



Securing a Future for Children

2017 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 2017 financial year (October 2016–September 2017), 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: Hamza and his older sister Aya. Hamza attends World Vision's early learning centre in Bekaa, Lebanon. His teacher has seen his smile and confidence grow and says it is a great reward for her.

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Securing a Future for Children

2017 Syria Crisis Response Annual Review

Foreword

'The buses started picking people up around 12:00 a.m. It was chaos... I didn't manage to get into one before 5:30 a.m. There are no words to describe how we felt. There were a lot of families and children. People came with their luggage, whatever they could bring with them, but there was no space. People had to leave their stuff lying in the road and just get on the bus. Later in the night, to warm up, people started fires with their luggage, keeping only two sets of clothing with them. I was one of them, burning my old belongings just to feel some warmth.'

'[Before that] some people didn't have bread for six months, and the bread we had was not actually real bread. We had to grind beans to make it into a flour-like substance to bake. Even that was super expensive. The NGOs' warehouses were either empty or impacted in a bombing. The markets were targeted too, so we couldn't go there to shop.'

'I'm in Idlib governorate now, where it's relatively safe. We need shelter, clothing, blankets and food. The basic stuff, you know. We need everything to start a new home.'

—Shihab, refugee fleeing the Aleppo siege
(name changed to protect identity)

Shihab's story encapsulates the struggles, hardships and resilience of millions of people affected by the crisis in and around Syria. Our staff hear and witness accounts like Shihab's every day, of families and children forced to uproot, violence raging around them, struggling to piece together their lives again. And as the Syrian conflict extends into its seventh year, we find ourselves working with more and more children whose entire lives have been lived in war.

The conflict can't be fixed overnight. Nor can we expect children to return to their homes, safety or stability any time soon. Even when the fighting stops, there's a country to rebuild from the ground up; a shattered infrastructure to repair; and, for children, the need to address the psychological and emotional scars of war and catch up on years of lost education.

Throughout 2017, our team has worked tirelessly on all fronts to support children and their families across five countries that are affected by the crisis in many different ways. We hold onto hope for peace soon, and we believe and pray that we can make a difference now.

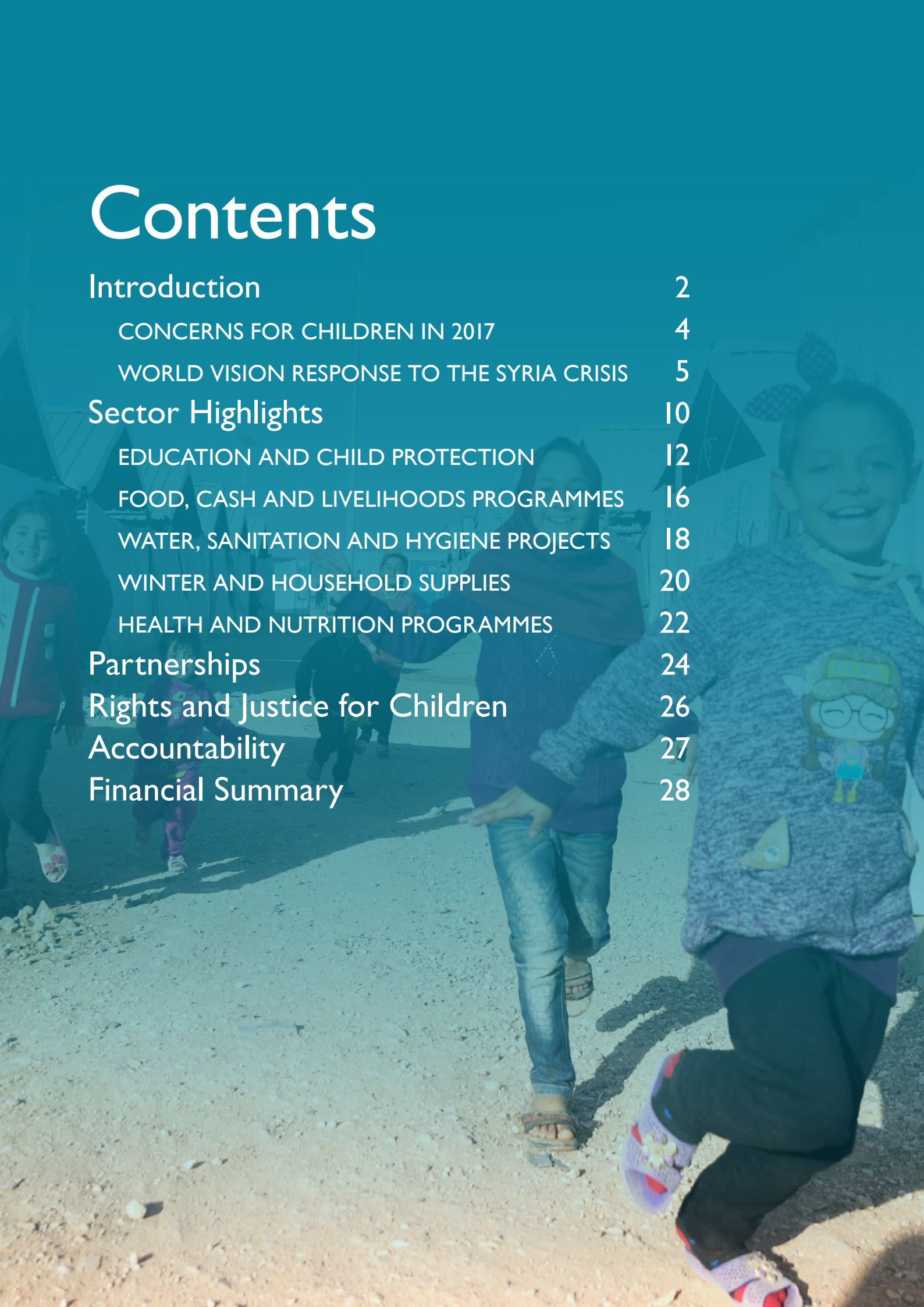
We continue to focus on plans for the future, such as education and equipping young people with skills they'll need when they return home. At the same time, we still need to provide emergency life-saving support for families, including people like Shihab, who poured out of Aleppo into the freezing, snow-covered countryside with nothing but the clothes on their back. When acute crisis came, we were able to help with the basics like blankets, mattresses, heaters and clean water. We also worked hard to protect children from the chaos around them.

This report reflects not only the broad scope of World Vision's response in 2017 but also the experiences of the individual children, youth, women and men our staff work with and how vital our presence and support have been in helping to rebuild their lives. We are learning that every intervention makes a difference, that 'every drop counts'.

Wynn Flaten
Director of World Vision's Syria Response

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Introduction

March 2018 will mark the seventh year since the first wave of violence erupted from Syria's uprising. Since then, the crisis in Syria has triggered unprecedented shifts in power, populations and need for the entire region. The generosity of neighbouring countries in sheltering refugee families has been remarkable, but it has not been enough. The scale of displacement and the longevity of the crisis compel the world to continue and to expand its

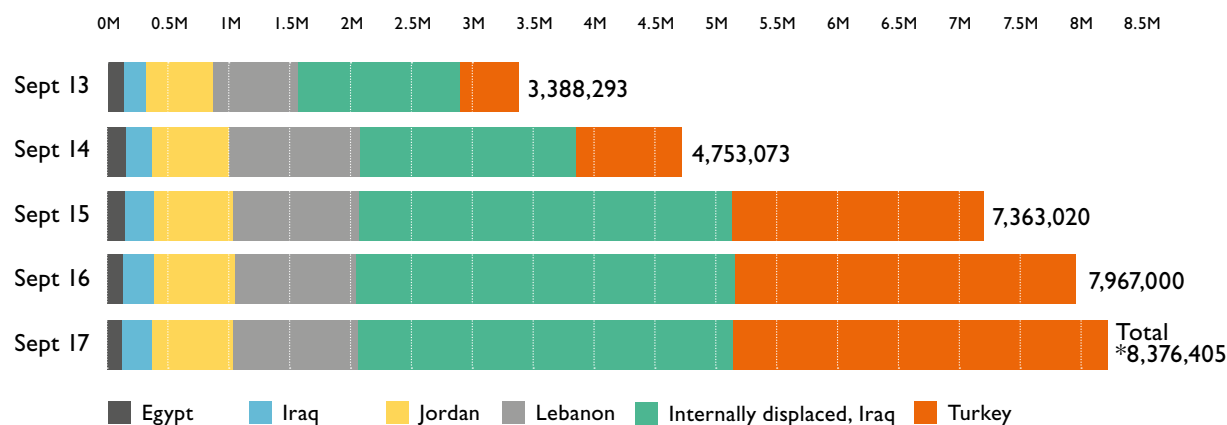
humanitarian response.

It is hard to imagine the lives of children caught up in the displacement and destruction caused by this violence. Beyond families' basic needs for food, water, health and shelter from heat and freezing cold, complex social problems affect children's rights and individual resilience.

'We thought we did the right thing, providing [our daughter] with someone who would take care of her. We never thought of the risks; otherwise we would have never done this. Please raise awareness of the risks of giving your daughter away for early marriage.'

—Mother of an Iraqi child bride who gave birth at 13 and is now living in the care of her mother once more

FIGURE 1. DISPLACEMENT TRENDS OVER TIME



*Total does not include numbers internally displaced within Syria, currently estimated to be around 6.6 million people

This graph of refugee movement as a result of the Syria crisis over the past five years shows the trends of displacement over time. In March 2017, the number of refugees from Syria surpassed 5 million. Major conflicts, such as the battle for Aleppo in December 2017, created waves of displacement, heading mainly for the Turkish border or other areas of Syria. In Iraq hundreds of thousands of people fled Mosul between October 2016 and June 2017. However, from June onwards many families sheltering in the Kurdish Region of Iraq (KRI) have been pressured to return home. The relatively stable trend line for Iraq does not reflect this dual volatility.

Data source: UNOCHA Humanitarian Needs Overview, Syria/Iraq

Children displaced by fighting in Mosul wait for tents to be set up. The end of the journey but the beginning of an uncertain future.



Concerns for Children in 2017

- **Education:** Over 40 per cent of the 1.7 million refugee children and an additional 335,000 displaced children in Iraq are not in school. Education systems have struggled to keep up with demand, and children who can find a place are disadvantaged by their time away from learning, by language barriers or by the cost of transport to get to class safely.
- **Child labour and early marriage:** These are major concerns, driven by family poverty and limited opportunities. Research in Lebanon found that many out-of-school children are working to help feed their families. Girls as young as 11 have been coerced into marriage. World Vision interviews with these girls frequently identified poverty rather than culture as a root cause. Families often believed someone else could look after their daughters better than they could.
- **Instability:** Children from Syria and Iraq are being displaced multiple times. Battles for power over towns and cities trigger cycles of displacement, and 2017 has seen major shifts in areas such as Aleppo, Syria, and Mosul, Iraq. There is pressure from governments in more stable regions for families to return home, even though security risks remain high in most post-conflict areas. Difficult journeys and new starts disrupt routine and community relationships vital to children's psychosocial well-being.
- **Injury and violence:** UNICEF figures released during 2017 revealed that the preceding year had been the most deadly for children in the entire conflict,¹ with at least 652 children killed, 255 of them in or near a school. UNICEF also raised grave concerns for children's recruitment into the conflict and their vulnerability as child soldiers.
- **Family resources and livelihoods:** Refugee and internally displaced families face massive employment scarcity, which affects all aspects of recovery: shelter, food, clothes, schooling, social interaction. Competition for jobs and other local resources can fuel tension between local communities and newer arrivals.
- **Health, hygiene and disease:** Schools, clinics and hospitals have been singled out for bomb attacks, badly damaging health and sanitation infrastructure. Fewer than half of the medical clinics across Syria are operating effectively. UNICEF estimates that only 25 per cent of children in Syria are receiving vaccinations, and the need for health supplies outweighs what is available nearly tenfold. Malnutrition during and after families' long journeys to safety is inadequately addressed. In June 2017, a polio outbreak occurred amongst children in Syria, the first since 2013.²



¹ UNICEF, Hitting Rock Bottom, (March 2017), <https://www.unicef.org/media/files/UN055709.pdf>. Figures for the 2017 calendar year are not yet available.

² UNICEF, 'Facts and Figures', https://reliefweb.int/sites/reliefweb.int/files/resources/unicef_facts_and_figures_health_jan-jun2017.pdf.



World Vision Response to the Syria crisis

World Vision started responding to children and families of Syria in 2011, supporting resettlement and basic needs of Syrian refugees in Lebanon. Six years on, the World Vision response operates in five countries. In the 2017 financial year it reached over 2.2 million people, including nearly 1.3 million children.

Trends in 2017

- In line with emerging need, World Vision's overall programme for internally displaced families in the Kurdish Region of Iraq has rapidly expanded.
- Programmes for children and families in Lebanon and Jordan continue to focus on children's schooling, social interactions, family bonds and psychosocial well-being. World Vision has also been a major water and sanitation provider in camps, towns and schools in Lebanon and Jordan.
- Within Syria, and amongst the refugee camps in Turkey, World Vision has partnered with humanitarian donors to deliver water and sanitation, protection (including child protection) and desperately needed health services.
- Regionally, World Vision is using research and evidence from its multi-sector programme to advocate for greater and more-targeted efforts to protect children from the horrors of this crisis and to end violence against civilians.

LEBANON

Started response programme in 2011. In 2017, helped **202,600 people**, including **75,102 children**, with

- water, sanitation and hygiene in schools
- cash and food assistance to refugees in host communities
- bridging courses and additional classes to get children back to school
- Child-Friendly Spaces, with regular sessions for parents on psychosocial support and positive parenting
- computer and skills training in schools.

JORDAN

Started response programme in 2013. In 2017, helped **188,316 people**, including **131,004 children**, with

- winter supplies and cash transfers for the most vulnerable families in camps and communities
- rice for families in need; snacks and healthy lunches in schools
- supporting teachers, parents and students of all ages, in and out of formal Jordanian schools
- sports facilities and tournaments to bring young people of different backgrounds together
- community child protection committees; caregiver networks to help parents protect their children from bullying and negative influences.

Key

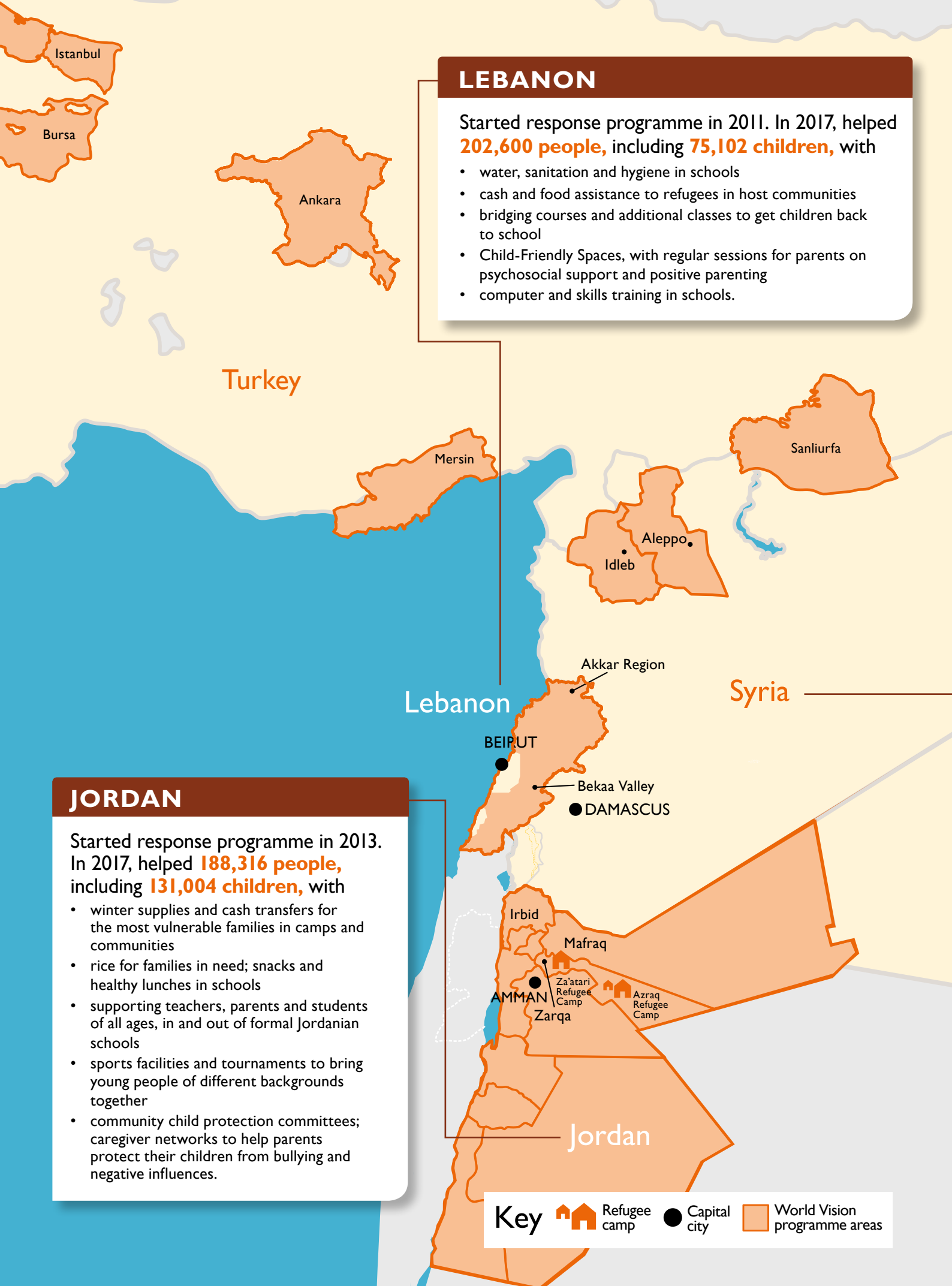


Refugee camp



Capital city

World Vision programme areas



SYRIA

Started response programme in 2013. In 2017, helped **852,337 people**, including **487,596 children**, in Syria and **47,808 people**, including **22,308 children**, in Turkey, with

- substantial and lifesaving support to fractured health systems: hospitals, maternal services, health centres and mobile clinics
- repairing or replacing damaged water infrastructure such as pipelines and water tanks; chlorination of water reserves
- assisting families to rebuild homes and shelters in Idlib and Aleppo
- a mobile child protection team, raising awareness with 5,000 people a month about child abuse and child labour
- protection for women and unaccompanied children along the Turkish border
- a new school bus to transport children, including children with disabilities, to school.



In 2017
(October 2016–
September 2017),
World Vision's
Syria Response
reached at least
2,228,355 people,
including
1,291,060 children.

IRAQ (KURDISH REGION OF IRAQ, OR KRI)

Started response programme in 2014. In 2017, helped **937,294 people**, including **530,396 children**, with

- food vouchers and e-cards, helping around 180,000 people each month
- expansion of primary health-care clinics and hospitals in line with demand
- alternative classes for children in relevant subjects, including English; adult literacy in English and Arabic
- water, sanitation and hygiene for thousands living in new and existing camps
- nearly 8,000 stoves in the response to Mosul displacement, helping around 40,000 people.
- an 'EcoVillage' livelihoods and markets project for unemployed youth.

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

More food brings better nutrition

- **Food assistance** has led to better nutrition for vulnerable families in **Jordan**, where distributions reached **30,000 households, as well as at schools**, where healthy snacks have been part of the incentive for increased school attendance (up by 10 per cent since 2016 in Za'atari camp and doubling since 2016 in Azraq camp).
- **Cash and food assistance** to **Syrian families in Lebanon** has led to measurable improvements in household food security, including a decrease in negative or short-term coping mechanisms, such as selling assets or borrowing money, as well as higher levels of adequate food consumption reported by the heads of households (from 85 per cent to **92 per cent** of participants) over the past year.



Children's good health

Health services increase survival and good health for children and mothers

- **Clinics** supported by World Vision in **Iraq** provided local, accessible services for approximately **8,000 people** every month in 2017. Prioritising pregnant women amongst female patients contributed to increased rates of antenatal care visits over the past 12 months.
- In **Syria**, World Vision became a major provider of diesel fuel so that water pumps to homes, hospitals and other **vital services** could operate for at least a few hours each day.
- The World Vision-supported **Maternal and Child Hospital** in Idleb, **Syria**, served more than **90,000 women and children** throughout 2017. Services included emergency obstetrics along with antenatal and neonatal care, improving survival rates amongst babies and mothers.



Clean water reduces disease in children

- Under **WV Jordan's** Healthy Schools initiative, construction and renovation of eight public schools in Amman, Mafraq, Irbid and Zarqa resulted in **better drinking water** and **toilets** and created a healthier, safer school environment for 5,586 children.
- Two years of phased **water, sanitation and hygiene** (WASH) projects from **WV Lebanon** have contributed to a **20 per cent increase** in the proportion of Syrian households with sufficient, safe water.

Bridging and non-formal education give children learning opportunities in crisis situations

- A programme for children and youth in **Turkish** camps is offering sports and recreational activities and a range of practical classes, including languages and life skills. Around **2,000 children** and young people attend these activities monthly.

Children's education for life

Early childhood development enhances learning ability later in life

- In **Jordan, Lebanon** and **Iraq**, **early childhood education** in Child-Friendly Spaces has attracted pre-schoolers and supported skills building in facilitators, teachers and parents about the importance of early learning. The knowledge of parents, focused on childcare, stimulation and at-home education, tested at the beginning and end of the skills sessions, **increased** from 21.7 per cent to **33.3 per cent**, and application of lessons from 22.9 per cent to **38.1 per cent**.



Children's protection and participation

- In **Jordan**, World Vision's after-school sports clubs, now in their fourth year, remain as popular and purposeful as ever in bringing young people from different backgrounds together. Children, especially girls, confirm the importance of the clubs in providing safe places to play and socialise.

- A survey of **over 200 children** living in **Iraqi** camps found that children who took part in World Vision's life-skills training were more likely to know their rights, risks and how to report risks. They also showed more confidence in their social contribution as children and greater belief that authorities would work to protect them.

- World Vision's three Child-Friendly Spaces in **Idlib, Syria**, increased access to services for the area's most vulnerable children – leading to better protection for young people in communities troubled by conflict. In 2017, **2,274 girls and boys** engaged in structured, sustained child protection programmes, including psychosocial support, while **638 parents** took part in child protection awareness-raising sessions and parenting sessions in 2017.

Children's family nurture and love

- **Life-skills sessions** in **Iraq**, delivered by local religious leaders using World Vision's curriculum and guidance, encouraged teenagers of different faiths to take positive steps in their personal relationships. After one year, **80 per cent** of young people reported improved trust and communication with their parents and **63 per cent** with their peers.

- Psychosocial challenges faced by refugee children in **Lebanon** were acknowledged and addressed by dedicated **psychosocial support (PSS) projects**. After two years the proportion of children with improved psychosocial well-being – measured by a range of questions about a child's friendships, relationships, sense of safety and interaction with adults – ranged from 44 per cent to **55 per cent** across project sites.



Sector Highlights





Children at a refugee camp in Jordan. Facing long-term displacement and geographical isolation from settled communities, these children and their families take pleasure in the schooling and activities available through World Vision's programmes.

Education and child protection

In 2017, education and protection initiatives reached 177,839 people, including 113,441 children.

Children caught up in the Syria crisis urgently need protection, care and opportunities for learning. Helping children and their families find ways to meet these needs requires action in schools, homes, camps and communities. In 2017, World Vision's Children in Emergencies programme aimed to incorporate learning, play and social interaction for children from early childhood and preschool onwards.

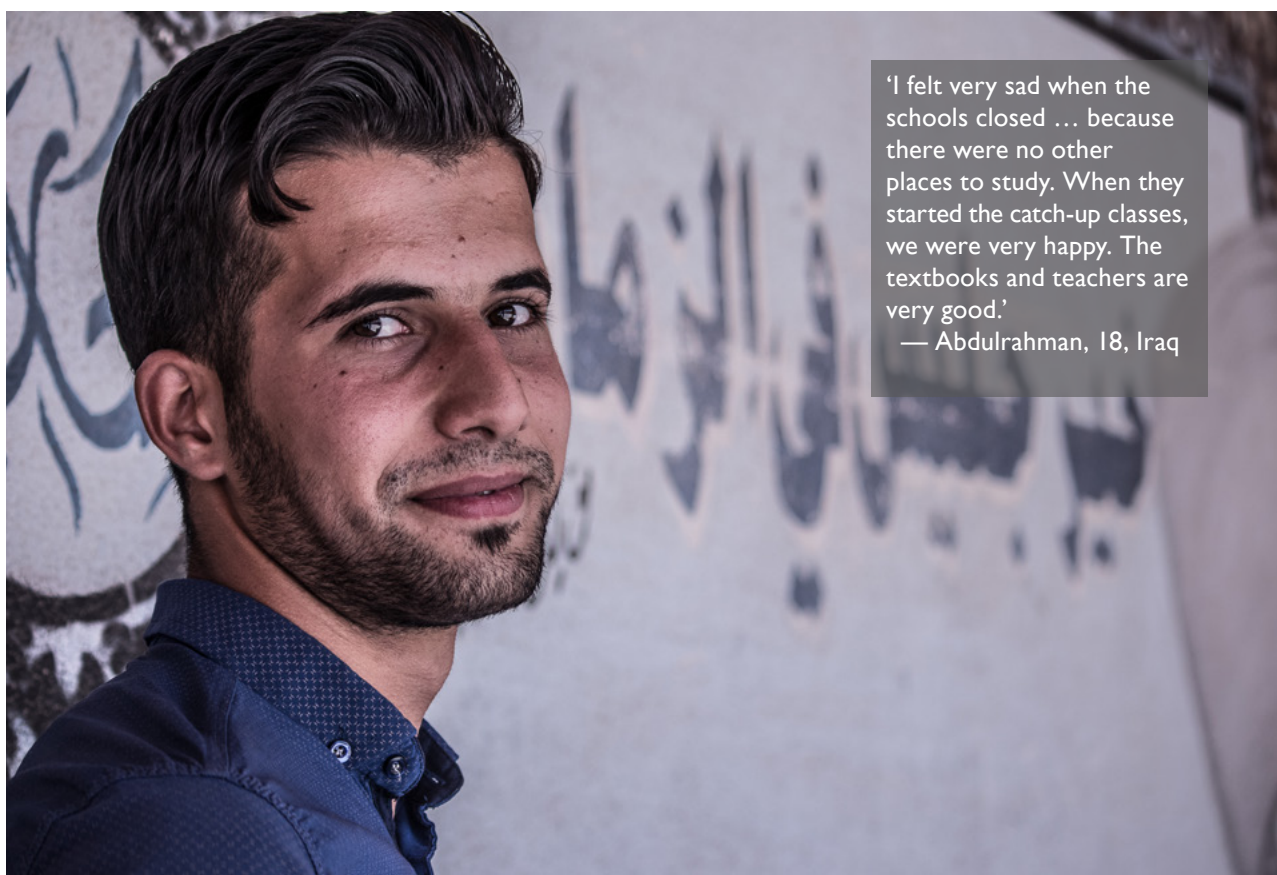
Education is key to ensuring long-term peace and stability in the region, as well as giving children and their families hope for the future. World Vision's programmes support children who have missed out on education to acquire crucial knowledge and skills so they can return to formal schools and work towards their certificates. As well as supporting access to education, World Vision is working with teachers,

parents, communities and governments to strengthen education systems to ensure sustainability for the future.

Adults – for instance, teachers, child protection volunteers and facilitators of Child-Friendly Spaces – also received dedicated support and skills training. As the most important figures and influencers in children's lives, parents and caregivers took up offers of support, counselling and advice on how to recognise and respond to their children's concerns and risks. In 2017, World Vision also continued to support and expand child protection networks, carefully monitoring situations and response needs for issues such as child labour, early marriage and gender-based violence.

TABLE 1. POPULATIONS REACHED IN 2017
EDUCATION AND CHILD PROTECTION INITIATIVES

Country	Total	Children
Iraq	78,000	51,637
Jordan	18,605	11,992
Lebanon	10,411	7,978
Syria	23,015	19,526
Turkey	47,808	22,308



'I felt very sad when the schools closed ... because there were no other places to study. When they started the catch-up classes, we were very happy. The textbooks and teachers are very good.'

— Abdulrahman, 18, Iraq

Schooling opportunities for all ages

- The Back to Learning campaign in southern Syria targeted areas that were hard to reach, where programmes involving children were very limited. Staff handed out brochures and talked to parents about overcoming barriers to their children's learning opportunities. The campaign reached over 2,000 people and resulted in high registration of children in World Vision's catch-up classes.
- Children attending early childhood education in the Bekaa, Lebanon, took a test of school readiness at the programme's end. The test measured basic counting and recognition of letters. It found that the programme was delivering improved rates of school readiness in a short time frame and that girls were more likely to be school-ready as a result of the programme than boys.

Non-formal and bridging education

- The core component of the programme in Turkey is child protection, with emphasis on children's resilience and psychosocial recovery. World Vision offers children living in camps the opportunity to play sports and engage in other recreational activities, to learn languages and computer skills and to join together for discussions and messages on life skills. Approximately 2,000 children and young people attend these activities monthly. As well as the benefit of developing new skills, they enjoy the opportunity to interact and learn in a safe and supportive environment.



When Ahmad was younger, he burned himself badly, and his parents could not afford proper treatment – leading him to become self-conscious about his scar. ‘When he first came to the early childhood learning, he used to hide his right arm under the table’, says his teacher, Jessica. ‘Now he’s very confident.’

- In the Kurdish Region of Iraq (KRI), World Vision holds classes in Child-Friendly Spaces for children who cannot attend school. Here they learn English and Arabic, maths, life skills and resilience, as well as sports, music, theatre and storytelling. A mobile library with books for children stimulates reading.
- At Child-Friendly Spaces in Idlib, Syria, World Vision offers life-skills courses for older children, using a curriculum called I Deal. Topics in I Deal are designed to help build constructive relationships with peers and adults as well as to advise young people on more basic life skills such as health, hygiene and positive social behaviour.

Recreation, play and counselling

- Working with children in the camps of Iraq calls for flexibility because situations and populations change. Child-Friendly Spaces have been vital starting points for bringing children and their parents together so that other support can be offered, for instance, vaccinations, counselling, psychosocial support and referrals, awareness of gender-based violence and child protection systems.
- Child-Friendly Spaces that included psychosocial support activities in Lebanon showed results for children's well-being. A questionnaire with children after they had attended a term of these sessions found that 57 per cent felt better and more secure than before their Child-Friendly Spaces participation.

- Sports facilities and tournaments have been an important component of the response in Jordan for several years. Both girls and boys join the soccer clubs supported by World Vision. In communities where tensions between long-standing residents and new arrivals can lead to discrimination, the friendships amongst young people of different backgrounds, resulting from joint activities, are crucial and valued.

Protection from rights abuse and violence

- In 2017, many World Vision projects had a primary goal of protecting children from violence, working through schools, parents' groups and faith leaders to encourage families, and their neighbours, to provide the safest possible environment for children's well-being. Because welfare risks and systems differ across countries affected by the Syria crisis, protection work has focused on local strategies: engaging teachers to promote protection and inclusion in schools; training parents and caregivers in positive, nonviolent ways to discipline children; establishing community-based child protection committees to recognise and refer cases of violence or other rights violations against women and children.
- Child protection awareness and response have been core responsibilities of World Vision's programme in Syria. In Idlib, a mobile team working through schools and Child-Friendly Spaces shared messages about child protection issues with approximately 5,000 people a month. Child labour has been of particular concern, considering that schooling has been interrupted and families are in desperate need of money. The mobile teams have highlighted this in camps and communities by focusing on the negative physical and psychological effects of children taking on adult work.



Shaima, one of 100 children at World Vision's football ground in Azraq, Jordan, still finds it difficult to talk about her journey from Syria. She says, 'World Vision encouraged me to play football. I feel comfortable and safe here because there are lots of activities.'



'The employer is violent; parents are violent; siblings and neighbours are violent. Together with the children, we learn how to communicate without resorting to violence.'

— Lea Chebli,
PSS facilitator, Bekaa, Lebanon



No lost generation

The No Lost Generation (NLG) multi-agency initiative started in 2013 with World Vision as a non-governmental organisation (NGO) co-lead to focus on three underserved sectors: education, child protection and youth engagement. World Vision has been a key NLG actor since the start of the crisis, appointing a head of NLG as part of the Regional Syria Response Team to bring a strategic approach and coherence to NLG programming. In addition to 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.

World Vision organised and was a key sponsor of the NLG EdTech Summit 2017. The event, held in Jordan in March 2017, brought together technology companies from the private sector and aid agencies to generate innovative solutions to help young people affected by the Syria crisis to catch up on their education.



FOOD, CASH AND LIVELIHOODS PROGRAMMES

In 2017, food, cash and livelihoods programming reached 723,036 people, including 433,548 children.

Support to household economies and food has taken many forms: cash transfers in Lebanon, grocery vouchers with approved suppliers in KRI, school snacks and rice distribution in Jordan and food baskets for people settling along the Syria-Turkey border. As many families are receiving this support every month, food and cash distribution represents a significant proportion of World Vision's overall programme,

Cash transfer and food vouchers

- It is increasingly recognised that, where local markets and economies are in place, the best way to help people with their basic needs is through cash transfer. Partnering with the World Food Programme (WFP) in Iraq and with European Commission Humanitarian Aid Office (ECHO) in Lebanon, World Vision has used e-card technology to simplify the process for families eligible for support and place them in control of how the money is spent.
- WFP food vouchers in Iraq give similar flexibility of choice to recipients and also provide opportunities to monitor markets and suppliers to ensure prices remain fair and comparable.

Food distribution

- In Jordan, World Vision continues its valued arrangement of rice distribution in partnership with the Taiwanese government; the rice helps an average of 90,000 people per month.
- Food distribution also has operated through short-term projects, usually responding to initial displacement

needs until families are ready to register for other forms of resettlement support: for instance, nearly 10,000 food baskets for displaced families in Homs, Syria, or food boxes through churches in Bekaa, Lebanon, for 700 families.

Food for children

- World Vision has been providing wholesome snacks (date bars and juice) to disadvantaged children attending schools in Jordan for several years. While this continues, food for children took a broader approach in 2017 with the WFP Healthy Kitchens project. This project intends to foster healthy school environments with cooked meals for around 30,000 Syrian refugee children attending formal schools in Za'atari and Azraq camps.

Livelihoods startup

Given the probability of long-term displacement in Iraq and Syria, jobs and livelihoods are a constant concern in camps and communities. In 2017, World Vision began piloting ideas for economic development that could help lift displaced and refugee families out of dependency on humanitarian aid.

- In Iraq, the focus has been on young, unemployed people through an 'EcoVillage,' where they learn sustainable (permaculture) farming practices as well as associated skills such as market negotiation, bookkeeping and computer skills.

TABLE 2. POPULATIONS REACHED IN 2017 FOOD, CASH AND LIVELIHOODS PROGRAMMES INITIATIVES

Country	Total	Children
Iraq	391,591	223,466
Jordan	149,163	103,189
Lebanon	177,521	104,329
Syria	4,761	2,564

Saihan and her mother, Jamila, both took part in a three-week permaculture design course as part of World Vision's EcoVillage initiative in Iraq. The aim of the project is to increase sustainable food production in the camps, to create green space and shade, and to give young people opportunities to learn. Bringing two generations together is deliberate, so that young people learn not only from the course facilitators but also from the skills and experiences of their parents' generation.

'At the beginning the camp was full of tents, not the small housing blocks there are now. Now it's more organised. There are bathrooms, and hot and cold water – there have been many changes. But it's very hot in the camp ... [and] it's difficult being so far from everything,' said Saihan.

'We grew sunflowers and vegetables such as potatoes and tomatoes. Red tomatoes were the most successful, and eggplants. We have cooked dolma with the grape leaves. Even though it's a small bit of land, we can grow a lot from it.'



WATER, SANITATION AND HYGIENE PROJECTS

In 2017, water, sanitation and hygiene (WASH) programming reached 846,565 people, including 492,394 children.

Children are particularly at risk of ill effects from poor water and sanitation. Clean water, protected supply, storage and drainage along with good hygiene habits are essential to children's health and nutrition and are core components of World Vision's WASH response in the five countries of the Syria crisis. In 2017, World Vision continued as a major provider of drainage, infrastructure and trucked water within camps, as well as repairing, rehabilitating, and upgrading municipal water and sanitation systems. Damage to or undersupply of water systems in schools and hospitals has been prioritised, with a view to community ownership and maintenance of these systems long term. All WASH programmes have included local activities, helping families understand how to maintain hygiene and reduce risk of water-borne illnesses in their changed living conditions. A practical way to assist with this has been distribution of family hygiene kits containing water storage, soap, toothpaste, feminine hygiene products and other basic supplies.

Rehabilitation of schools, hospitals and other public buildings

- Rehabilitation of 10 schools in Iraq made it possible for more students to attend classes; particular emphasis was placed on toilets that met the needs of female students in terms of safety, hygiene and menstrual health.
- Diesel fuel to power generators for hospitals and emergency clinics has been an essential and life-saving service provided by World Vision in Syria. Fuel and storage are also needed for many of the larger water-supply solutions so that pumps can operate for at least a few hours each day. To ensure these services continue, World Vision has delivered many thousands of litres of diesel fuel each month to project sites in northern Syria.

Drainage and other sanitation in camps

- Displacement of families from Mosul in early 2017 led to the opening of new camps in safer regions of Iraq, including Hasansham U2, where World Vision took the lead on a WASH 'package' for 9,360 people. The package, based on Sphere standards,³ included provision and chlorination of drinking water; sanitary and enclosed toilet facilities, private and secure bathing facilities, drainage, garbage disposal and household storage. A survey of camp residents found high levels of satisfaction with the services provided as well as an increased knowledge and emphasis on health and hygiene choices in the home.

TABLE 3. POPULATIONS REACHED IN 2017 WASH INITIATIVES

Country	Total	Children
Iraq	326,474	172,340
Jordan	11,197	10,706
Lebanon	14,688	8,531
Syria	494,206	300,817



Mothers and children attend a World Vision class promoting good hygiene, part of a series of lessons on children's care in Bekaa, Lebanon.

3 The Sphere Project, *The Sphere Handbook* (2011; currently under revision), <http://www.sphereproject.org/handbook/>.

World Vision has been providing essential water and sanitation services to refugee camps in Jordan since 2013.

Municipal water supplies

- In 2017, restoration and expansion of WASH systems in Syria's war-damaged towns and cities was a priority for World Vision. Large-scale projects in partnership with the United Nations, government and private donors delivered safe drinking water, chlorinated existing water supplies, installed water tanks and laid pipelines. Distribution of hygiene kits and water storage containers, as well as promotion of good hygiene practices, reduced the likelihood of children falling sick. Over 490,000 people benefited from this work in areas such as Menbij, Homs, Aleppo and Idlib.

Household needs

- A new WASH project in 2017 aimed to understand and meet the water and sanitation needs of people living with disabilities in community settings in Iraq. As well as improving accessibility and practicality of water, bathing and toilet facilities in 50 households, the project installed disability-friendly facilities in a hospital and a university in Kirkuk.
- In 2017, the world-renowned children's television show *Sesame Street* expanded its WASH UP! programme through World Vision into Jordan, Lebanon and Iraq. WASH UP! uses different ways to explain to children and their parents basic hygiene practices: using clean water, hand washing with soap and proper toilet use. Because of the challenging psychosocial context for children affected by the Syria crisis, WASH UP! will adapt its usual format for a greater emphasis on the social and emotional needs of Syrian and Iraqi children.



WINTER AND HOUSEHOLD SUPPLIES

In 2017, winter and household supplies reached 73,242 people, including 40,458 children.

While support to families affected by the Syria crisis changes over time, an urgent need remains for the basics, especially for people newly displaced by violence. In Syria and Iraq, 2017 was a volatile year for forced and sudden displacement, and both winter and summer delivered harsh conditions. Support from many government donors as well as private donations from individual supporters and corporations helped World Vision to be there when and where needed, reaching nearly 75,000 people with warm clothes, kitchen equipment, stoves and fuel. More than half of those helped were children.

TABLE 4. POPULATIONS REACHED IN 2017 WINTER AND HOUSEHOLD SUPPLIES INITIATIVES

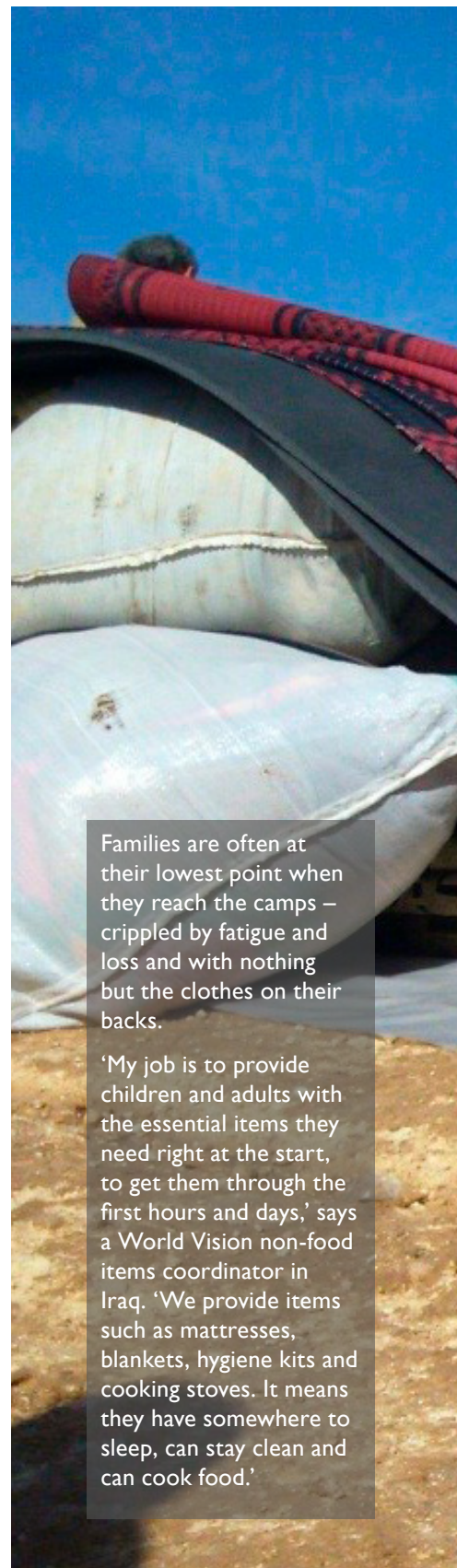
Country	Total	Children
Iraq	39,651	23,626
Jordan	9,351	3,675
Syria	24,240	13,157

Prepositioning clothing, stoves, fuel

- Humanitarian workers monitored situations closely in 2017, trying to predict the volume of displacement and needs from battles over Mosul (Iraq), Aleppo (Syria) and other contested or sieged locations. In October 2016, for example, WV Iraq located additional warehouses and began to stock them with 5,000 litre water tanks, startup household hygiene kits and replenishment supplies, warm shawls and stoves. Nearly 8,000 stoves were distributed over the next six months.
- In Jordan a project for families in need provided a standard package of stoves and gas cylinders as well as winterisation vouchers or cash, which allowed families to select their own clothing and other requirements for the winter. Nearly 2,400 people received this support over the six months of the project.

Shelter

- World Vision does not operate a shelter programme in its Syria response, as that responsibility is assigned elsewhere in the United Nations cluster coordination. However, closely integrated with its water and sanitation projects, World Vision has helped with warmth, safety and security of homes and public buildings, inside and outside camps. This has included repair and refitting of damaged houses in Idlib and Aleppo, gravelling roads and paths that are needed for safe transit, and fitting solar panels in community buildings.



Families are often at their lowest point when they reach the camps – crippled by fatigue and loss and with nothing but the clothes on their backs.

‘My job is to provide children and adults with the essential items they need right at the start, to get them through the first hours and days,’ says a World Vision non-food items coordinator in Iraq. ‘We provide items such as mattresses, blankets, hygiene kits and cooking stoves. It means they have somewhere to sleep, can stay clean and can cook food.’



HEALTH AND NUTRITION PROGRAMMES

In 2017, World Vision's health and nutrition programming reached 405,376 people, including 210,239 children.

A breakdown of basic health services in Syria and Iraq is tragic and terrifying, especially for children and their mothers. Hospitals have been deliberately targeted. Medical professionals have fled conflict zones, and some have died. World Vision's support to maintain and continue the skeleton services left in place in these contexts has been crucial. In 2017, across several locations, World Vision measures have noted increased frequency of antenatal care checkups, take-up of home care for childhood illnesses (for instance, treating diarrhoea with oral rehydration salts) and satisfaction with the accessibility and quality of services. Specialised maternity staff and equipment have assisted with births, including caesareans. Women who had experienced sexual violence were able to seek medical care and support. The scale of health support is small compared to the immense needs of displaced or conflict-affected populations, but where World Vision has been able to reach, lives have been saved.

Rebuilding health systems is a long-term proposition. In 2017, World Vision's WASH programmes was integrated closely with health programmes so that improvements to infrastructure were in line with local government policies and capacities.

Staffing remains an urgent need, and the health programme has provided training and skills development for local health volunteers and medical personnel.

Hospital repairs and equipment

- Through different projects in northern Syria, World Vision supported at least four hospitals and eight clinics to remain open or reopen. Facilities received equipment, supplies and diesel for generators, training for staff and repair of bomb damage to wards and water supply. These facilities undoubtedly saved lives, with more than 20,000 consultations and 2,000 operations taking place each month.
- World Vision prioritised support for women's and girls' health, including antenatal care, assisted deliveries and family health, in Syrian hospitals. Birthing wards with appropriate equipment were a priority service for restoration, paying off through safer deliveries and reduced complications. After being rebuilt almost from scratch, one hospital in Aleppo safely delivered 110 newborns in September 2017, including five sets of twins.

Women's health

- Several short-term projects in Syria and Iraq in 2017 allowed World Vision to build a stronger emphasis on girls and women affected by conflict, including those who had experienced sexual violence or gender-based violence. Women staff were appointed wherever possible to these services – in one project in Syria, 62 out of 98 workers were women.
- A clinic-based service in Idlib, Syria, helped 1,500 girls and women in one month, including gynaecological and paediatric services. Another, based in a community centre with a focus on awareness and support, helped more than 2,000 women in its first month.

TABLE 5. POPULATIONS REACHED IN 2017
HEALTH AND NUTRITION INITIATIVES

Country	Total	Children
Iraq	101,578	59,327
Syria	303,798	150,912



In April 2017, Shinan Hospital in Idlib was amongst the targets for airstrikes. The rockets fell only a few metres away from the hospital walls as medical staff, trained by World Vision's local partner, were performing a caesarean section. The team – a gynaecologist, anaesthetist and nurse – stood its ground and completed the procedure and then evacuated with the mother and newborn to safer territory for post-operative care.

Mobile clinics and community health

- With funding from the Office of US Foreign Disaster Assistance (OFDA), World Vision set up seven clinics in Iraq to provide free health care to some of the most vulnerable children and their families. With 11 doctors and 11 nurses on staff, the clinics offered a range of services, including treatment for diseases, care for pregnant women and new mothers, immunisations and dispensing medicines. The project will continue in a new phase with expanded services in 2018.
- World Vision's women and young child spaces (WAYCS) in Iraq and Syria give mothers safe spaces to come together and talk about good health and nutrition practices for themselves and their children. By introducing 'psychological first aid' concepts to staff and volunteers operating these spaces or other health outreach services, World Vision has helped to strengthen networks of care and support for war-affected communities, a vital need that has been emphasised with greater urgency every year.
- Provision of quality psychosocial support services for people affected by the Syria crisis was enhanced in 2017 by the rollout of 'psychological first aid' training. Participants in this training included medical staff (doctors and nurses), teachers and community volunteers, including parents and health outreach workers. Their strengthened skills in psychosocial aspects of health helped not only to support students, patients and peers but also to supply referrals where necessary to more formal psychological care.

Partnerships

Achieving results for children affected by the Syria crisis would be impossible without effective partnerships. World Vision acknowledges and values the opportunities that partners bring to enhance reach, relevance and impact of our response efforts. In-country, local and trusted partners – including civil society organisations, NGOs and government – operate with contextual understanding, compassion and an emphasis on social cohesion. Many take on direct project management in health, water and food/cash distributions, with World Vision acting as technical advisor and monitor to ensure accountability for results. Internationally, partners include government donors, other NGOs and United Nations agencies working together on direct relief, child-focused recovery and advocacy for peace and humanitarian protection in the region.

Working with governments: To support policy and sustainable results, World Vision's work in camps, communities and municipalities takes place in close partnership with government planning. Syria's neighbours face complex pressures in resettling refugees and internally displaced families. World Vision is careful to ensure its programming is in line with effective and fair policies. Partnerships extend from local level – for instance, designing disability-inclusive WASH for public buildings in Kirkuk, Iraq – through to the national level.

Working with local organisations: Local organisations hold the primary relationship with children and their caregivers, and they help greatly with World Vision's ability to measure, monitor and speak out about the effects of the crisis on children. In 2017, locally led initiatives for children's education, recreation, fair inclusion and protection were a cornerstone of World Vision's response across all locations. While some organisations were already in place and working, others, such as community-based child protection committees, started up as a result of World Vision's programming.

PARTNERING ON CHILD WELL-BEING: ALI'S STORY

With funding from UNICEF, World Vision is working with 48 schools across the Kirkuk region of Iraq to improve the quality of education, increase social unity and help out-of-school children find a way back to learning. One of these children is Ali. Spinal injuries from a traffic accident have left him unable to walk, and attending school was not something he or his family had thought possible. But the parents-and-teachers' group at the school nearby worked on disability access, with Ali's needs in mind.

Ali's father says, 'Ali had difficulties accessing the school because of the stairs. So [World Vision] added ramps for him. Ali is brave. And he loves going to school. Even sometimes when it's raining heavily he still goes to school. He refuses to stay at home even though it's difficult for him to go out. He loves sports because the teacher wheels him while the other children are running and playing football. This helps him feel he's equal.'

Ali says it's his teachers and his friends who motivate him to go to school every day: 'My best friend is Mohammed. I go to school because of Mohammed. He's always helping me by taking me out of the class to play outside and then back again. And when the teacher gives a lesson using the white board and children have to go up and write on the board, the teacher will come and get me, so I can write on the board too, and then take me back to my desk. I go to school because I want to be able to read and write. I want to be a teacher. I love my teachers because they are good to me.'



Churches and faith-based organisations:

In line with faith tenets, Christian and Muslim communities are offering significant support to the most needy in their midst, coordinated by faith leaders and assisted by resources channelled through World Vision. In 2017, World Vision's partnership with faith groups became more deliberate with the expansion of two 'family values' initiatives: World Vision's parenting support curriculum Celebrating Families in several locations; and a life-skills programme in Iraq for adolescents and youth belonging to faith congregations. Both initiatives are delivered by faith leaders directly.

Inside Syria, a partnership with church groups has led to provision of health and child protection services.

International organisations and donors:

World Vision's role in the Syria Response sits within a broad partnership of NGOs and agencies, coordinated through the UN cluster system and various working groups. Protracted displacement in Syria and Iraq means that many programming and advocacy relationships span several years, particularly the multi-agency No Lost Generation initiative, which helps coordinate the regional response for education, child protection and youth programming.

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, United Nations 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), European Union (EU), Global Affairs Canada (GAC), Government of Taiwan, HOPE US, Japan Platform (JPF), Sesame Street, UNICEF, WFP
IRAQ	Dutch Ministry of Foreign Affairs, Finland Ministry of Foreign Affairs, Gesellschaft für Internationale Zusammenarbeit (GIZ), Government of Germany (GOG), EU MADAD, Office of US Foreign Disaster Assistance (OFDA), UNICEF, UNESCO, UNHCR, United Nations Office for the Coordination (OCHA), WFP
SYRIA	BMZ, Dutch Relief Fund, GAC, HPF/Halo Trust, Irish Aid, OFDA, UNICEF
TURKEY	BMZ, ECHO

PARTNERS

• Academic institutions/universities • four national networks • nine hospitals • 26 churches • 12 community networks • 10 international NGOs through two consortia • 33 national NGOs • 73 municipalities • 28 primary health-care centres • 81 private schools • 74 public schools • 10 social development centres • eight mosques and Muslim institutions • 29 youth groups	Asian Football Development Project (AFDP), BE Environmental Services, Family and Childhood Protection Society (FCPS), Football Club Social Alliance (FCSA), Generations for Peace, Iskan of Prince Talal, Al-Arj, Jordan River Foundation (JRF), Jordanian Hashemite Fund for Human Development (JOHUD), Madrasati, Messengers of Peace, Princess Haya Center, Princess Salma Center, Questscope, Right To Play, Royal Health Awareness Society (RHAS), Scort Foundation, Tkiyet Um Ali (TUA) Al-Ghad, Assyrian Orthodox Church of Erbil, Board of Refugee and Humanitarian Affairs, Chaldean Catholic Church of Erbil, Department of Education Kirkuk, Governorate of Kirkuk and Directorate of Kurdish studies Kirkuk, Mar Elia Church, Mar Yousef Church, People's Aid Organisation, Rosch Society, Voice of Older People and Family (VOP), Water Directorate of Ninewa, Women Rehabilitation Organization (WRO) Auranitis, Bina, Halo Trust & Shafak, Hand in Hand, Ihsan, İnsaniye Yardim Denergi (IYD), Syria Relief, Syria Relief and Development (SRD), Union of Medical Care and Relief Organizations (UOSSM), Violet International Middle East Peace Research (IMPR), International Blue Crescent
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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

Advocating on behalf of children affected by conflict continued to form a central part of World Vision's work throughout 2017. Drawing on our colleagues' resources and expertise in capital cities around the world, we worked to influence the United Nations, governments and peer aid agencies to shape policies to benefit Syrian children.

At the six-year mark since the start of the crisis, World Vision produced a report entitled 'Violence Is the New Normal', describing some of the secondary layers of violence that children experience in conflict zones, including child marriage and domestic violence. The report provided recommendations for donor and humanitarian responses to counter the rising prevalence of such issues.

At the same time, Syria Response staff met key donor and government officials in Canada, the United States, Germany and the European Union in Brussels. For example, EU officials and civil society came together to hear World Vision's field-level viewpoints about cross-border work to provide aid and protection inside Syria and ask questions to feed back into policy discussions.

In April, the European Union hosted a Brussels Donors Conference on the Future of Syria where World Vision participated in side events. World Vision's representation at the G7 Summit in Italy also included messaging and engagement on Syria, specifically identifying key protection issues and humanitarian actions that remain under supported and under funded.

The Syria Response has also played a significant role in World Vision's global It Takes a World⁴ campaign, which is advocating for an end to violence against children. World Vision Lebanon has been paving the way for a public engagement and advocacy campaign, complementing more focused programmes to address behavioural changes and gaps in child protection systems. The overall goal is to shift the Lebanese public's acceptance of violent discipline.

Finally, World Vision's co-leadership of the No Lost Generation initiative has provided a platform to speak broadly about the need for continued investment in education and protection for Syria and the region's young people in events at the United States Congress and European Parliament.

'I've been learning about health and safety and how to see the land mines from the war. I have been taught that if I see something strange not to touch it and not to carry it to the house.'

— Nazani, 10,
with her sister at
home, Iraq



⁴ World Vision's campaign, It Takes a World to End Violence against Children, confronts the routine cycles of violence in children's lives. It is igniting movements of people committed to keeping children safe from harm with a promise to relentlessly advocate for an end to violence against children. <https://www.wvi.org/ittakesaworld>.



Ten-year-old Hamza from Damascus, now living in Azraq Refugee Camp, says, 'When I was a child I always liked to sing – it helped me express my emotions. When I sing ... I remember the good days.'

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
- accountability to the Affected Populations Operational Framework
- the Joint Standards Initiative
- the Global Alliance for Urban Crises Charter.

In line with our 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 2017, WORLD VISION'S SYRIA CRISIS RESPONSE PROGRAMME RECEIVED **US\$164,103,875** IN FUNDING.

THE PROGRAMME SPENT **US\$147,056,215**, DISBURSED AS SHOWN IN FIGURES 2–4.
US\$17,047,660 WAS CARRIED FORWARD TO 2018.

FIGURE 2. 2017 SPEND, PROPORTIONAL BY SECTOR (US\$)

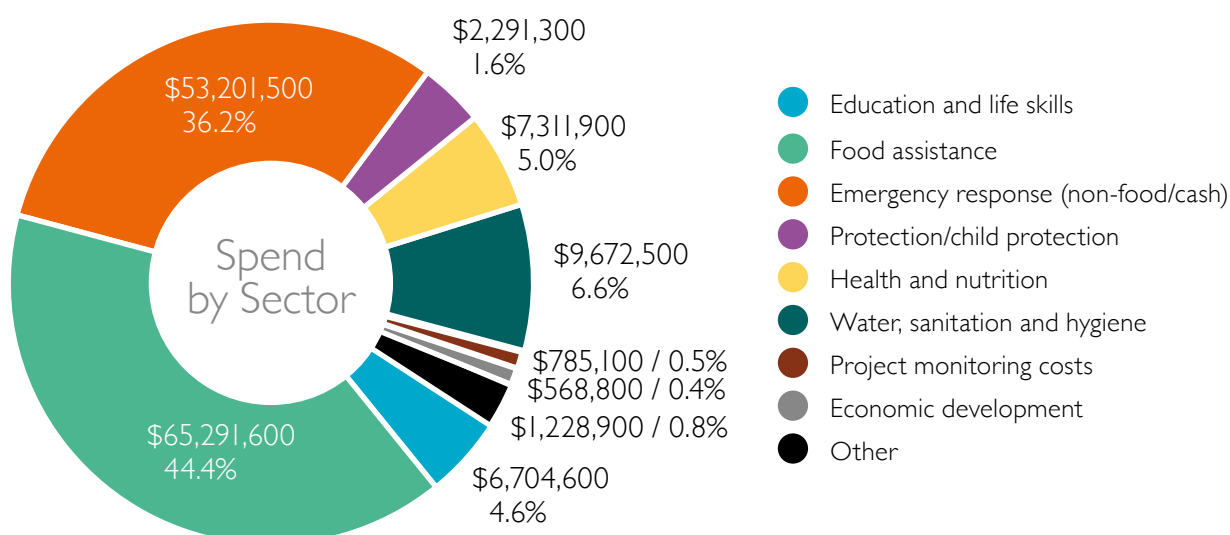


FIGURE 3. 2017 FUNDING, PROPORTIONAL BY COUNTRY OF OPERATION (US\$)

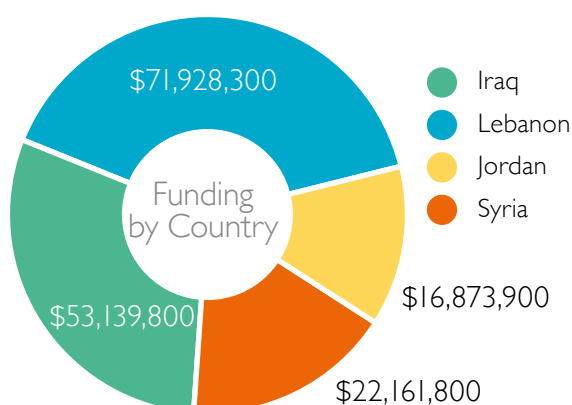
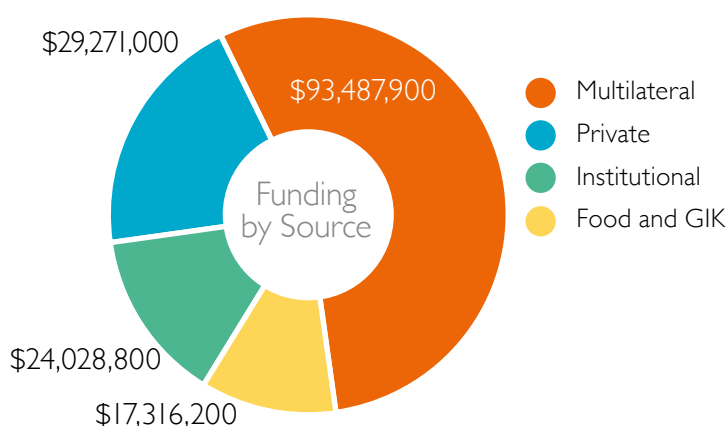


FIGURE 4. 2017 FUNDING, PROPORTIONAL BY SOURCE (US\$)





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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