



# Bringing Hope to Forgotten Faces

2015 Syria Crisis Response Report

## ABOUT THIS REPORT

The information in this report was 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 2015 financial year (1 October 2014–30 September 2015), which brings World Vision's total response timeline in and around Syria to four and one-half years. The report builds on, and at times refers to, the information reported in the 2014 report, World Vision's *Syria Crisis Response: Three Years On*. Where relevant, cumulative or comparative figures were used.

## 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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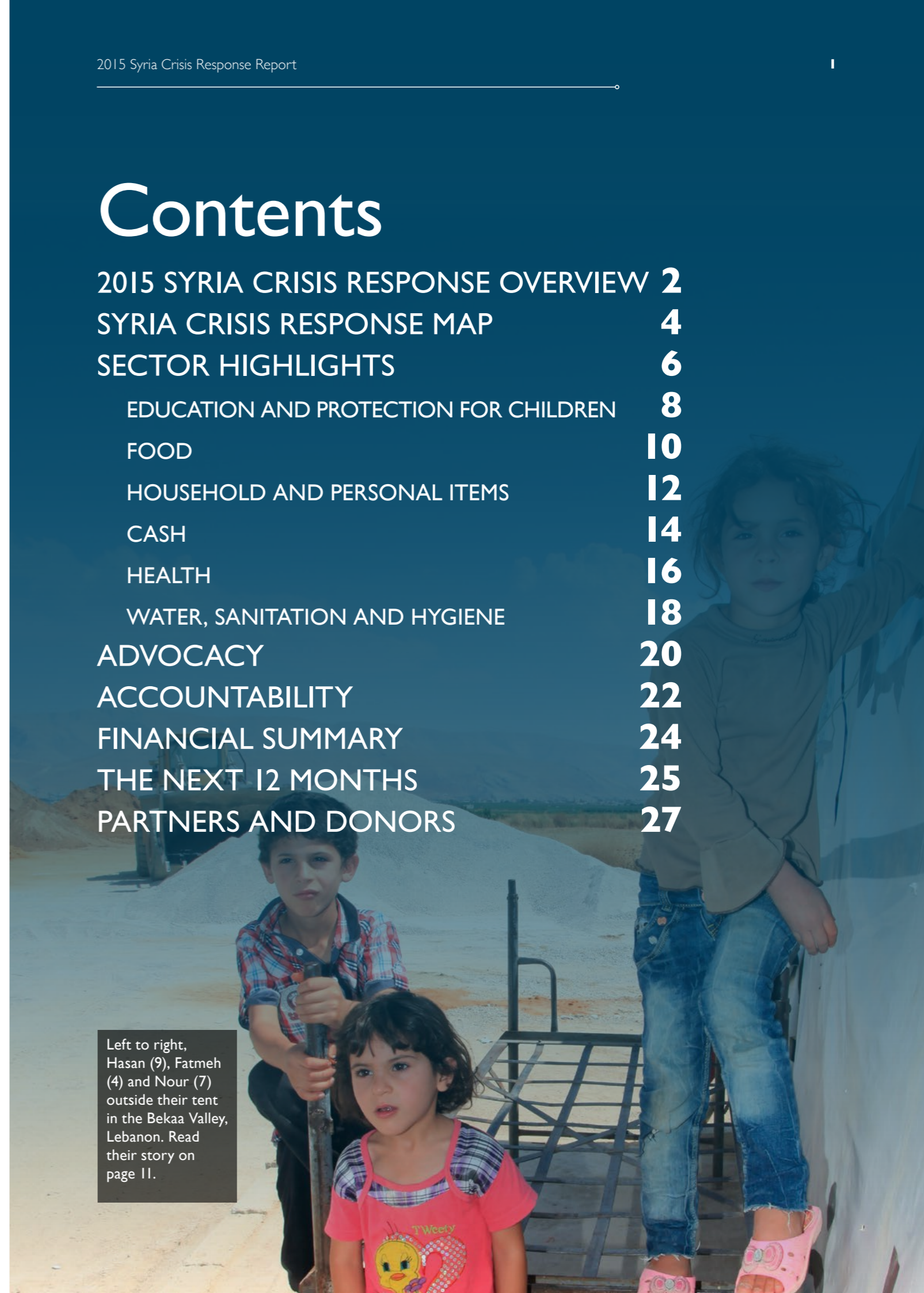
Front cover photo: Displaced children Hareman and Manaa play with their friends in an unfinished building in the Kurdish region of Iraq. Read their story on page 12.

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Left to right, Hasan (9), Fatmeh (4) and Nour (7) outside their tent in the Bekaa Valley, Lebanon. Read their story on page 11.



# 2015 Syria Crisis Response overview

The displacement and suffering caused by Syria's conflict since 2011 is the largest humanitarian crisis of our time, and the trends of death, destruction and displacement continue to worsen.

As of January 2016, there were over 4.6 million registered Syrian refugees (see Figure 2),<sup>1</sup> 3.3 million people displaced within Iraq and 6.6 million inside Syria. At least half of those displaced are children. Interrupted schooling, limited access to health services, food insecurity and extremely limited protection from harm and abuse are among the many factors affecting children.

World Vision began responding to the needs of displaced children and families in and around Syria in 2011 through its existing presence in vulnerable communities across Lebanon. Since then, World Vision's Syria Crisis Response has expanded to include five countries: Syria, Jordan, Iraq, Lebanon and Turkey. World Vision has assisted approximately 2.37 million refugees, internally displaced people and vulnerable host community members since the beginning of the response in 2011. (For a summary of key interventions in each country, see Box 1.)

‘It should shame us all that, three years since the adoption of the Geneva Communiqué on resolving the cataclysmic conflict in Syria, the suffering of the Syrian people continues to plumb new depths.’

– Ban Ki Moon, Statement on the Third Anniversary of the Geneva Communiqué on Syria, June 2015

## BOX 1: SUMMARY OF KEY INTERVENTIONS IN EACH SYRIA CRISIS RESPONSE COUNTRY

World Vision's Syria Crisis Response has offices in Lebanon, Turkey, Iraq and Jordan, with cross-border operations from Turkey into Syria. A regional response team, based in Jordan, provides technical advice, oversight and resource management.

- **Lebanon:** Cash programming through e-cards; municipal repairs and direct household support on water and sanitation; supporting children through educational and psychosocial programmes
- **Syria:** Sustainable water and sanitation solutions, psychosocial support for children; household and winter items; hygiene kits and baby kits; filling gaps in fractured health-care services
- **Turkey:** First distribution to refugees in July 2015 (baby kits)
- **Jordan:** School, extracurricular and psychosocial activities for children of all backgrounds; drainage, water supply system and sanitation facilities in refugee camps; water, sanitation and hygiene facilities rehabilitated in schools in host communities
- **Iraq:** Food assistance; drilling boreholes and upgrading water treatment plants; fixed and mobile clinics in areas with no health care; informal and alternative learning opportunities for children; women's centre to protect women and girls from violence
- **Regional response team:** Concerted advocacy for children in emergencies; centralised Response-wide system for monitoring, evaluation, evidence and learning

Under its One Syria Response Strategy (2015–2017), World Vision aims to reach 2 million children and adults by 2017. In 2015 World Vision mobilised over US\$116 million to assist approximately 1.1 million people, including over 630,000 children.

**Humanitarian response teams faced significant challenges** in reaching and working with populations affected by the Syria Crisis in 2015 including:

- Access: Tragically, most of the children remaining in Syria are in areas that are difficult to reach, with little access to humanitarian services.
- Refugee movement: Programmes have needed to adapt quickly to meet emerging needs as the crisis unfolds in volatile and unexpected ways (see Figure 2).
- Staff and partner safety: Particularly within Syria and Iraq, armed conflict threatens humanitarian space and those who are working within it.
- Funding shortfalls: Though the need for life-saving aid continues to rise, available funds fall well short of what is required. In 2015, insufficient funding forced the World Food Programme to reduce its allowances to families in need.

World Vision remains committed to improving the well-being of children caught up in the Syria crisis.

The Syria Crisis Response operates under World Vision's framework for child well-being. The strategy for the response contributes to two key targets:

- children report an increased level of well-being
- increase in children protected from disease and infection.

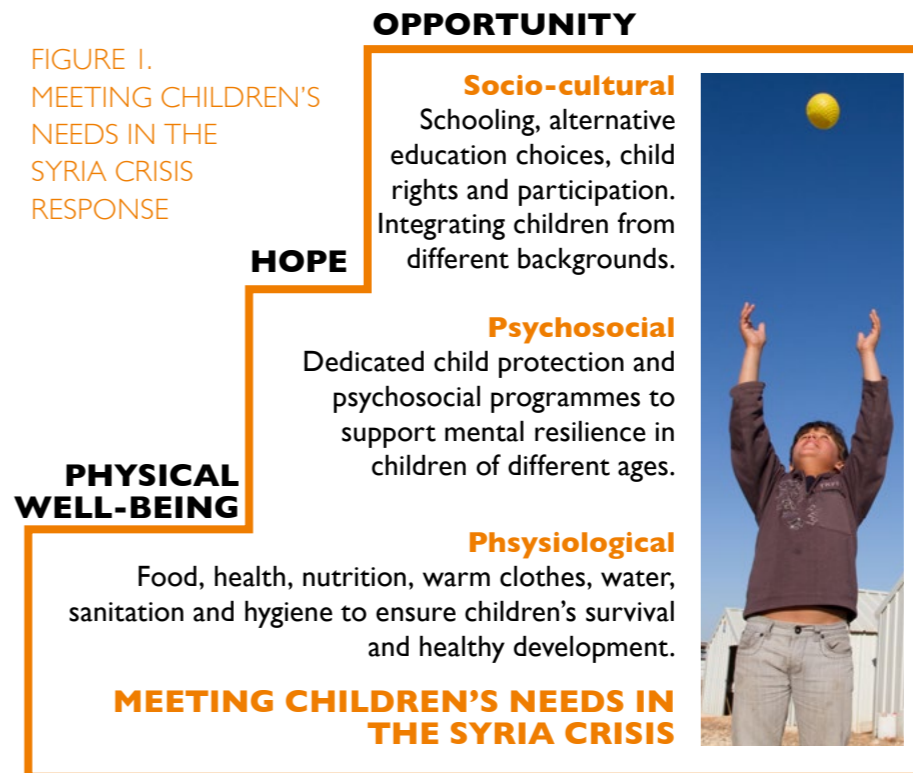
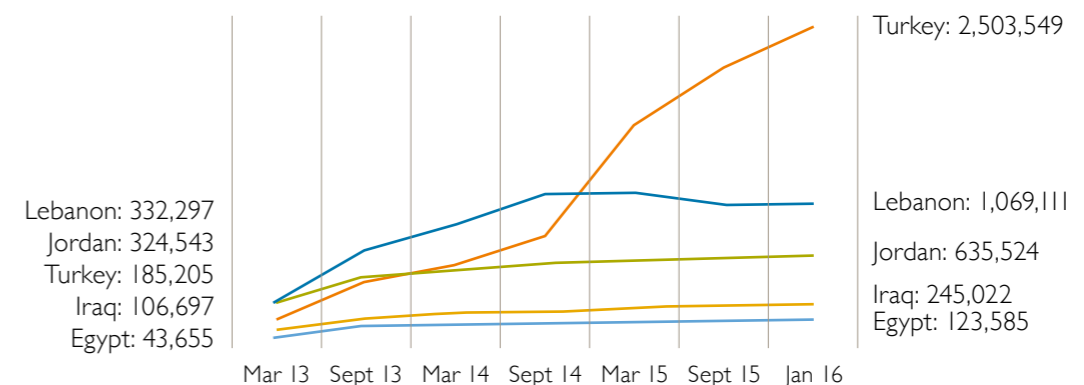
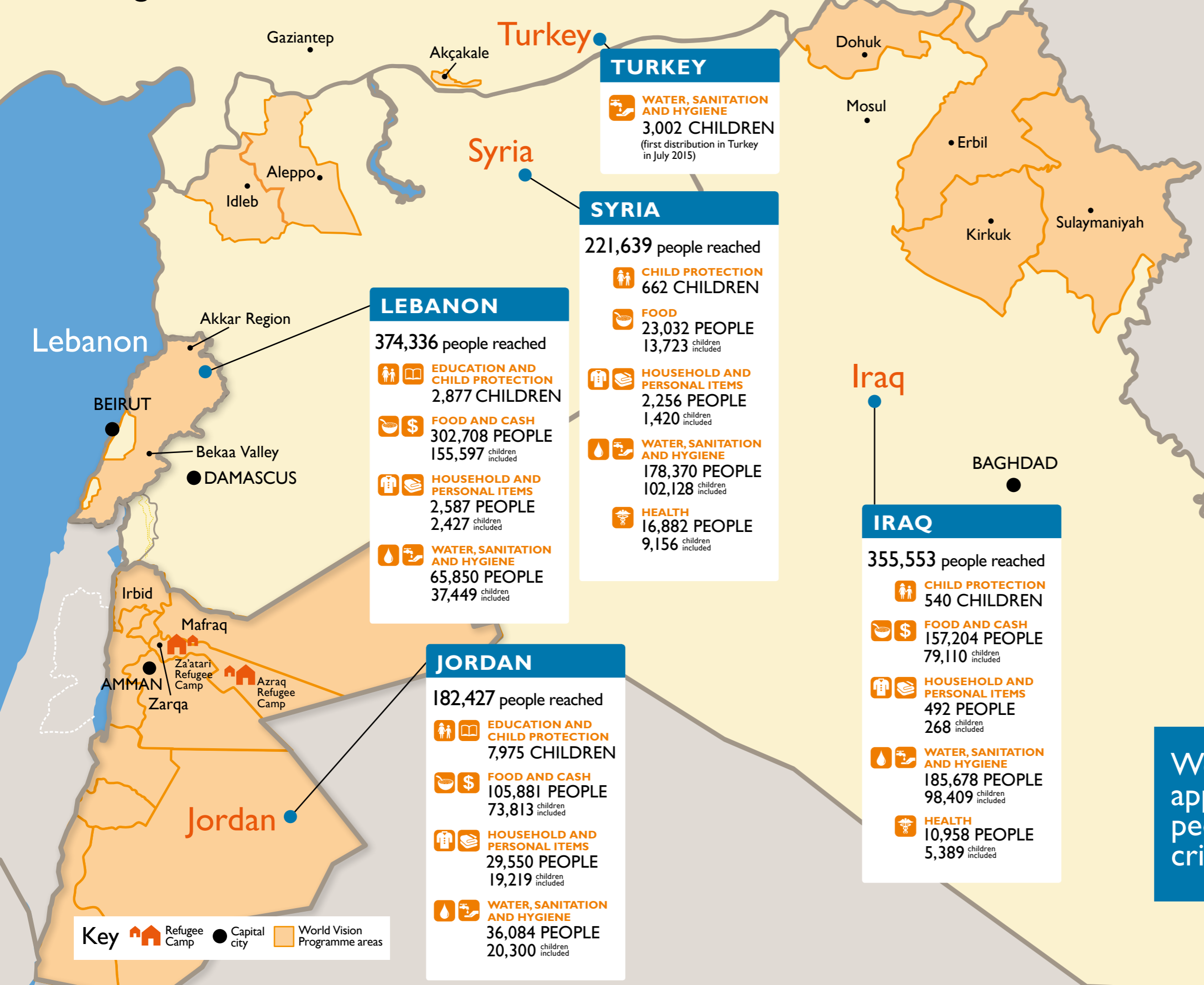


FIGURE 2. REGISTERED SYRIAN REFUGEE PATTERNS 2013–2016



<sup>1</sup> UNHCR, 'Syria Crisis Dashboard', <http://data.unhcr.org/syrianrefugees/regional.php>.

In 2015, World Vision's Syria Crisis Response reached approximately **1.1 million people**, including over **630,000 children**.



**TURKEY**

- WATER, SANITATION AND HYGIENE**  
3,002 CHILDREN  
(first distribution in Turkey in July 2015)

**SYRIA**

221,639 people reached

- CHILD PROTECTION**  
662 CHILDREN
- FOOD**  
23,032 PEOPLE  
13,723 children included
- HOUSEHOLD AND PERSONAL ITEMS**  
2,256 PEOPLE  
1,420 children included
- WATER, SANITATION AND HYGIENE**  
178,370 PEOPLE  
102,128 children included
- HEALTH**  
16,882 PEOPLE  
9,156 children included

**LEBANON**

374,336 people reached

- EDUCATION AND CHILD PROTECTION**  
2,877 CHILDREN
- FOOD AND CASH**  
302,708 PEOPLE  
155,597 children included
- HOUSEHOLD AND PERSONAL ITEMS**  
2,587 PEOPLE  
2,427 children included
- WATER, SANITATION AND HYGIENE**  
65,850 PEOPLE  
37,449 children included

**JORDAN**

182,427 people reached

- EDUCATION AND CHILD PROTECTION**  
7,975 CHILDREN
- FOOD AND CASH**  
105,881 PEOPLE  
73,813 children included
- HOUSEHOLD AND PERSONAL ITEMS**  
29,550 PEOPLE  
19,219 children included
- WATER, SANITATION AND HYGIENE**  
36,084 PEOPLE  
20,300 children included

**IRAQ**

355,553 people reached

- CHILD PROTECTION**  
540 CHILDREN
- FOOD AND CASH**  
157,204 PEOPLE  
79,110 children included
- HOUSEHOLD AND PERSONAL ITEMS**  
492 PEOPLE  
268 children included
- WATER, SANITATION AND HYGIENE**  
185,678 PEOPLE  
98,409 children included
- HEALTH**  
10,958 PEOPLE  
5,389 children included

People reached in 2015 by sector

**FOOD AND CASH**  
588,825 PEOPLE  
322,247 Children included

**WATER, SANITATION AND HYGIENE**  
468,984 PEOPLE  
261,289 Children included

**EDUCATION AND CHILD PROTECTION**  
12,054 CHILDREN

**HEALTH**  
27,840 PEOPLE  
14,545 Children included

**HOUSEHOLD AND PERSONAL ITEMS**  
34,885 PEOPLE  
23,334 Children included

World Vision reached approximately 2.37 million people affected by the Syrian crisis from 2011 to 2015.

**Key** Refugee Camp Capital city World Vision Programme areas

# Sector highlights



Displaced children have fun in a class as part of World Vision's Let Us Learn programme in the Kurdish region of Iraq. See Box 4 on Page 9 to learn about the programme.

## EDUCATION AND PROTECTION FOR CHILDREN

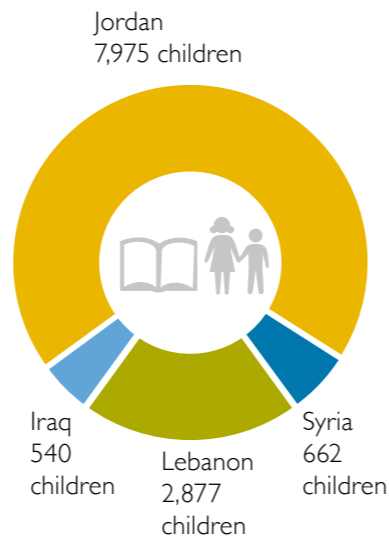
**In 2015, education and child protection programmes reached 12,054 children in four countries.**

World Vision's education, psychosocial support and child-protection teams designed and delivered a number of innovative and interconnected initiatives to support children. Together, these offered new opportunities for children's participation, learning, play, protection and healthy mental development.

- **In Syria,** World Vision worked with local partner Syria Relief to bring psychosocial support activities to 652 children.
- **In Iraq,** the Let Us Learn project provided learning spaces

for 1,100 children (see Box 4). World Vision also designated emergency funds to a centre for the protection of women and girls in Koya, integrating protection and referral services with more mainstream requirements such as vocational training and psychosocial counselling. World Vision constructed a safe playground and volleyball court and provided toys, musical instruments, stationery and psychosocial support for more than 200 displaced children living

**FIGURE 3. EDUCATION AND PROTECTION BENEFICIARIES**



### SCHOOL FRIENDS CROSS CULTURES TO PLANT TREES TOGETHER

'A lemon and a loquat tree were planted by my grandfather in front of our house back in Hums – Bab Amr in Syria,' says Rayyan, aged 15. 'My grandfather died and our home was taken by the fighting groups, I don't know what happened to those trees since we fled Syria three years ago.'

Today Rayyan is planting new trees at his school in Rusaifeh, Jordan, an initiative bringing teenage boys from Syria and Jordan together as part of World Vision's Child-to-Child project. The project operates under No Lost Generation, funded by the Canadian Government. The trees have been donated by the Municipality of Rusaifeh. The teachers and students came up with the idea together, and the school principal, Mr Bassam Freihat, believes that it will help new students feel that they belong here.

Rayyan, from Syria, has recently returned to school in the seventh grade, a year below where he should be. He is taking part with his friend Omar, a Jordanian boy in the same class. Omar says, 'Rayyan dug the hole, I put the tree in the hole, and both of us covered the roots with the soil.'

Hatem, a Jordanian in the 10th grade, and Bahri, a Syrian in the 9th grade, also became friends after they met during the first Child-to-Child session. They see no problem with working together to plant and water their tree. 'We release energy when we plant, and we also bond with other students, Syrians and Jordanians, through the activity,' says Hatem. 'Because Bahri and I are friends, we teamed up.'



Omar from Jordan (left) and Rayyan from Syria (right) stand proudly with their newly planted tree.

with their families on the grounds of the Mar Elia Chaldean Church.

- **In Jordan,** World Vision's child protection programming used school-based networks – teachers, parents, other caregivers and the children directly – to strengthen awareness of children's vulnerabilities. The programme has also improved facilities in schools, supported teacher training and provided materials and ideas for child-led initiatives. A successful model of integration and remedial learning for school-aged Syrian and Jordanian children has rolled out in 17 schools, helping nearly 3,000 children who might otherwise have

dropped out of the school system due to poor results or difficulties transitioning to new systems. In 2014, the graduation rate from remedial classes was already considered high at 70 per cent; this year it has improved even further, to 75 per cent.

- **In Lebanon,** World Vision directly assisted 238 children to return to or remain in school. In the Bekaa Valley, World Vision partnered with UNICEF to provide learning and non-formal education opportunities across five public schools and four informal tented settlement locations.

### BOX 3: PSYCHOSOCIAL SUPPORT IN LEBANON'S CHILD FRIENDLY SPACES

In addition to operating standard child friendly spaces as a model for child protection in emergencies, World Vision also adapted the model in Lebanon to meet more long-term and deep-seated psychosocial support needs. The psychosocial support centres work with children referred by parents or the community because they are struggling to cope with the changes around them. The centres provide children with a 12-week cycle of psychosocial support and education to build resilience and restore confidence and self-esteem. These cycles culminate in community events where children share and learn information on child rights, online safety, gender-based violence and other protection topics. Focus groups with children attending psychosocial support centres or standard child friendly spaces revealed that the children found the surroundings 'beautiful' and the activities and hand-outs – for instance, toothbrushes and soap – relevant to their needs. Post-monitoring surveys showed that over 90 per cent of participants were sharing what they had learned with other children, while in one location boys were resisting pressure on them to work because of newfound child rights awareness.



World Vision's child friendly spaces, like this one in Lebanon, give children the opportunity to learn, play and process their feelings.

### BOX 4: EDUCATION: IRAQ'S LET US LEARN PROGRAMME

**Iraq's** education system is in crisis. Among displaced communities, only approximately 10 per cent of children are attending classes. World Vision's Let Us Learn programme is not school based; instead, it works alongside UNICEF and the Ministry of Education to provide learning opportunities for children and young adults until school becomes possible. In 2015, Let Us Learn operated in 2 of the 17 camps for internally displaced people, Berseve camps 1 and 2, with plans to expand further if required. The programme includes learning spaces for 1,100 children, teacher training, a mobile reading room for literacy outreach and evening adult literacy classes. World Vision's research at the beginning of the project in April 2015 found that 67.5 per cent of children in the camps had missed between 6 and 12 months of schooling. By September, due to the variety of education alternatives on offer, only 25 children in the camps were not enrolled in some form of learning. In the long term it is hoped that the spaces built and operated by World Vision will continue as schools within the government system.

## FOOD

**In 2015, food assistance reached 557,549 people, including 304,573 children, in four countries.**

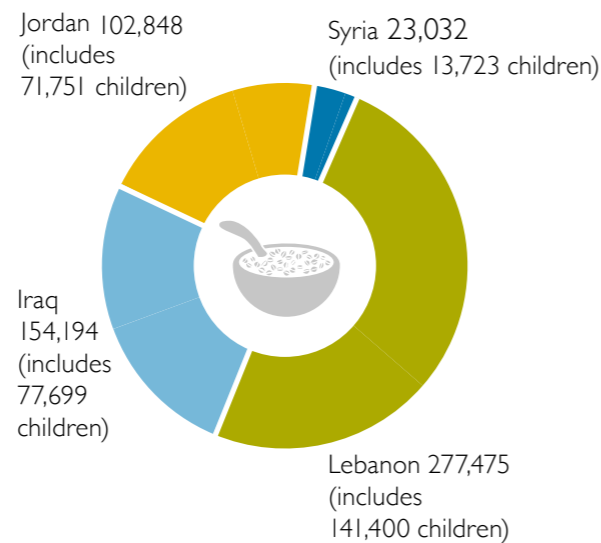
Families affected by the Syria crisis are often highly reliant on food assistance, as they have limited access to income.

- **In Iraq**, World Vision, in partnership with the World Food Programme (WFP), provided food voucher assistance to 154,194 internally displaced people, including 77,699 children, each month. The project value of this work was US\$29.7 million.
- **In Lebanon**, where World Vision has been conducting trials and refining the e card system of WFP distribution since 2013, a US\$45 million programme helped an estimated 277,000 people, including over 141,000 children.
- **In Jordan**, World Vision continued its partnership with the Government of Taiwan and local partner TUA (Tkiyet Um Ali, or Food for Life), distributing 2,984 tonnes of Taiwanese rice to 18,197 vulnerable Jordanian households across the country. World Vision coordinated with the WFP to provide juice, high-protein date bars and other nutritious snacks to 1,615 school students on a regular basis in Azraq refugee camp.
- **In Syria**, with the support of the Dutch Ministry of Foreign Affairs, World Vision conducted regular food parcel distributions to 1,345 households in A'zaz, as well as a special distribution for 2,291 households during Ramadan. Some 23,000 people, including over 13,000 children, received food assistance.



Three of Zakiya and Mohammad's children eat their lunch. Left to right, Nour (7), Hasan (9) and Fatmeh (4). Read their story below.

FIGURE 4. FOOD BENEFICIARIES



### FOOD ASSISTANCE A LIFELINE FOR SYRIAN FAMILY IN LEBANON

In 2012, Mohammad and Zakiya, along with their eight children, sought refuge from violence in rural Syria by escaping to the Bekaa Valley, Lebanon. Now they rely on the food-assistance e cards they receive for each family member once a month. The family lives in a tattered canvas tent situated on a vacant lot covered in piles of sand and gravel. They have no neighbours or community support, and there is no work for Mohammed. As a result, the parents struggle to meet the children's basic needs.



Mohammad and Zakiya with three of their children, Fatmeh, Hasan and Nour, in their tent in the Bekaa Valley, Lebanon.

In 2015, due to funding shortfalls, the WFP reduced food allowances to some families affected by the Syria Crisis in Lebanon from US\$19 to US\$13.50 per person per month, with a maximum of five e cards per family. This has created hardships for vulnerable families like Zakiya and Mohammad's. They cannot make the money stretch much beyond the first week and must go into debt to the local shop for the remainder of the month.

Zakiya's daughters, Nour and Fatmeh, are thin for their age and have dark circles under their eyes. They often eat bread, hummus and potatoes; this fills them up but doesn't provide the nutrition needed for growing children. Zakiya does not complain. Though the reduction in funds was initially a shock, she is grateful that the programme continues. 'Our survival depends on the e cards,' she says. 'We say thank God because we are not starving; we are still alive.'

## HOUSEHOLD AND PERSONAL ITEMS

**In 2015, World Vision reached 34,885 people, including 23,334 children, with household and personal items in four countries.**

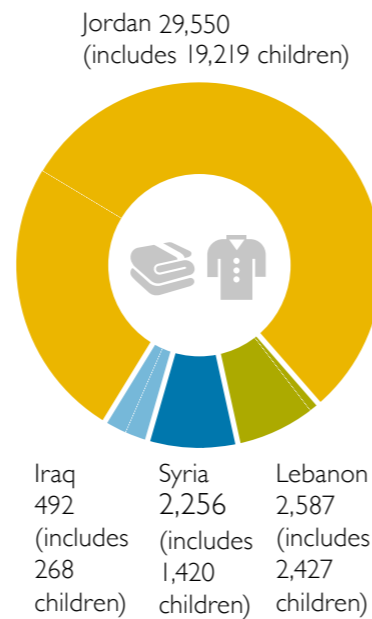
Thousands of refugees and internally displaced people received support through simple but essential household items in 2015. Ensuring warmth, shelter and good health during the freezing winter months was a focus for response teams.

- **In Jordan,** World Vision distributed 21,293 pieces of winter clothing received through a private donation from the United States. Among the recipients were Iraqi refugees, housed in churches in Jordan, who received assistance through World Vision's partnership with Messengers of Peace and Caritas.
- **In Lebanon,** World Vision and UNHCR partnered on several local short-term projects to provide

winter clothing, fuel and cash for families living in poor conditions. Post-distribution feedback from beneficiaries confirmed that these winter items were needed and valued; 100 per cent reported using them as intended. In 2015, 2,587 people, including 2,427 children, received assistance to help face the harsh winter.

- **In Syria,** World Vision, along with local partners Khayr, Hand in Hand for Syria, Syria Relief and Development, and Violet, distributed relief items to 2,256 people, including 1,420 children.
- **In Iraq,** World Vision distributed items to help families face the harsh winter.

FIGURE 5. HOUSEHOLD AND PERSONAL ITEMS BENEFICIARIES



### ESSENTIAL WINTER SUPPLIES FOR DISPLACED IRAQI FAMILIES

Many displaced families living in the Kurdish region of Iraq know how brutal winter in a tent or other temporary shelter can be. 'That first winter here was so cold,' recalls Mayan, a mother of two. When she, her husband and their children fled the escalating violence in Iraq 2014, they made their way to Sinjar Mountain, along with thousands of others, where they remained for 15 days with little more than the clothes on their back. The family then travelled to the Kurdish region of Iraq where, at first, they slept on the floor of a building still under construction. In 2015, World Vision, with the support of Global Affairs Canada, provided this family with items to help them face the harsh winter: tarpaulins and ropes to build a wind buffer, warm blankets, a heater, a patch of carpet and mattresses to keep out the bone-chilling cold. Sometimes during the day, Mayan's children, Manaa and Hareman, play with the other children living in the unfinished building, despite the dangerous one-storey drop on three sides of the building. On some winter mornings, even though she is hungry, Hareman says, 'It's too cold to get out of bed. I will wait to see the sun.' On those mornings Mayan takes them breakfast in bed.



Manaa (left) and Hareman (right) snuggle under a blanket provided by World Vision with the support of Global Affairs Canada.



Four-year-old Radwan's father shares, 'His shoes are wet and we put them in the sun so they dry before it gets cold at night. Radwan won't stay inside the tent, even though it's cold outside with no shoes on, because he gets bored.'



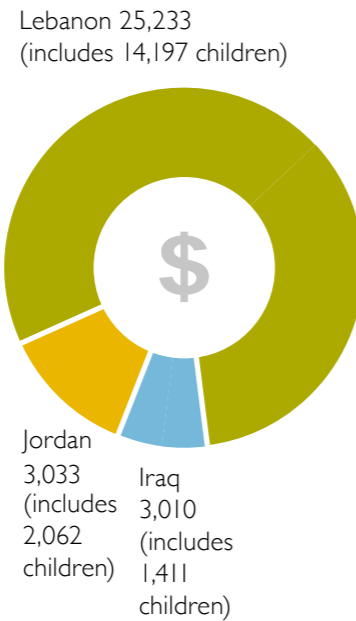
## CASH

**In 2015, World Vision’s cash assistance reached 31,276 people, including 17,670 children, in three countries.**

Cash assistance allows recipients to prioritise the needs of their household.

- **In Lebanon,** 25,233 people received regular cash transfers to purchase their most needed items. Post-distribution monitoring surveys from 2014 and 2015 consistently affirm that the approach delivers excellent results in a landscape of increasing hardship (see Box 6).
- **In Jordan,** 3,033 people received cash assistance. The cash strategy intersected with strategies for education, water, sanitation and hygiene. The Canadian Government funded cash payments over six months for vulnerable families whose children are attending school.
- **In Iraq,** 3,010 vulnerable households received cash assistance to help them face the increased hazards of winter. The Canadian Government contributed US\$750,000 and the Office of US Foreign Disaster Assistance contributed US\$515,375 to this initiative.

FIGURE 6. CASH BENEFICIARIES



### BOX 6: CASH ASSISTANCE IN ACTION

In 2015, World Vision partnered with SOLIDARITÉS INTERNATIONALE, ACTED, CARE, Save the Children and IRC to form the Lebanon Cash Consortium (LCC). By partnering, NGOs were able to provide cash assistance of US\$174 monthly to 16,500 vulnerable Syrian refugee households across Lebanon, including 7,025 households reached by World Vision each month. The programme is funded by the European Commission.

Surveys of cash recipients in World Vision programmes showed that in over 90 per cent of cases, the money was used for its intended purpose, including rent or repairs to existing shelter, food, household supplies (including warm clothes and fuel for winter), education expenses and health care. The surveys also found that prioritising women as recipients helped with their self-esteem, mobility and visibility in the community.



Two-year-old Maysara (left) and one-year-old Kaysar (right), keep warm by sitting beside a stove purchased with the help of World Vision’s cash assistance programme. Their mother shared, ‘If it weren’t for you, we would have frozen to death. This stove is the only heating tool for me and my children.’

## HEALTH

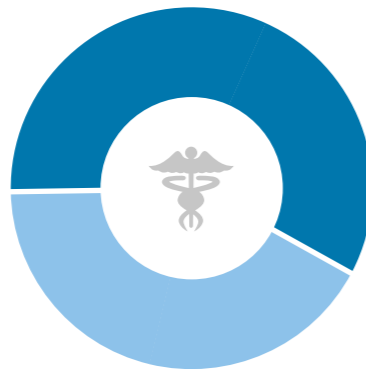
**In 2015, World Vision’s health programmes reached 27,840 people, including 14,545 children, in two countries.**

Support to stabilise badly damaged health-care systems is vital for the survival and health of displaced communities in Syria and northern Iraq. In 2015, World Vision worked to fill gaps in coverage, equipment and public-health messaging with a particular focus on the health of women and their children.

- **In Syria**, World Vision partnered with local organisation Violet and with other international health agencies, including the United Nations Population Fund and the World Health Organization, to expand provision of primary health care and specialised medical services to Syrians affected by conflict, particularly to women and children. World Vision provided needs-based medical supplies to primary health-care centres and hospitals for diagnosis and management of diseases of outbreak potential and key reproductive health problems. Hospitals received medical kits and capacity-building support on childhood diarrhoeal diseases, malnutrition, management of outbreaks and reproductive health problems. The programme also increased awareness of key prenatal, postnatal and maternal best practices for Syrian women

**FIGURE 7. HEALTH PROGRAMMES BENEFICIARIES**

Syria 16,882  
(includes 9,156 children)



Iraq 10,958  
(includes 5,389 children)

in order to ensure they had the knowledge to best care for their children. By the end of 2015, 16,882 people, including 9,156 children, had directly benefitted from World Vision’s health programmes in Syria.

- **In Iraq**, World Vision initiated a family health programme in primary health care services in Sulaymaniyah and surrounding areas within Sulaymaniyah governorate, then expanded to Barzinja Camp in Halabja

### BOX 7: SUSTAINING MATERNAL SERVICES

Due to malfunctioning equipment, one hospital in Azaz was forced to close its specialist maternal care services. Flexibility within the Dutch MOFA-funded Syrian health programme helped World Vision to respond swiftly to the situation. The team sourced the necessary oxygen compressor, which kept incubators functioning and allowed services to pre-term and low birth weight infants to continue.



A World Vision mobile health clinic serves displaced Iraqis in Sulaymaniyah in the Kurdish region of Iraq. World Vision community health worker, Jehan, (centre) shared, ‘If you are able to talk about what you are going through, it helps make it a little more okay.’

governorate. The health team worked with local authorities and the health cluster to set up and operate static clinics, and referral systems. World Vision also opened Women and Young Children Spaces to promote breastfeeding and quality childcare practices. The use of mobile clinics ensured better access to primary

health care for the internally displaced population, including people living with a disability. Iraq’s health programme delivered over 30,000<sup>2</sup> consultations between February and September, while thousands of people participated in hygiene promotion sessions in Women and Young Children Spaces.

<sup>2</sup> The reported figure includes repeat consultations.

## WATER, SANITATION AND HYGIENE

**In 2015, World Vision's water, sanitation and hygiene programme reached 468,984 people, including 261,288 children in five countries.**

World Vision has been an important partner in large-scale water and sanitation programmes, supplying, among other things, drainage, sewage, waste disposal, water treatment and borehole drilling. At the same time, the sector has integrated with education and protection and distribution programmes to deliver hygiene kits and promote good hygiene practices.

- **In Lebanon**, large-scale infrastructure projects in the Bekaa Valley were established, and water stations in the south of the country were rehabilitated. Women were the primary focal point for water, sanitation and hygiene support. They received household items such as water filter kits and water storage tanks, waste bins and vouchers for water or emergency plumbing services. Through UNICEF Gift-in-Kind, women received baby kits, dignity kits (see Box 8) and family hygiene kits. World Vision also conducted a large-scale mass media campaign on hygiene and its links to health and nutrition targeted to mothers of children under two. In Lebanon, World Vision reached 65,850 people with water, sanitation and hygiene programmes, including 37,449 children.
- **In Jordan**, World Vision continued its support to refugee camp infrastructure in Azraq and Za'atari refugee camps, including significant drainage, water supply system and sanitation infrastructure projects. World Vision also distributed hygiene kits, led hygiene promotion in schools and created community-led sanitation campaigns to improve living conditions for all. World

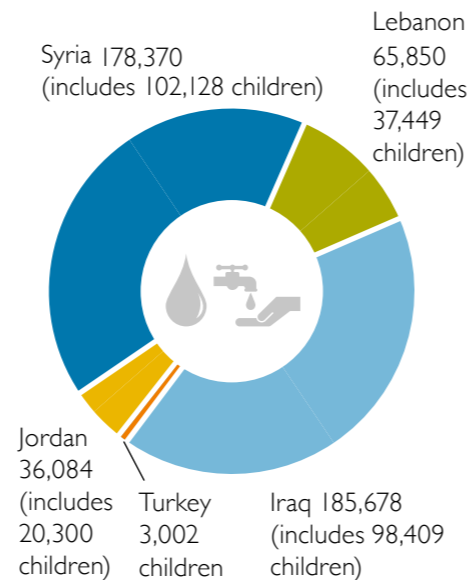
Vision introduced a 'handover' system whereby residents gave new arrivals orientation on the facilities available as well as child-to-child hygiene messaging. In Jordan, World Vision reached 36,084 people with water, sanitation and hygiene assistance, including 20,300 children.

- **In Iraq**, World Vision was a key provider of water, sanitation and hygiene programmes, including life-saving emergency water supplies and resilience through infrastructure. World Vision partnered with local Water Directorates to construct mobile water and sanitation facilities in transit areas, drilled boreholes and upgraded water treatment plants in towns where internally displaced families were settling. World Vision also partnered with the Mar Elia Chaldean Church, where over 100 families had sought refuge, by constructing six combined toilets and showers and drainage outlets and installing six elevated water tanks. During 2015, 185,678 people, including 98,409 children, received water, sanitation and hygiene assistance in Iraq.
- **In Syria**, World Vision emphasised sustainable water and sanitation solutions that could benefit populations for the long term, working with three key local partners – Hand in Hand for Syria, Khayr, and Syrian Engineers for Construction and Development – as well as through the World Vision team based in Syria. Among them, they provided sewage services, including construction and connection in camps for internally displaced people, as well



Syrian girls wash their hands, drink and collect water at one of the taps installed by World Vision at Azraq refugee camp in Jordan.

**FIGURE 5. WATER, SANITATION AND HYGIENE BENEFICIARIES**



as rehabilitation of existing water sewage systems in Aleppo and Idlib governorates. World Vision also supported monthly running costs for water stations, constructed combined toilet and shower facilities and held hygiene promotion sessions in camps and cities. During 2015, 178,370 people, including 102,128 children, received assistance.

- **In Turkey**, World Vision conducted its first distribution to refugees in response to a sharp increase in the number of Syrians fleeing across the border to safety. World Vision partnered with local organisation International Middle-East Peace Research to distribute 3,002 kits for babies and young children to newly displaced families in July 2015.

### BOX 8: DIGNITY KITS: CONSIDERING GENDER NEEDS

Dignity kits are designed for adolescent girls and women. They contain underwear, sanitary napkins and disposal bags, soap, safety pins, face towel, hair brush, head scarf and hand mirror. These kits are important for women's health and self-esteem.

### WATER ENGINEER IN SYRIA: THE JOB OF A LIFETIME

Eyad once worked as a mechanical engineer at a car manufacturing plant in Damascus. Displaced by the conflict, he is now working for World Vision, alongside many other engineers, to provide basic water and sanitation needs for the camps and communities of northern Syria. 'Engineering is my passion,' says Eyad. 'It's nice when you feel that your passion is helping people. I've had a lot of different jobs in my career, but this is the best job I've ever done in my life.'



Eyad and his team are faced with dangers difficult to imagine, including the threat of missiles, air strikes and armed groups. They try to avoid air strikes by working at times of the day when they are less likely to occur.

'One day my team and I were driving out of A'zaz after fixing a borehole, and while we were on the road, a missile from an aircraft landed about 500 metres away. I felt lucky that day.'

Eyad's greatest concern is thinking about how to bring Syrian people back to their normal lives. 'You have no idea how hard it is for me to see my people living in tents.' 'I don't feel like an employee. I feel that World Vision has given me the chance to help my people. This is what gives me hope – seeing people from all over the world caring enough to help. There is still goodness in this world.'

Eyad, right, supervises the drilling of a borehole that will provide water for 5,000 people in northern Syria.

# Advocacy

The complexity of access and protection challenges contributing to the humanitarian emergency in and around Syria makes advocacy a vital component of the response. In 2015, World Vision used a variety of platforms and opportunities to advocate for response, prevention and mitigation of these challenges, particularly those faced by children.

Through its position as chair of the Syria Regional International Non-Governmental Organisation (INGO) advocacy working group; active participation in advocacy working groups in Iraq, Jordan, Lebanon and Turkey; and as a key member of the No Lost Generation initiative (nolostgeneration.org), World Vision is recognised both regionally and in response countries as a credible voice and partner working for change.

World Vision has contributed to a number of successful pushes for strengthened policy, including the following:

- **In Turkey**, in July 2015, World Vision led advocacy efforts alongside other members of the international community and the UN Office for the Coordination of Humanitarian Affairs for the Government of Turkey to remove restrictions on cross-border movement of fuel into Syria. In response, the government allowed humanitarian organisations to transport fuel across the border, ensuring that critical infrastructure, such as generators for hospitals and water treatment plants, could continue to operate inside Syria.
- **In Iraq**, World Vision led the development of a briefing paper on the Iraq Humanitarian Response Plan

process and results, and presented the results during the plan launch at the European Parliament in Brussels. This strengthened the commitments of both the Government of Iraq and the Kurdistan Regional Government authorities towards the funding of this plan, as well as reinforcing the support of INGOs to help them do so.

- **In Jordan**, World Vision played an active role in strengthening collaboration with the Ministry of Planning and International Cooperation to ensure the role of INGOs in the implementation of the national response plan. This resulted in better coordination and collaboration between INGOs and the Jordanian Government in terms of the project approval process, with increased government resources as well as new guidelines and templates for submitting projects.
- **In Lebanon**, World Vision worked in partnership with the Higher Council of Childhood at the Ministry of Social Affairs to develop a national action plan to address child trafficking. In 2016, the plan will support the adoption of a comprehensive national approach and ensure that all efforts by government and civil society are consistent, complementary and serve a common purpose. World Vision Lebanon also played a critical role in the Baby Friendly Hospital Initiative as the lead INGO alongside the Ministry of Public Health. This campaign raises awareness of the importance of breastfeeding and the need for a supportive environment for breastfeeding, starting from the hospital. The campaign has reached over two million people to date.

## BOX 9: WORLD VISION ADVOCACY

On behalf of the populations affected by the Syria crisis, World Vision advocated for:

- increased funding for child-focused programming
- improved access to children isolated from assistance and recovery programmes
- improved coordination of the response to child protection needs.



Sabrine with one-month-old daughter Ammouna in Lebanon.

# Accountability

Accountability for quality, beneficiary inclusion and results is a crucial and closely observed element of World Vision's programmes within the Syria Crisis Response. As such, World Vision is a member of the Core Humanitarian Standards Alliance.<sup>3</sup>

World Vision strives to design and monitor programmes using inclusive and participatory methods. World Vision's Syria One Response strategy highlights compulsory mechanisms for feedback and learning as a cornerstone of the response's relief and recovery efforts under two accountability objectives:

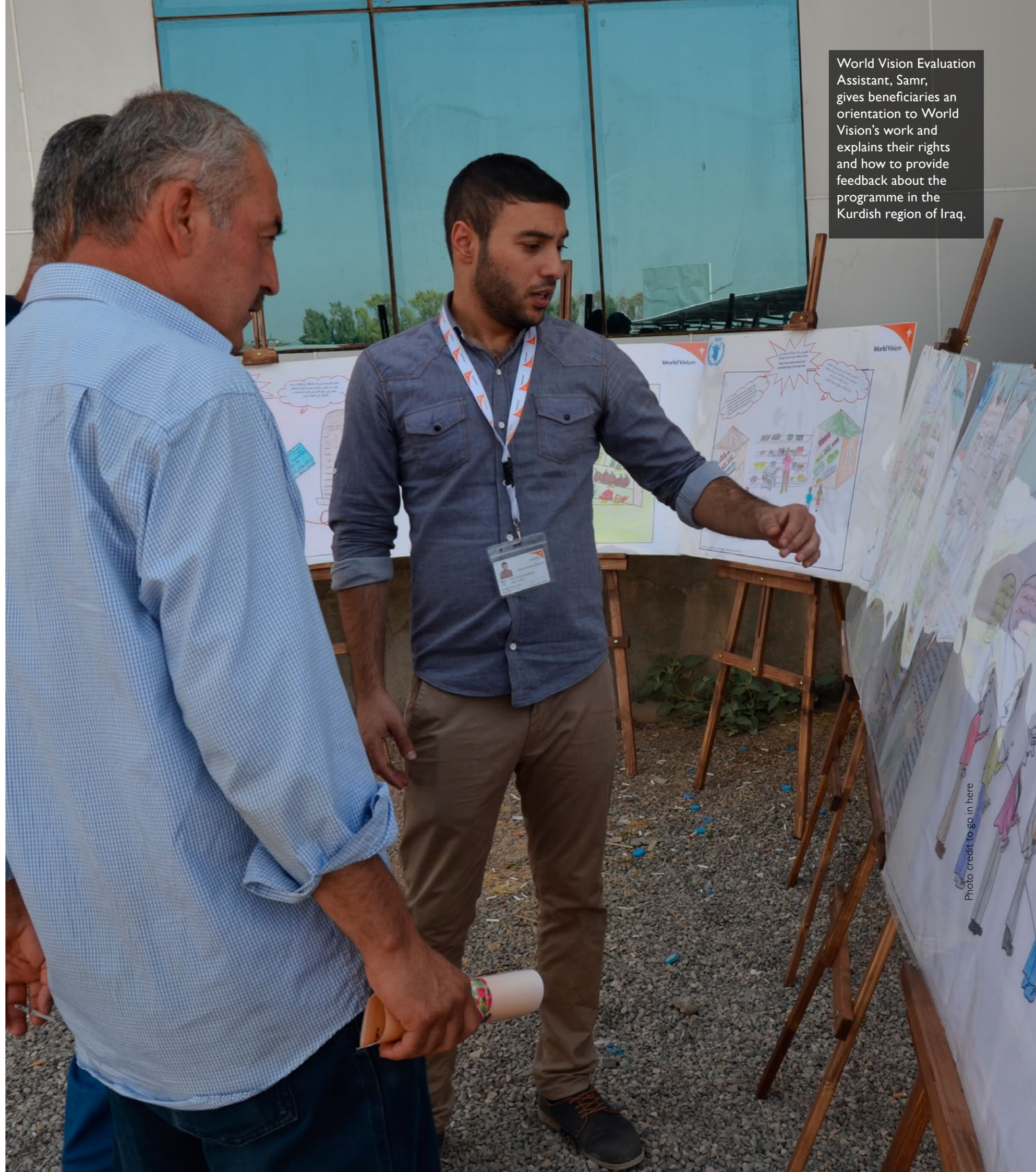
- Information provision: ensure that programme beneficiaries have full opportunity to understand World Vision's presence, practices and goals
- Feedback: ensure that beneficiaries can directly influence World Vision and have their needs and complaints formally addressed.

## ACCOUNTABILITY IN ACTION

- **In Iraq**, World Vision used a 'gallery walk' approach to provide accessible information to community members on its programme strategy, progress and results. (See image on right.)
- **In Syria**, noting that the mobile messenger 'WhatsApp' was widely used, accountability teams incorporated a mobile WhatsApp option into their community feedback mechanisms. This provides confidentiality and better equity of participation for people living with disabilities.
- **In Jordan**, students receiving date bars for school feeding commented that they were dry to eat on their own. In response, World Vision and WFP introduced fruit juice to the programme; students reported they were more satisfied. Based on feedback from the recipients of rice donated through the Taiwanese Government, World Vision provided advice and a recipe book so that the rice was easier to cook. Satisfaction with the product and service increased from 70 per cent to 85 per cent.

### BOX 10: LEBANON'S PARTICIPATORY RESEARCH

In Lebanon, World Vision adapted a participatory development model for sanitation and hygiene, known as 'Designing for Behaviour Change', to suit this urban response context. It began with a community-led survey and analysis of household barriers to good hygiene. No similar data existed in Lebanon prior to World Vision's analysis, and the report was widely used by other NGOs when planning their own water, sanitation and hygiene projects.



World Vision Evaluation Assistant, Samr, gives beneficiaries an orientation to World Vision's work and explains their rights and how to provide feedback about the programme in the Kurdish region of Iraq.

Photo credit to go in here

<sup>3</sup> <http://www.chsalliance.org/>.

# Financial summary

IN 2015, WORLD VISION'S SYRIA CRISIS RESPONSE PROGRAMME WAS VALUED AT **US\$116,550,312**

THE SPEND FOR 2015 WAS **US\$104,242,968** DISBURSED AS SHOWN IN FIGURE 10.

**US\$12.3 million** HAS BEEN CARRIED OVER TO COMPLETE WORKS IN PROGRESS

FIGURE 8: 2015 FUNDING FOR IRAQ, SYRIA, JORDAN AND LEBANON

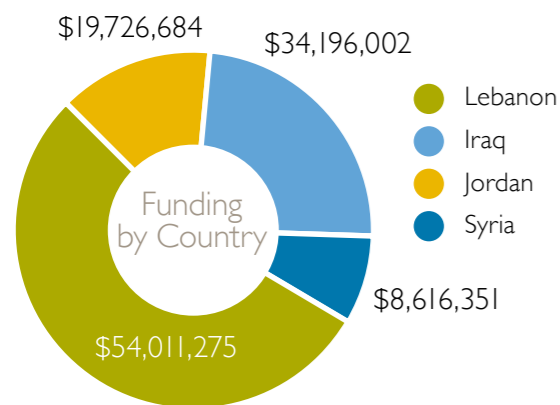


FIGURE 9: FUNDING BY SOURCE

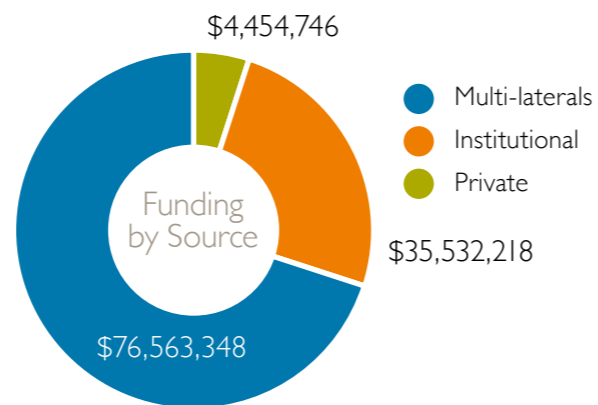
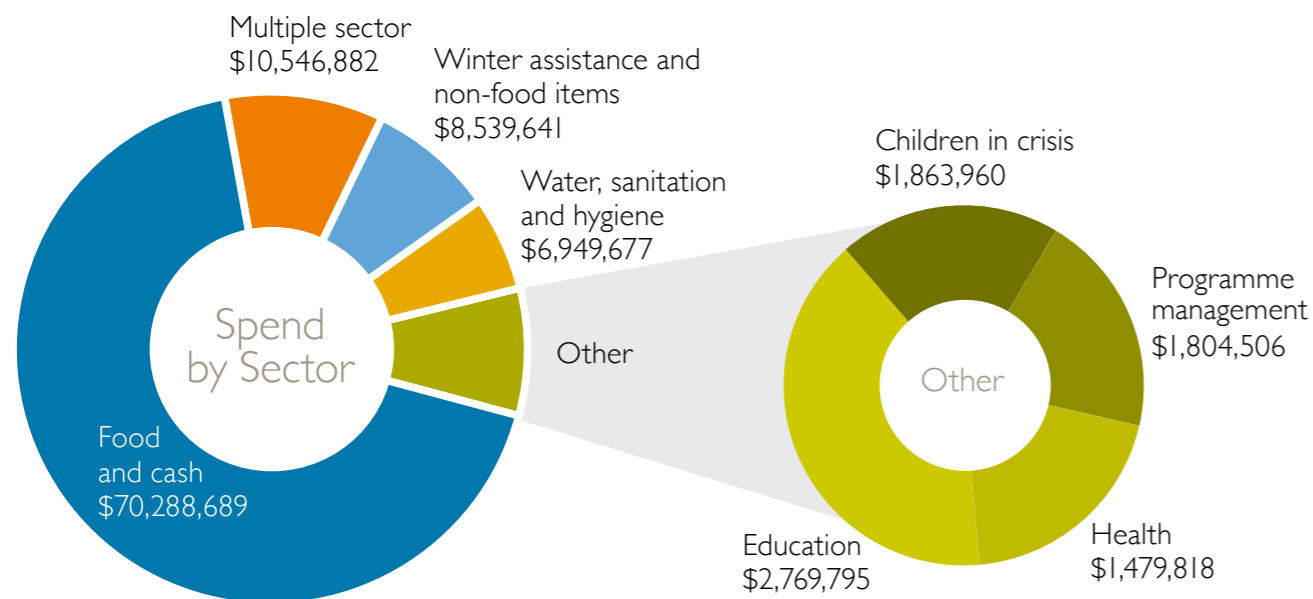


FIGURE 10: 2015 SPEND BY SECTOR



# The next 12 months

World Vision remains committed to supporting the people of Syria until a resolution to the crisis allows them to live in peace and dignity. In 2016, World Vision will:

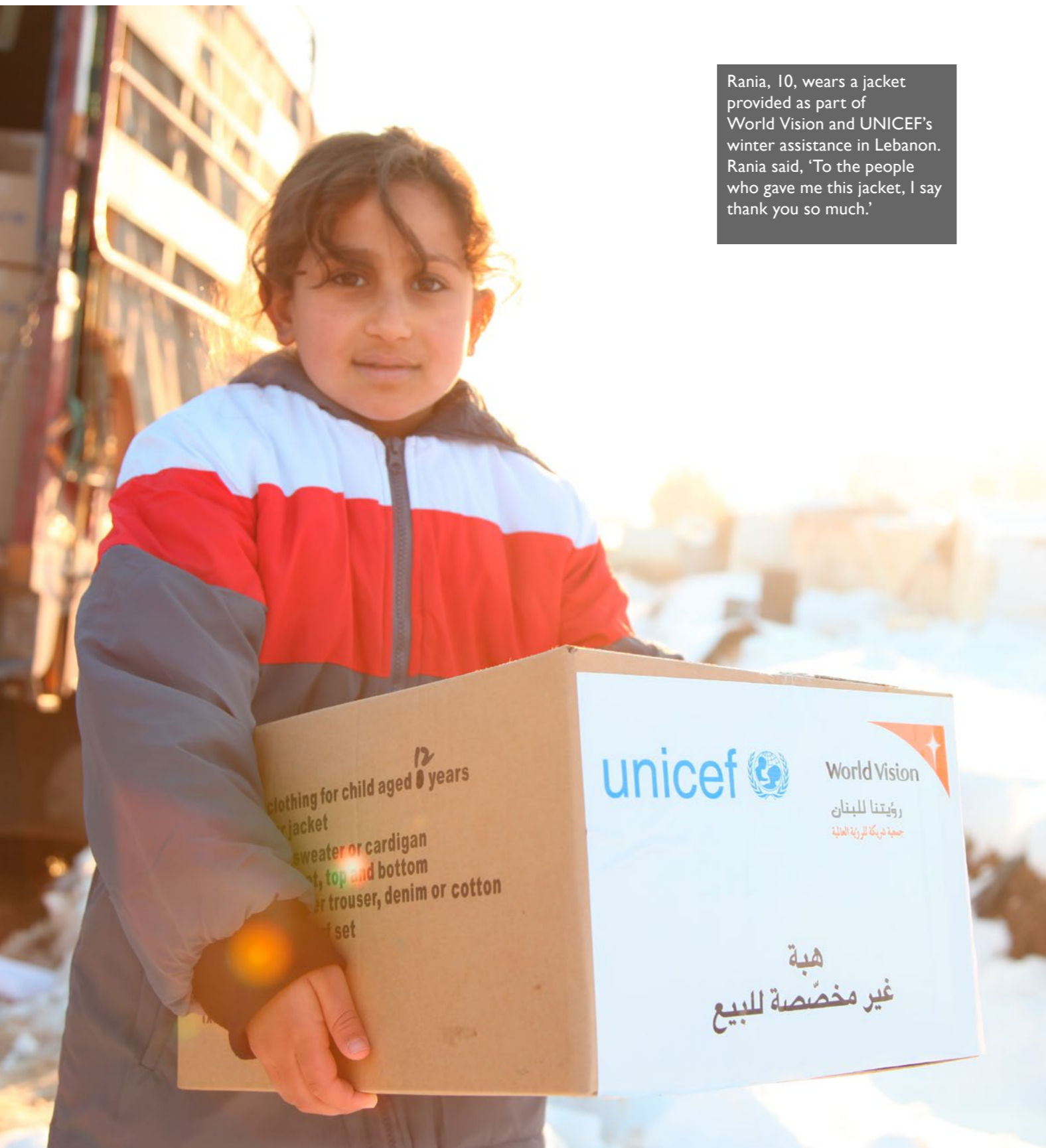
- expand its support to communities inside Syria, with a particular focus on reaching isolated and underserved areas
- expand its support to Syrian refugees in Turkey, particularly focusing on protection and basic service provision to vulnerable groups, including women, youth and children
- continue to build its partnerships with Syrian and local NGOs, communities, governments and the United Nations, with a focus on building collective capacity to respond more effectively; the

first World Humanitarian Summit in Istanbul in 2016 will provide an important opportunity for all partners to come together to find new and innovative ways to respond to the humanitarian challenges of the twenty-first century

- pursue, in partnership with government and the private sector, innovative, sustainable solutions to the problems facing the region, including sustainable water and waste management solutions, using new technology and renewable energy
- continue to focus on the needs of children and youth, including planning and advocating for solutions that provide education, opportunity and hope for the future.



World Vision partnered with Turkish NGO International Middle-East Peace Research to provide kits for babies and young children, in response to a sharp increase in Syrians fleeing across the border into Turkey in mid-2015. The kits contained diapers, baby powder, baby shampoo and wet wipes, among other items.



Rania, 10, wears a jacket provided as part of World Vision and UNICEF's winter assistance in Lebanon. Rania said, 'To the people who gave me this jacket, I say thank you so much.'

# Partners and donors

World Vision gratefully acknowledges the role of our local and international partners and donors in helping to provide much-needed assistance to children and families affected by the Syria crisis.

## PARTNERS

**LEBANON** **Non-government:** Action Against Hunger (ACF), Agency for Technical Cooperation and Development (ACTED), Assyrian Church, Care for Children, Center of Education and Research Development (CERD), Dar el Amal, Digital Opportunities and Technologies (DOT), Food and Agriculture Organization of the United Nations (FAO), International Rescue Committee (IRC), Intersos, Lebanese Alternative Learning (LAL), Mercy Corp, Oxfam, Qlayaa Maronite Church, Save the Children, Solidarities International, Spring of Life (SOL), UNHCR, UNICEF, Union of Municipalities, Water Establishments, World Food Programme (WFP), World Health Organization (WHO)

**Government:** Ministry of Agriculture (MoA), Ministry of Energy and Water (MoEW), Ministry of Public Health (MoPH), Ministry of Environment (MoE), Ministry of Social Affairs (MoSA), Ministry of Education and Higher Education (MEHE)

**JORDAN** **Non-government:** BE Environmental Services, CARITAS Jordan, Generations for Peace, Islamic Community Centre (ICC) The Jordanian Hashemite Fund for Human Development (JOHUD), Juman for Civil Society Empowerment (JCSE), Madrasati Messengers of Peace, Haya Cultural Centre, Questscope, Royal Health Awareness Society (RHAS), Tkiyet Um Ali, UNHCR, UNICEF, UNOCHA, World Food Programme (WFP)

**Government:** Ministry of Planning and International Cooperation (MOPIC), Syrian Refugee Affairs Directorate (SRAD), Ministry of Social Development (MoSD), Ministry of Education (MoE), Ministry of Water and Irrigation (MWI), Ministry of Energy (MoE), Jordan Hashemite Charity Organisation (JHCO), Ministry of Labour (MoL), Ministry of Interior (MoI), JREEEF – Jordan Renewable Energy & Energy Efficiency Fund

**IRAQ** **Non-government:** ACTED, UNFPA, Women Rehabilitation Organization (WRO), World Health Organization (WHO)

**Government:** DoH (Directorate of Health) Sulaymaniyah governorate, Erbil Water Directorate, Water Directorate of Outskirts Duhok, Erbil Governor Office, Duhok Governor Office, Kirkuk Governor Office, Water Directorate of Kirkuk, Head of Municipalities in Kirkuk, Directorate of Education in Zakho and in Dohuk, Directorate of Labour and Social affairs, Sulaymaniyah governorate and sub-districts

**NORTHERN SYRIA/ TURKEY** **Non-government:** Care International, Hand in Hand for Syria (HiH), Ihsan for Relief and Development, IMPR (International Middle-East Peace Research), ISWA (International Supporting Women Association), Khayr Charity, Save the Children, Syria Relief, Syria Relief Development (SRD), Syrian Engineers for Construction and Development (SECD), Violet

## DONORS

Aktion Deutschland Hilft (ADH)  
 Australian Government  
 Department of Foreign Affairs and Trade (DFAT)  
 Department for International Development (DFID)  
 Disaster Emergency Committee (DEC)  
 Dutch Ministry of Foreign Affairs (MOFA)  
 EO Metterdaad  
 European Commission  
 Humanitarian Organization (ECHO)  
 European Union (EU)  
 Federal Ministry for Economic Cooperation and Development – Germany (BMZ)  
 Global Affairs Canada (formerly DFTAD)  
 Government of Germany (GoG)  
 Government of Taiwan  
 Hoffnungsträger  
 Irish Aid  
 Japan Platform Fund (JPF)  
 OCHA (United Nations Office for the Coordination of Humanitarian Affairs)  
 OCHA – HPF (Humanitarian Pool Fund)  
 OFDA (Office of US Foreign Disaster Assistance)  
 Spanish Cooperation Agency (AECID)  
 Swedish Pentecostal Churches (PMU)  
 UNESCO (United Nations Educational, Scientific and Cultural Organization)  
 UNFPA (United Nations Population Fund)  
 UNICEF (The United Nations Children's Fund)  
 UN Refugee Agency (UNHCR)  
 World Food Programme (WFP)  
 World Health Organization (WHO)

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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Sisters Rasha (left) and Shahed (right) show a World Vision staff member where they play in their informal tented settlement in the Bekaa Valley, Lebanon.

