,664**

DISBURSED AS SHOWN IN FIGURE 9.

**US\$4,666,580** WAS CARRIED OVER AT THE END OF FISCAL YEAR 2016.

FIGURE 7: 2016 FUNDING FOR IRAQ, SYRIA, JORDAN AND LEBANON (US\$)

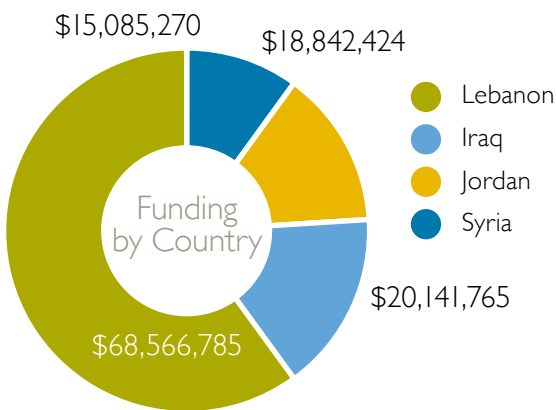


FIGURE 8: FUNDING BY SOURCE (US\$)

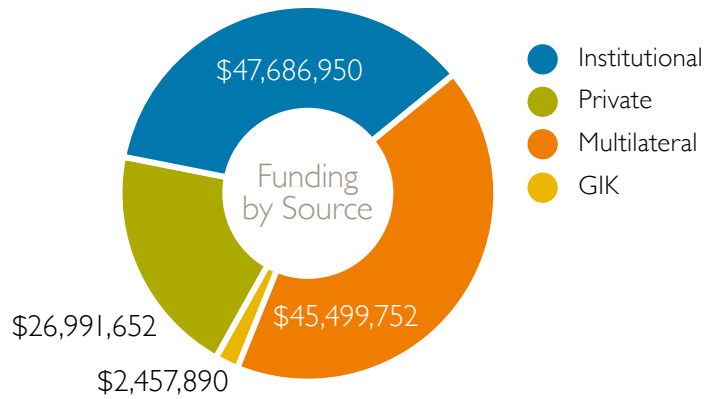
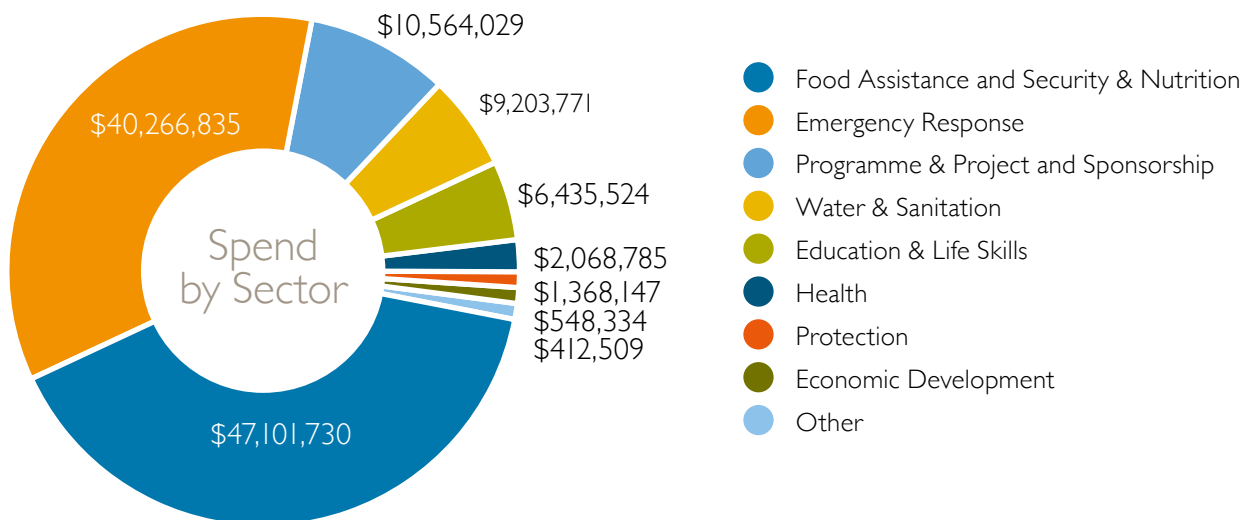


FIGURE 9: 2016 SPEND BY SECTOR (US\$)





World Vision is a Christian relief, development and advocacy organisation dedicated to working with children, families and communities worldwide to reach their full potential by tackling the causes of poverty and injustice. World Vision is dedicated to working with the world's most vulnerable people. World Vision serves all people regardless of religion, race, ethnicity or gender.

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'The work I do is really pleasing because I can see the real impact for children and for conflict-affected people. I do protection, health and water-sanitation components; we are reaching more than the target beneficiaries. The life stories that we hear are very touching. I feel the impact of the project. The photos and the videos I have received [about project outcomes] make me happy and motivate me to do more and make sure that every penny of the money is spent for the people who are affected by the crisis.' —World Vision worker, Gaziantep, Turkey