

**SYRIAN ARAB REPUBLIC  
RAPID RESPONSE  
DISPLACEMENT  
2020**

**20-RR-SYR-40986**

Mark Cutts

Deputy Regional Humanitarian Coordinator for the Syria Crisis

# PART I – ALLOCATION OVERVIEW

---

## Reporting Process and Consultation Summary:

Please indicate when the After-Action Review (AAR) was conducted and who participated.

17 Dec 2020

An After-Action Review (AAR) was conducted on 17 December 2020 online and was participated by seven representatives from three implementing agencies – IOM, UNHCR and UNICEF. During the AAR session, each UN agency provided some key highlights on achievements and challenges under their respective projects and further served to elaborate this report.

Please confirm that the report on the use of CERF funds was discussed with the Humanitarian and/or UN Country Team (HCT/UNCT).

Yes  No

Please confirm that the final version of this report was shared for review with in-country stakeholders (i.e. the CERF recipient agencies and their implementing partners, cluster/sector coordinators and members and relevant government counterparts)?

Yes  No

## 1. STRATEGIC PRIORITIZATION

### Statement by the Resident/Humanitarian Coordinator:

The Idleb offensive between December 2019 and March 2020 triggered one of the most intense periods of displacement of close to one million people, with many forced to flee for the second or third time and stressing an already acute humanitarian situation in northwest Syria. To this, the prioritised response funded by the CERF provided much-needed assistance such as emergency shelter and NFIs and food rations, while also seeking to restore and provide essential services such as water, sanitation and protection services as well as the establishment of new IDP sites to host the influx of IDPs. CERF funding also supported the cross-border operations thus allowing humanitarian assistance to be transshipped into northwest Syria.

By focusing on needs-based projects and specific priorities, CERF funding was instrumental in the provision of timely, appropriate and responsive financing at the onset of this emergency response. It must be noted that within the shifting operating context and later with COVID-19 cases reported in densely populated areas in many parts of northwest Syria, projects had to be adapted to new ways of implementation. Notwithstanding, with the combined efforts of the agencies, implementing partners on the ground, clusters and various coordination platforms, the projects were able to achieve what it had set out to do in response to the displacement of early 2020.

### CERF's Added Value:

CERF's funding focused on provision of humanitarian response that is needs-based and prioritised interventions that can be rapidly conducted to address the acute needs on the ground resulting from the massive displacement in early 2020. Such immediacy is highly relevant within the northwest Syria context, where the day-to-day reality and operational factors on the ground are constantly shifting.

Provisions of emergency shelter, NFIs, and food rations were critical to support IDPs and to some extent host community members inevitably affected by the displacement and prolonged conflict. The restoration and scale-up of service provision such as WASH and protection as well as establishment of new IDP sites were also critical since many of such services have been damaged and resources by host communities have gradually strained over the years.

Considering the remote nature of the cross-border operation, coordination and logistical support on the ground was also critical to ensure that the transshipment of relief items across the border was conducted in a safe and timely manner. Coordination support and guidance, especially technical inputs from the respective clusters were also instrumental in ensuring that the CERF-funded interventions were conducted in accordance to cluster standards and align with the wider humanitarian response.

### Did CERF funds lead to a fast delivery of assistance to people in need?

Yes

Partially

No

### Did CERF funds help respond to time-critical needs?

Yes

Partially

No

### Did CERF improve coordination amongst the humanitarian community?

Yes

Partially

No

### Did CERF funds help improve resource mobilization from other sources?

Yes

Partially

No

## Considerations of the ERC's Underfunded Priority Areas<sup>1</sup>:

Support to women and girls continues to be prioritised under the various projects, with these groups receiving the bulk of assistance in line with the demographics in northwest Syria. The various activities including WASH, shelter, food and NFI distributions sought to ensure that gender considerations were factored into the design, implementation and monitoring phases. Protection considerations were included in the programming including ensuring safe and equitable access to assistance especially for vulnerable groups such as the disabled people, elderly, women and children. Under UNHCR's project, implementation focused on case management support, awareness sessions, civil documentation support, psychosocial support and counselling among others. Protection interventions were designed to ensure relevant and appropriate assistance for IDPs. This is critical to note because displacement situation increased the risk of gender-based violence (GBV), child violations, and other protection risks deriving from a lack of shelter and basic services. In line with this, UNHCR also included shelter and NFI support alongside protection activities.

Efforts to support people with disabilities (PwD) were also undertaken in the IOM and UNICEF's projects, meeting almost 84 per cent of the initial target. Through various consultations, considerations for PwD and their needs were factored into the project design such as ensuring accessibility to IDP sites through ramps installation and specific latrine design. Under this CERF response, education priorities were not included but remains a priority under the Syria Cross-border Humanitarian Fund (SCHF). While education projects have doubled in 2019 compared to 2018, support and funding for education interventions remained insufficient. Greater support for innovative and sustainable life-saving focused education interventions must be urgently prioritised.

Overall, humanitarian needs in northwest Syria remains acute and compounded by the multiple displacements, protracted conflict, economic downturn and currency devaluation. To this end, more resources will be needed to alleviate the suffering of many and relieving pressure on already overstretched host communities.

Broadly, during the implementation period, the main challenges noted by implementing agencies were the operating context and COVID-19. Within the background of the displacement that defined the first half of 2020, and whose effects lingered into the rest of the year, some projects such as IOM's faced considerable delays due to the blockage by local councils, which in turn needed negotiation support from OCHA to be resolved. Operating in a COVID-19 context also meant most, if not all the projects under this response, had to make considerable changes to ensure safe and responsible implementation. Several activities such as protection and awareness sessions were conducted online to limit face-to-face interactions and large gatherings. Distribution activities also undertook additional protective measures such as COVID-19 information session, handwashing, limited gathering, and ensuring that staff are equipped with personal protective equipment to limit transmission.

**Table 1: Allocation Overview (US\$)**

<b>Total amount required for the humanitarian response</b>	<b>336,000,000</b>
CERF	29,995,744
Country-Based Pooled Fund (if applicable)	62,000,000
Other (bilateral/multilateral)	Not communicated <sup>2</sup>
<b>Total funding received for the humanitarian response (by source above)</b>	<b>91,995,744</b>

<sup>1</sup> In January 2019, the Emergency Relief Coordinator identified four priority areas as often underfunded and lacking appropriate consideration and visibility when funding is allocated to humanitarian action. The ERC therefore recommended an increased focus on these four areas to ensure that they be given due consideration by RC/HCs and HCTs/UNCTs when prioritizing life-saving needs for inclusion in CERF requests. These areas are: (1) support for women and girls, including tackling gender-based violence, reproductive health and empowerment; (2) programmes targeting disabled people; (3) education in protracted crises; and (4) other aspects of protection. While CERF remains needs based, the ERC will be looking for country teams to prioritize projects and mainstreamed activities that systematically and effectively address to these four historically underfunded areas. Please see the questions and answers on the ERC four priority areas [here](#).

<sup>2</sup> Can assume that other funding was allocated but this figure is not presently available since the breakdown of the funding at the WoS level does not allow for this analysis.

**Table 2: CERF Emergency Funding by Project and Sector/Cluster (US\$)**

Agency	Project Code	Sector/Cluster	Amount
IOM	20-RR-IOM-004	Emergency Shelter and NFI - Shelter and Non-Food Items	5,400,000
UNHCR	20-RR-HCR-005	Emergency Shelter and NFI - Shelter and Non-Food Items	11,466,000
UNHCR	20-RR-HCR-005	Protection - Protection	1,134,000
UNICEF	20-RR-CEF-011	Water Sanitation Hygiene - Water, Sanitation and Hygiene	4,987,671
WFP	20-RR-WFP-007	Logistics - Common Logistics	1,008,073
WFP	20-RR-WFP-008	Food Security - Food Assistance	6,000,000
<b>Total</b>			<b>29,995,744</b>

**Table 3: Breakdown of CERF Funds by Type of Implementation Modality (US\$)**

<b>Total funds implemented directly by UN agencies including procurement of relief goods</b>	<b>24,081,817</b>
Funds sub-granted to government partners*	0
Funds sub-granted to international NGO partners*	0
Funds sub-granted to national NGO partners*	5,913,927
Funds sub-granted to Red Cross/Red Crescent partners*	0
<b>Total funds transferred to implementing partners (IP)*</b>	<b>5,913,927</b>
<b>Total</b>	<b>29,995,744</b>

\* Figures reported in table 3 are based on the project reports (part II, sections 1) and should be consistent with the sub-grants overview in the annex.

## 2. OPERATIONAL PRIORITIZATION:

### Overview of the Humanitarian Situation:

The trigger for this CERF rapid response allocation is the massive displacement of people in northwest Syria following an increase in military hostilities. Due to an escalation in fighting, there has been an increasing level and pace of new displacements. As of 13 February 2020, 800,000 people had moved since 1 December 2019, primarily from southern Idlib and western Aleppo governorates. A significant portion of newly displaced people in northwest Syria had previously been displaced by conflict in recent months, reflecting a trend of compounding primary, secondary, and tertiary displacements in the region. Some 80 per cent of displaced people are women and children. This massive displacement has taken place at the depths of a harsh winter, when temperatures fall as low as minus 8 degrees Celsius with lot of rain and snowfall. The humanitarian situation for people in northwest Syria has deteriorated significantly since mid-December 2019. There were an estimated 4 million people living in northwest Syria. The Whole of Syria Population & IDP Task Force estimated in the 2020 Humanitarian Needs Overview (HNO) that the greater Idlib de-escalation zone was host to some 3.1 million people prior to this escalation in movement. Of the total population, some 2.2 million people were deemed to need humanitarian support and some 1.6 million people were known to have been displaced people. The latest mass population movement follows the displacement of some 400,000 people in northwest Syria between May and August 2019, some of whom are now being displaced yet again. In total, at least 2.8 million people in northwest Syria are estimated to require humanitarian assistance, comprising host communities, newly displaced people and people displaced during previous escalations of hostilities. Further information and references can be found on [Humanitarian Response](#).

### Operational Use of the CERF Allocation and Results:

The focus and strategic objective of the CERF request is to meet the immediate live-saving needs of people as they flee hostilities in northwest Syria. Given the vulnerability of people as they move, the inter-sector severity of their needs required immediate shelter support and all elements required to sustain life. As such, this allocation prioritized the provision of shelter, non-food items (NFI), winterization assistance, water, sanitation and hygiene (WASH) support, ready to eat food packs, and protection activities. Working together to provide a holistic, people-centred approach, the synergies between the activities included: Families who come to formal settlement sites will be provided tents as shelter and will also receive NFI kits, winterization assistance kits, a WASH package, and ready-to-eat (RTE) food rations; families who chose to remain outside of formal settlement sites, would receive a tent, NFI package, and RTE rations; WASH services within the primary hosting communities would be supported through water trucking; enhanced live-saving protection activities including psychological first aid, mine risk education, provision of dignity kits to women and girls of reproductive age; and referring and accompanying individuals and families with specific needs to the appropriate specialized service providers, while complementing with the ongoing protection activities to support this population.

### People Directly Reached:

Final beneficiary figures are compiled by implementing agencies from the various sources provided by their respective implementing partners. Sources of information included regular reports, beneficiary list and monitoring reports, and to some extent, verified by third-party monitoring reports as well. All sub-implementing partners have staff on the ground to conduct regular monitoring and the technical means to ensure that beneficiary figures are verified for reporting. While efforts have been made to ensure no duplication of beneficiary counting, in some instances such as WFP's provision of food rations, it may not always be possible to monitor the exact rounds of emergency food distributions (and by extension, the total number of beneficiaries) given that the movement of IDPs within a precarious context, can make it difficult to do so. This applied to a few other instances, where IDPs may decide to leave the targeted areas under the projects. On the other instance, a few projects were able to increase their target beneficiary figures due to the lower costs of items and thus were able to procure more kits to reach more IDPs. It must also be noted that within the operating context of COVID-19, some activities (such as awareness and information sessions) were conducted online and were able to reach more beneficiaries.

### **People Indirectly Reached:**

Under several activities under this response, local private contracting companies and local workers were hired to support with construction works, gravelling, tent insulation and various WASH components, thus enabling a short-term livelihood income generation component. The restoration and provision of WASH services also benefitted host communities who have been affected by the consequences of the prolonged conflict. This expansion of service delivery capacity also provided some measure of relief to communities that were already coping with the influx of IDPs and stretched resources and limits any potential tension between IDPs and host communities. Awareness campaigns and information sessions also provided an opportunity to include the wider community. This was especially helpful in the COVID-19 context, where key messages had to be disseminated beyond the target beneficiary group.

**Table 4: Number of People Directly Assisted with CERF Funding by Sector/Cluster\***

Sector/Cluster	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Emergency Shelter and NFI - Shelter and Non-Food Items	34,680	31,820	51,305	48,445	166,250	73,664	76,749	50,435	55,888	<b>256,736</b>
Food Security - Food Assistance	88,200	79,800	130,200	121,800	420,000	75,901	68,672	112,045	104,816	<b>361,434</b>
Logistics - Common Logistics	0	0	0	0	0	0	0	0	0	<b>0</b>
Protection - Protection	12,390	11,210	18,290	17,110	59,000	14,859	13,444	21,934	20,519	<b>70,757</b>
Water Sanitation Hygiene - Water, Sanitation and Hygiene	63,383	61,040	42,829	42,143	209,395	46,889	44,249	57,912	58,113	<b>207,162</b>
<b>Total</b>	<b>198,653</b>	<b>183,870</b>	<b>242,624</b>	<b>229,498</b>	<b>854,645</b>	<b>211,313</b>	<b>203,114</b>	<b>242,326</b>	<b>239,336</b>	<b>896,089</b>

\* Figures represent best estimates of people directly supported through CERF funding. Disaggregation by sex and age represents women and men ≥18, girls and boys <18.

**Table 5: Total Number of People Directly Assisted with CERF Funding by Category\***

Category	Planned	Reached
Refugees	0	0
Returnees	0	0
Internally displaced people	420,000	806,939
Host communities	0	89,150
Other affected people	0	0
<b>Total</b>	<b>420,000</b>	<b>896,089</b>

**Table 6: Total Number of People Directly Assisted with CERF Funding\***

Sex & Age	Table 6: Total Number of People Directly Assisted with CERF Funding*		Number of people with disabilities (PwD) out of the total	
	Planned	Reached	Planned	Reached
Women	88,200	211,313	15,026	10,010
Men	79,800	203,114	14,538	9,562
Girls	130,200	242,326	11,714	12,278
Boys	121,800	239,336	11,570	12,370
<b>Total</b>	<b>420,000</b>	<b>896,089</b>	<b>52,848</b>	<b>44,220</b>

## PART II – PROJECT OVERVIEW

### 3. PROJECT REPORTS

#### 3.1 Project Report 20-RR-IOM-004

1. Project Information			
<b>Agency:</b>	IOM	<b>Country:</b>	Syrian Arab Republic
<b>Sector/cluster:</b>	Emergency Shelter and NFI - Shelter and Non-Food Items	<b>CERF project code:</b>	20-RR-IOM-004
<b>Project title:</b>	Provision of Emergency Shelter and NFI items for crisis-affected populations in northwest Syria (joint project with UNHCR)		
<b>Start date:</b>	19/02/2020	<b>End date:</b>	18/11/2020
<b>Project revisions:</b>	No-cost extension <input checked="" type="checkbox"/>	Redeployment of funds <input type="checkbox"/>	Reprogramming <input checked="" type="checkbox"/>
<b>Funding</b>	<b>Total requirement for agency's sector response to current emergency:</b>		<b>US\$ 30,000,000</b>
	<b>GUIDANCE:</b> Figure prepopulated from application document.		
	<b>Total funding received for agency's sector response to current emergency:</b>		<b>US\$ 3,800,000</b>
	<b>GUIDANCE:</b> Indicate the total amount received to date against the total indicated above. Should be identical to what is recorded on the Financial Tracking Service (FTS). This should include funding from all donors, including CERF.		
	<b>Amount received from CERF:</b>		<b>US\$ 5,400,000</b>
	<b>Total CERF funds sub-granted to implementing partners:</b>		<b>US\$ 1,338,665</b>
	<b>GUIDANCE:</b> Please make sure that the figures reported here are consistent with the ones reported in the annex.		
	Government Partners		US\$ NA
International NGOs		US\$ NA	
National NGOs		US\$ 1,338,665	
Red Cross/Crescent Organisation		US\$ NA	

### 2. Project Results Summary/Overall Performance

Under this project, IOM, and its implementing partners (IPs) Saed Charity Association and Bonyan Organisation established 10 IDP sites in northwest Syria (NWS) and provided 21,335 internally displaced persons (IDPs) with emergency shelter and non-food items (NFIs). Four sites are in Maaret Tamsrin sub-district, Idleb district, Idleb governorate; three sites are in Dana sub-district, Harim district, Idleb governorate; one is in Kafr Takharim sub-district, Harim district, Idleb governorate; one site is in Qourqueena sub-district, Harim district, Idleb governorate; and the final site is in Ma'bтали sub-district, Afrin district, Aleppo governorate. IOM's intervention aimed to respond to the emergency needs of vulnerable households that were displaced following the escalation of hostilities by the Government of Syria between December 2019 and March 2020.

To select the locations for site establishment, IOM developed land identification guidelines, which were adopted by the S/NFI Cluster, conducted extensive surveys and geo-spatial mapping of potential lands, and held discussions with local authorities. After identifying 29 potential sites, IOM selected 10 sites and carried out full Housing, Land, and Property (HLP) Due Diligence in coordination with technical experts in IOM.

In all 10 sites, IOM conducted infrastructure activities in line with Sphere standards including ground levelling, gravelling, the installation of drainage and sewage networks, gender segregated latrines, Persons with Disabilities (PWD)-accessible latrines, septic tanks, fencing, lighting, and ground raising and levelling for all tents through 20cm of gravelling. IOM carried out these activities with complimentary funding from USAID's Bureau of Humanitarian Assistance (BHA). IOM procured and transhipped 5,000 tents and 5,000 NFI kits through the UN Hub at Bab al-Hawa. Saed and Bonyan then installed the tents once the sites were completed and distributed the NFI kits when IDPs moved into the sites (this occurred after the end of the project period – see Section 3 for more details). IOM and IPs selected the beneficiaries based on its guidelines and subsequent community and beneficiary vulnerability assessments.

IOM provided free transportation for beneficiaries to the sites, while implementing COVID-19 mitigation measures, including distribution of face masks (under complimentary funding from Germany). Through its complimentary funding from the SCHF and BHA, IOM is providing Camp Coordination and Camp Management (CCCM) and Water Sanitation and Hygiene (WASH) services in all 10 sites. IOM is setting up camp management structures in the site, coordinating multisectoral assistance, enhancing the capacity of camp communities, and conducting vulnerability mapping of beneficiaries. Lastly, IOM is establishing water networks and will provide emergency WASH services in all 10 sites.

### 3. Changes and Amendments

While IOM originally intended to procure 4,650 tents and NFI kits, the large-scale displacements increased demand for tents in NWS and IOM's local supplier could not provide tents within the required timeframe. IOM instead procured tents from a global supplier in Pakistan at half the unit cost of those produced in Turkey. With these budget savings, IOM was able to procure 5,000 tents and 5,000 NFI kits and expand the scope of infrastructure works in the sites. On 15 May 2020, IOM received an approval from CERF for this reprogramming, which increased the beneficiary target from 23,250 to 25,000 individuals.

IOM partners secured necessary approvals from the local authorities to implement the project, which included a CCCM component. However, once IOM started preparations for the implementation of the camp management component, the local authorities blocked the activities. UN OCHA facilitated negotiations between IOM, its IPs, and the local authorities and eventually resolved the issue. IOM received approval from CERF for a three month no-cost extension (NCE) on 6 August 2020. As a result, the construction works were slightly delayed. Nonetheless, IOM fully completed the main infrastructure construction works by the end of the project period. To ensure assets were not looted prior to the arrivals of beneficiaries, IOM and partners conducted the final installation of latrine accessories (i.e., solar panels, lighting, locks) days before the first families moved into the sites with the full presence of the CCCM partner staff.

In November 2020, IOM informed the DRHC that the arrival of beneficiaries into the 10 sites would require additional time to ensure that beneficiaries were relocated once all camp management staff had been hired and trained, and to ensure COVID-19 mitigation measures are in place. At the project end date (18 November 2020), IOM was not able to meet the target of 25,000 beneficiaries for two reasons. First, the target was set based on the assumption that one household, composed of five family members, would occupy one tent. However, this was challenging to accommodate as many households were not always composed of five members (for example, sometimes three members or eight members were in each household). Therefore, to abide by Sphere standards, many tents did not contain five people. Second, IOM faced an access incident in the Afrin site whereby local authorities insisted that IDPs must obtain identification cards before relocating to the new site. The relocation of beneficiaries (approximately 1,890 beneficiaries) is therefore pending to this site, while the issue is being resolved.

However, by mid-January 2021, IOM was able to relocate 21,335 individuals to the sites and this figure was included in this reporting.

#### 4. Number of People Directly Assisted with CERF Funding\*

Sector/cluster	Emergency Shelter and NFI - Shelter and Non-Food Items									
Category	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Refugees	0	0	0	0	0	0	0	0	0	0
Returnees	0	0	0	0	0	0	0	0	0	0
Internally displaced people	4,650	4,650	6,975	6,975	23,250	5,107	4,465	5,519	6,244	21,335
Host communities	0	0	0	0	0	0	0	0	0	0
Other affected people	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>4,650</b>	<b>4,650</b>	<b>6,975</b>	<b>6,975</b>	<b>23,250</b>	<b>5,107</b>	<b>4,465</b>	<b>5,519</b>	<b>6,244</b>	<b>21,335</b>
<b>People with disabilities (PWD) out of the total</b>										
	1,720	1,720	2,720	2,720	8,880	163	270	117	166	716

\* Figures represent best estimates of people directly supported through CERF funding. Disaggregation by sex and age represents women and men ≥18, girls and boys <18.

## 5. People Indirectly Targeted by the Project

Throughout the project, IOM used several contractors, which hired local workers to carry out the construction works. Local workers received on average US\$ 150 per month. As a result, the project was able to provide short-term livelihoods to workers from nearby communities. After the reporting period, it is anticipated that the relocation of beneficiaries and development of the camps can subsequently contribute to the local economy as well as economic exchanges between camp residents and people in nearby communities, such as the rehabilitation of roads and increases in markets and trade. The establishment of the sites will limit the proliferation of informal settlements and scattered tents. In doing so, the project contributed to the reducing strain on agricultural land and potential HLP disputes, while also facilitating a more efficient, effective, and coordinated approach by humanitarian responders.

## 6. CERF Results Framework

<b>Project objective</b>	Save lives and alleviate suffering by delivering a dynamic multi-sectoral response in northwest Syria				
<b>Output 1</b>	Provide shelter and NFI assistance to newly displaced people through the set-up and expansion of IDP sites in northwest Syria				
<b>Was the planned output changed through a reprogramming after the application stage?</b>				Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Sector/cluster</b>	Emergency Shelter and NFI - Shelter and Non-Food Items				
<b>Indicators</b>	<b>Description</b>	<b>Target</b>	<b>Achieved</b>	<b>Source of verification</b>	
Indicator 1.1	# of IDPs living in IDP sites provided with life-saving humanitarian assistance	25,000 persons	21,335	Beneficiary lists from implementing partners	
<b>Explanation of output and indicators variance:</b>		<p>At the time of project end date, IOM has not yet met the target of 25,000 beneficiaries for two reasons. First, the target was set based on the assumption that one household, composed of five family members, would occupy one tent. However, this was challenging to accommodate as many households were not always composed of five members (for example, sometimes three members or eight members were in each household). To abide by Sphere standards, many tents did not contain five people.</p> <p>Second, IOM faced an access incident in the Afrin site whereby local authorities insisted that IDPs must obtain identification cards before relocating to the new site. The relocation of beneficiaries (approximately 1,890 beneficiaries) is therefore pending to this site, while the incident is being resolved. By mid-January 2021, IOM had reached 21,335 individuals under this intervention.</p>			
<b>Activities</b>	<b>Description</b>	<b>Implemented by</b>			
Activity 1.1	Identification of IDP sites for site set-up or expansion and conducting of technical needs assessments	IOM and implementing partners Saed Charity Association and Bonyan Organisation carried out site identification through extensive surveys and geo-spatial mapping. A total of 29 sites were initially identified and 10 final sites were selected (nine in Idleb Governorate and one in Aleppo Governorate). Saed oversaw the establishment of four sites and Bonyan oversaw six sites.			
Activity 1.2	Procurement of 4,650 tents and 4,650 full NFI kits	Using its LTAs, IOM procured 5,000 tents from a global supplier in Pakistan and 5,000 full NFI Kits from a local supplier in Turkey. All tents were received by 5 June 2020 and all NFI kits were received by 14 April 2020.			

Activity 1.3	Transportation of tents and NFI kits from the Gaziantep warehouse to Bab Al Hawa and Bab Al Salam border crossings	IOM transported the 5,000 tents and NFI kits from its warehouse in Gaziantep through the UN Transshipment Hub and Bab al Hawa border crossing. All tents were transhipped by 8 July 2020 and all NFI kits were transhipped by 1 July 2020. These items were stored securely in partner warehouses until installation and distribution.
Activity 1.4	Installation of tents by the IPs to the IDPs inside Syria, levelling and gravelling of sites	Between June and September, IOM through Saed and Bonyan levelled and gravelled all 10 sites. Additionally, IOM through its IPs provided levelling for the 5,000 tents through 20cm of gravelling. The tents were installed shortly before the relocation of beneficiaries with the presence of the IPs CCCM staff.
Activity 1.5	Installation of emergency WASH facilities including latrines	IOM through Saed and Bonyan provided all 10 sites with gender-segregated latrines, PwD-segregated latrines, drainage and sewage networks, and septic tanks.
Activity 1.6	Basic shelter site management of IDP sites	Saed and Bonyan recruited a total of 70 staff, with IOM technical experts providing six trainings on camp management principles to begin the relocation of beneficiaries. The aim of the CCCM trainings was to bring together partners to develop shared understandings of roles and responsibilities, in accordance with international CCCM principles and standards. The training developed staffs' awareness and competence in using CCCM guidelines and tools, for the effective relocation of beneficiaries and camp management. After the reporting period, through its complimentary funding from the SCHF, IOM continued providing CCCM and WASH services in all 10 sites.
Activity 1.7	Third Party Monitoring activities including Commodity Tracking System (CTS), distribution and post-distribution monitoring and technical visits	<p>IOM implemented its Commodity Tracking System (CTS), a real-time tracking system using QR codes to track the 5,000 NFI kits and tents from the border to the warehouse, and then to sites. The system allowed IOM to know when a shipment reached the IDP sites. Third party monitor (TPM) field engineers visited the sites daily to ensure that contractors' work adhered to safety standards and the BoQs.</p> <p>Following on the TPM's recommendations, IOM and the IPs ensured improvements to the latrines, reinforced fencing, and ensured proper safety measures were taken at camps with terraced land. IOM's TPM also conducted mid-term and final technical assessments of WASH-related implementation and infrastructure improvements. Monitoring visits will continue throughout December 2020 to assess the quality of works. A beneficiary satisfaction survey and post-distribution monitoring exercises will be conducted after the reporting period once all the beneficiaries have been relocated.</p>

## 7. Effective Programming

CERF expects partners to integrate and give due consideration to cross-cutting issues such as Accountability to Affected People (AAP), Protection from Sexual Exploitation and Abuse (PSEA), People with disabilities (PwD), Centrality of Protection as well as Gender and Age. In addition, the Emergency Relief Coordinator (ERC) has identified four underfunded priority areas<sup>3</sup> often lacking appropriate consideration and visibility: women and girls, people with disabilities, education and protection. **The following sections demonstrate how cross-cutting issues and the ERC's four underfunded priority areas have been integrated and given due consideration.**

### a. Accountability to Affected People (AAP)<sup>4</sup>:

To promote the project's accountability to affected populations (AAP), Saed and Bonyan's outreach teams conducted 19 awareness sessions with local councils hosting IDPs and IDP communities. Based on the consultations with local councils, IDP communities, and the S/NFI and CCCM clusters, the establishment of new sites would be insufficient to meet affected populations' basic needs if the project only provided tents and NFI kits without basic infrastructure. From the outset, IOM's approach of establishing 10 new sites with basic infrastructure was based on feedback from IDPs. In the design of PwD-latrines, Saed conducted outreach to nearby communities and conducted a survey on preference for design of PwD latrines and obstacles faced for latrine use. IOM incorporated the feedback of the survey into the designs of the latrines, including making one-third of all latrines PwD-friendly and installing normal toilet seats rather than moveable seats.

### b. AAP Feedback and Complaint Mechanisms:

Bonyan and Saed conducted visits to prospective IDP households to register details for IOM's vulnerability scoring system. The scoring system is comprehensive, prioritizing those displaced during the conflict between December 2019 and March 2020, those living near the newly established sites and those living in inadequate shelter. Households were also prioritized based on their vulnerability, including female/child-headed households and households with PwD.

Both IPs also distributed flyers to prospective beneficiaries, which included information about the newly established camps and a number, which people could either call or message on WhatsApp, to provide feedback, complaints, or enquiries about the project, beneficiary selection and relocation process. The WhatsApp number, email address and direct mobile number were printed on each of the NFI kits. Once inside the camps, IOM distributed AAP posters outside each latrine. The posters included a hotline number (for complaints and feedback), managed directly by IOM's M&E team. When feedback or complaints were registered, IOM M&E directed the feedback anonymously to the project managers for follow-up. Depending on the nature of the feedback/complaint, IOM worked with the IP to solve the issue and ensured that TPM conducted a follow-up to confirm that the issue was resolved.

### c. Prevention of Sexual Exploitation and Abuse (PSEA):

IOM hosts the Whole of Syria PSEA inter-agency program in its Gaziantep office. The PSEA program receives SEA-related complaints through a dedicated inter-agency hotline and email by member organizations. PSEA staff received trainings on the management of a hotline, child protection and handling complaints from children, Gender-Based Violence (GBV) and protection, and referral of complaints. Quality survivor assistance is a priority, thus close collaboration has been established with the GBV sub-cluster for assistance.

Both Saed and Bonyan are active members of the PSEA Network with dedicated PSEA focal points, who attended mandatory PSEA focal point training and have the capacity to conduct SEA-related investigations with technical support from the PSEA network. The PSEA focal point training covered the basic PSEA concepts and definitions, the IASC 6 Core Principles, a SEA scenario with focus on the victim/survivor-centred approach, reporting mechanisms, and focal points' roles and responsibilities. PSEA posters and banners were

<sup>3</sup> These areas include: support for women and girls, including tackling gender-based violence, sexual and reproductive health and empowerment; programmes targeting people with disabilities; education in protracted crises; and other aspects of protection. The ERC recommended an increased focus on these four areas to ensure that they be given due consideration by RC/HCs and UNCTs/HCTs when prioritizing life-saving needs for inclusion in CERF requests. While CERF remains needs-based, the ERC will be looking for country teams to prioritize projects and mainstreamed activities that systematically and effectively address to these four historically underfunded areas. Please see the Questions and Answers on the ERC four priority areas [here](#).

<sup>4</sup> AAP and PSEA are part and parcel of IASC commitments, and therefore mandatory for compliance for all UN agencies and partners. Agencies do not necessarily need to establish new AAP and PSEA mechanisms for CERF projects if functioning ones are already in place. For more information please refer to the [IASC AAP commitments](#).

distributed in all 10 camps and the AAP posters included the PSEA hotline number. Lastly, IOM will train all camp management and WASH staff on PSEA with support from the PSEA network.

**d. Focus on women, girls and sexual and gender minorities, including gender-based violence:**

As part of the beneficiary selection guidelines prepared by IOM, IDP households referred by protection organizations to IOM were given priority within the vulnerability scoring and criteria guidelines. The IP consulted with the referring protection organizations, which determined whether the newly established camps and the relocation were suitable for the referred households or if the relocation to a new site would harm the referred household (i.e. moving them too far from family, or to a new site located far from the services required).

Additionally, female-headed households were given a high score in the beneficiary selection guidelines. Each camp is fitted with a dedicated space for protection activities. Under complementary funding, IOM's CCCM program will create child and women-friendly spaces in all the camps, as well as facilitate the creation of camp committees which will have an equal representation of men and women.

**e. People with disabilities (PwD):**

All 10 sites were levelled, gravelled, and had sewage and drainage networks constructed. From the outset, these activities improved the accessibility of the sites for PwD and mitigated the risk of flooding. In the sites where there are terraces (all sites apart from Selwa and Kafr Nabi), ramps and stairs were constructed to make the whole site accessible.

For the latrine design, PwDs were consulted and approximately one-third of all latrines across the sites were PwD-friendly. In the Standard Operating Procedures (SOP) for IDP site registration, tents next to WASH facilities were reserved for people with mobility issues, chronic illness, blindness, or other disabilities. In addition to the infrastructure, households with PwDs were prioritized in the beneficiary selection guidelines, amongst those who had been displaced in the December 2019-March 2020 period. Finally, the option of transportation was provided to all IDPs coming to the camps, which included mobility assistance to PwD.

**f. Protection:**

Once beneficiaries are moved into the camps, IOM's Protection teams, through its IPs, will provide mobile protection services in all 10 camps. Moreover, each camp will receive tents dedicated to protection services to be utilized by IOM's mobile protection teams. The protection services include referrals, child protection (CP) case management, and CP, Protection, and GBV awareness sessions. During the land identification process, IOM designed a KOBO assessment tool to survey and inform the selection of potential land as far as possible away from conflict zones (i.e., frontlines and military facilities) and without any military remnants. In terms of site design, all camps have solar communal lighting, extra solar lighting panels for latrine blocks, gender-segregated latrines, and fencing around the sites.

**g. Education:**

During the land identification process, IOM considered proximity and access to nearby services, including education facilities in the assessment of suitable sites. Subsequently, sites which were closer to existing communities and services, were preferred. Additionally, Bonyan will be covering four of the sites with non-formal education services (literacy, numeracy, remedial). For the remaining six sites, IOM's CCCM team is liaising with the Education Cluster to cover the sites.

**8. Cash and Voucher Assistance (CVA)**

**Use of Cash and Voucher Assistance (CVA)?**

Planned	Achieved	Total number of people receiving cash assistance:
No	Choose an item.	NA

If **no**, please describe why CVA was not considered. Where feasible, CVA should be considered as a default response option, and multi-purpose cash (MPC) should be utilised wherever possible.

If **yes**, briefly note how CVA is being used, highlighting the use of MPC, and if any linkages to existing social protection systems have been explored.

NA

**Parameters of the used CVA modality:**

<b>Specified CVA activity</b> (incl. activity # from results framework above)	<b>Number of people receiving CVA</b>	<b>Value of cash (US\$)</b>	<b>Sector/cluster</b>	<b>Restriction</b>
			Choose an item.	Choose an item.
			Choose an item.	Choose an item.
			Choose an item.	Choose an item.

**9. Visibility of CERF-funded Activities**

<b>Title</b>	<b>Weblink</b>
Story – There is always hope	<a href="https://turkey.iom.int/stories/there-always-hope">https://turkey.iom.int/stories/there-always-hope</a>
Video: IOM TR Warehouse	<a href="https://www.youtube.com/watch?v=gSKChFG4cx4">https://www.youtube.com/watch?v=gSKChFG4cx4</a>
2020 XB Info sheet and Toolkit Q2 (Ninth photo)	<a href="https://mailchi.mp/97d7c5c4ba75/iom-turkey-syria-cross-border-programme-2020-results-4072493">https://mailchi.mp/97d7c5c4ba75/iom-turkey-syria-cross-border-programme-2020-results-4072493</a>
Podcast: IOM TR CTS	<a href="https://open.spotify.com/episode/7qFof6XNnyioqUDoiJVft2?si=f26j2iYTT1q9RjA-eFBpWw">https://open.spotify.com/episode/7qFof6XNnyioqUDoiJVft2?si=f26j2iYTT1q9RjA-eFBpWw</a>
2020 XB Info sheet and Toolkit Q3 (First photo)	<a href="https://mailchi.mp/iom/iom-turkey-syria-cross-border-programme-2020-results-4129285">https://mailchi.mp/iom/iom-turkey-syria-cross-border-programme-2020-results-4129285</a>

## 3.2 Project Report 20-RR-HCR-005

1. Project Information			
<b>Agency:</b>	UNHCR	<b>Country:</b>	Syrian Arab Republic
<b>Sector/cluster:</b>	Emergency Shelter and NFI - Shelter and Non-Food Items Protection - Protection	<b>CERF project code:</b>	20-RR-HCR-005
<b>Project title:</b>	Provision of protection, emergency shelter and NFI items for crisis-affected populations in northwest Syria		
<b>Start date:</b>	15/02/2020	<b>End date:</b>	14/08/2020
<b>Project revisions:</b>	No-cost extension <input type="checkbox"/>	Redeployment of funds <input type="checkbox"/>	Reprogramming <input type="checkbox"/>
<b>Funding</b>	<b>Total requirement for agency's sector response to current emergency:</b>		<b>US\$ 35,000,000</b>
	<b>GUIDANCE:</b> Figure prepopulated from application document.		
	<b>Total funding received for agency's sector response to current emergency:</b>		<b>US\$ 525,280</b>
	<b>GUIDANCE:</b> Indicate the total amount received to date against the total indicated above. Should be identical to what is recorded on the Financial Tracking Service (FTS). This should include funding from all donors, including CERF.		
	<b>Amount received from CERF:</b>		<b>US\$ 12,600,000</b>
	<b>Total CERF funds sub-granted to implementing partners:</b>		<b>US\$ 1,911,622</b>
	<b>GUIDANCE:</b> Please make sure that the figures reported here are consistent with the ones reported in the annex.		
	Government Partners		US\$ NA
	International NGOs		US\$ NA
	National NGOs		US\$ 1,911,622
	Red Cross/Crescent Organisation		US\$ NA

## 2. Project Results Summary/Overall Performance

Under this project, UNHCR expanded its emergency life-saving response and reached 307,158 internally displaced persons (IDPs) in northwest Syria<sup>5</sup>, who had been newly displaced by the increase of hostilities in mid-December 2019. UNHCR was able to assist a much higher number of IDPs than originally estimated, surpassing its initial target by over 100,000 persons. Overall, 70,757 IDPs benefitted from protection services, 141,487 IDPs received NFI assistance and 94,914 IDPs were assisted with shelter support.

Through its partners, UNHCR provided protection services to support 70,757 IDPs. These services, which were delivered through outreach activities or at static service points consisted of a range of activities including psychosocial support, case management, counselling, awareness raising on civil status documentation and housing, land and properties, and legal assistance. In line with COVID-19 safety measures, the assistance was provided either remotely (online) where possible or in meetings with only a limited number of participants. In particular, the protection assistance served to alleviate the suffering of those IDPs whose displacement situation increased the risk of gender-based violence (GBV), child violations, as well as other protection risks deriving from a lack of shelter and basic services. UNHCR procured 14,735 hygiene kits, which partners distributed during the abovementioned protection activities, while also sharing information to prevent the spread of COVID-19 among the IDP communities.

<sup>5</sup> The following districts were reached: Aghtrín, Al Bab, A'rima, Armanaz, Atareb, A'zaz, Bennsh, Dana, Daret Azza, Darkosh, Idleb, Janudiyeh, Jarablus, Kafr Takharim, Maaret Tamsrin, Mare', Qourqeena, Salqin, Sharan, Suran, Tadaf.

From mid-February to mid-April 2020, UNHCR transhipped and distributed, through its partners, 13,000 NFI kits to an initial 65,000 IDPs. The sub-districts prioritised for distributions were Dana and Maaret Tamsrin in Idleb Governorate and Atareb and Al Bab in Aleppo Governorate. However, as the components of the NFI kits had a lower cost than initially estimated, UNHCR was able to procure an additional 12,358 NFI kits. These additional kits were distributed in June 2020 to 76,487 IDPs in Idleb (Dana and Maaret Tamsrin) and Aleppo. To prevent the spread of COVID-19, the kits also included soap, which was not foreseen at the beginning of the project. Overall, 141,487 IDPs received NFI support through this intervention.

By April 2020, UNHCR had transhipped 13,000 tents procured under CERF funding, which partners then distributed to 78,000 IDPs in Idleb and Aleppo. A lower unit cost allowed UNHCR to procure an additional 2,819 tents, which were distributed to 16,914 persons. Most of the IDPs were in Dana, Maaret Tamsrin and Qourqeena sub-districts of Idleb. In total, 94,914 IDPs received shelter support.

Throughout the implementation, UNHCR and partners worked closely with the CCCM and Shelter/NFI Clusters to identify and target areas that had seen high influxes of IDPs between December 2019 and March 2020, expand existing IDP sites or establish new ones, and provide timely life-saving assistance.

### **3. Changes and Amendments**

UNHCR was able to reach more IDPs than originally planned due to a few factors. One, despite the difficulties stemming from the outbreak of the COVID-19, the pandemic also created an opportunity to engage in alternative modalities to deliver services, especially for awareness-raising sessions and similar initiatives. The implementation of these activities through alternative platforms conducted online allowed UNHCR and partners to reach a higher number of persons than in-person gatherings, while also safeguarding IDPs' and partners staff's health.

Two, in relation to the shelter and NFI component of this grant, a more effective supply chain management also led to substantial cost savings during the project implementation. UNHCR was able to lower the costs for two items in the NFI kits that were procured locally in Turkey. This allowed UNHCR to purchase additional items, which, thanks to economies of scale, and coupled with the devaluation of the Turkish Lira against the US Dollar in 2020, helped to further cost savings. A retendering of foam mattresses as well hygiene kits also reduced the unit costs of the two items. Similarly, although procured internationally, UNHCR was able to obtain a lower cost for tents than initially envisaged, through its periodical tendering processes. Overall, these considerable reductions in cost gave UNHCR the opportunity to procure more items and, therefore, reach more IDPs with life-saving assistance.

#### 4. Number of People Directly Assisted with CERF Funding\*

Sector/cluster	Protection - Protection									
Category	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Refugees	0	0	0	0	0	0	0	0	0	0
Returnees	0	0	0	0	0	0	0	0	0	0
Internally displaced people	12,390	11,210	18,290	17,110	59,000	14,859	13,444	21,934	20,519	70,757
Host communities	0	0	0	0	0	0	0	0	0	0
Other affected people	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>12,390</b>	<b>11,210</b>	<b>18,290</b>	<b>17,110</b>	<b>59,000</b>	<b>14,859</b>	<b>13,444</b>	<b>21,934</b>	<b>20,519</b>	<b>70,757</b>

#### People with disabilities (PwD) out of the total

0	0	0	0	0	0	0	0	0	0	0
---	---	---	---	---	---	---	---	---	---	---

Sector/cluster	Emergency Shelter and NFI - Shelter and Non-Food Items									
Category	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Refugees	0	0	0	0	0	0	0	0	0	0
Returnees	0	0	0	0	0	0	0	0	0	0
Internally displaced people	30,030	27,170	44,330	41,470	143,000	68,557	72,284	44,916	49,644	235,401
Host communities	0	0	0	0	0	0	0	0	0	0
Other affected people	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>30,030</b>	<b>27,170</b>	<b>44,330</b>	<b>41,470</b>	<b>143,000</b>	<b>68,557</b>	<b>72,284</b>	<b>44,916</b>	<b>49,644</b>	<b>235,401</b>

#### People with disabilities (PwD) out of the total

\* Figures represent best estimates of people directly supported through CERF funding. Disaggregation by sex and age represents women and men ≥18, girls and boys <18.

---

0	0	0	0	0	0	0	0	0	0	0
---	---	---	---	---	---	---	---	---	---	---

\* Figures represent best estimates of people directly supported through CERF funding. Disaggregation by sex and age represents women and men ≥18, girls and boys <18.

## 5. People Indirectly Targeted by the Project

The activities carried out through this contribution targeted largely those displaced by the rise in hostilities starting in mid-December 2019. However, host communities indirectly benefitted from this project. In addition to relieving the pressure on hosting communities through the provision of shelter and NFIs to the newly displaced, this project provided work and income opportunities for around 100 IDPs and host community members who were hired to perform tent installation and graveling insulation activities by one of UNHCR's partners.

In addition to the persons displaced after December 2019, the protection interventions also benefitted protracted IDPs who have been displaced multiple times since the start of the conflict. Due to the prolonged nature of the conflict and various displacements that have occurred, it is likely that IDPs displaced earlier in 2019 or even before would be residing in existing IDP sites (in planned or informal settlements) targeted under this project. As such, these individuals would have been included in the outreach and static protection services provided in this project.

## 6. CERF Results Framework

<b>Project objective</b>	Save lives and alleviate suffering by delivering a dynamic multi-sectoral response			
<b>Output 1</b>	Protection services provided to internally displaced persons			
<b>Was the planned output changed through a reprogramming after the application stage?</b>		Yes <input type="checkbox"/>		No <input checked="" type="checkbox"/>
<b>Sector/cluster</b>	Protection - Protection			
<b>Indicators</b>	<b>Description</b>	<b>Target</b>	<b>Achieved</b>	<b>Source of verification</b>
Indicator 1.1	Number of persons assisted with protection services	59,000	70,757	Monthly and quarterly partner reports, UNHCR cross-checks via the Third-Party Monitoring Reports
<b>Explanation of output and indicators variance:</b>		Protection activities were prioritized from June to July 2020 to reach more IDPs. Additionally, the utilization of remote methods of engagement with beneficiaries due to COVID-19, allowed for more beneficiaries to join the various protection activities as explained earlier in Section 3.		
<b>Activities</b>	<b>Description</b>	<b>Implemented by</b>		
Activity 1.1	Provide protection services (including but not limited to counselling, referral services, case management, and psychosocial support) through static specialized protection facilities in IDP sites and mobile outreach teams	Shafak, SEMA, SRD, UNHCR (hygiene kit procurement)		
<b>Output 2</b>	Shelter and NFI assistance provided to newly displaced people through the set-up and expansion of IDP sites and the rehabilitation of collective centres/unfinished buildings			
<b>Was the planned output changed through a reprogramming after the application stage?</b>		Yes <input type="checkbox"/>		No <input checked="" type="checkbox"/>
<b>Sector/cluster</b>	Emergency Shelter and NFI - Shelter and Non-Food Items			
<b>Indicators</b>	<b>Description</b>	<b>Target</b>	<b>Achieved</b>	<b>Source of verification</b>
Indicator 2.1	Number of individuals provided with emergency shelter support	78,000	94,914	Monthly and quarterly partner reports, UNHCR

				cross-checks via Third-Party Monitoring Reports
Indicator 2.2	Number of individuals provided with NFIs	65,000	141,487	Monthly and quarterly partner reports, UNHCR cross-checks via Third-Party Monitoring Reports
Indicator 2.3	Number of IDPs living in sites provided with life-saving humanitarian assistance	143,000	236,401	Monthly and quarterly partner reports, UNHCR cross-checks via Third-Party Monitoring Reports
<b>Explanation of output and indicators variance:</b>		A lower unit cost for both tents and NFI items allowed UNHCR to procure more kits to reach more IDPs.		
<b>Activities</b>	<b>Description</b>	<b>Implemented by</b>		
Activity 2.1	Identify displaced communities and sites in need of shelter emergency and NFIs	CCCM Cluster		
Activity 2.2	Procure tents and NFIs	UNHCR		
Activity 2.3	Distribute and install tents (depending on the location, land preparation might also be required)	UNHCR (delivery), Maram, Watan (distribution)		
Activity 2.4	Distribute NFIs	UNHCR (delivery), Maram, Watan (distribution)		

## 7. Effective Programming

CERF expects partners to integrate and give due consideration to cross-cutting issues such as Accountability to Affected People (AAP), Protection from Sexual Exploitation and Abuse (PSEA), People with disabilities (PwD), Centrality of Protection as well as Gender and Age. In addition, the Emergency Relief Coordinator (ERC) has identified four underfunded priority areas<sup>6</sup> often lacking appropriate consideration and visibility: women and girls, people with disabilities, education and protection. **The following sections demonstrate how cross-cutting issues and the ERC's four underfunded priority areas have been integrated and given due consideration.**

### a. Accountability to Affected People (AAP)<sup>7</sup>:

Beneficiaries were involved in all stages of UNHCR's project cycle. Multi-sectoral and sector-specific assessments were carried out to obtain accurate information on the needs of IDPs. Through third-party monitoring, beneficiaries' feedback on the quality and satisfaction on the delivered goods and services were collected and their suggestions were used to adjust programming. For example, UNHCR extended its project with its partner Shafak, in line with the IDPs' assessed needs, to provide emergency protection interventions through outreach teams. In another instance, UNHCR adjusted its partnership agreement with SEMA, to support the case management and rehabilitation centre in Idleb, which provides comprehensive case management services.

Throughout the implementation, UNHCR's partners ensured a systematic feedback and complaint mechanisms, which also involved beneficiaries. In September 2020, UNHCR also conducted a workshop on risk-based monitoring, tackling topics as risk analysis, risk-based management and preparation of risk-based monitoring plans for staff from its eight partners.

### b. AAP Feedback and Complaint Mechanisms:

<sup>6</sup> These areas include: support for women and girls, including tackling gender-based violence, sexual and reproductive health and empowerment; programmes targeting people with disabilities; education in protracted crises; and other aspects of protection. The ERC recommended an increased focus on these four areas to ensure that they be given due consideration by RC/HCs and UNCTs/HCTs when prioritizing life-saving needs for inclusion in CERF requests. While CERF remains needs-based, the ERC will be looking for country teams to prioritize projects and mainstreamed activities that systematically and effectively address to these four historically underfunded areas. Please see the Questions and Answers on the ERC four priority areas [here](#).

<sup>7</sup> AAP and PSEA are part and parcel of IASC commitments, and therefore mandatory for compliance for all UN agencies and partners. Agencies do not necessarily need to establish new AAP and PSEA mechanisms for CERF projects if functioning ones are already in place. For more information please refer to the [IASC AAP commitments](#).

During the implementation, partners ensured several feedback and complaint mechanisms are in place, including through complaint boxes, phone/WhatsApp numbers, Facebook pages, Skype, email or focal points. UNHCR discussed these mechanisms with its partners during the preparation phase of the partnership agreements and, during the project, verified the implementation of the mechanisms on a regular basis, and where needed adjusting them to the context. It should be noted that the feedback and complaint mechanisms put in place ensured that the biodata collected would not be shared with anyone else other than the focal points. Accessibility to such information is only be limited to the designated focal points.

### **c. Prevention of Sexual Exploitation and Abuse (PSEA):**

UNHCR has a strong focus on the prevention and response to sexual exploitation and abuse (PSEA) as well as GBV and organizes regular internal and external training sessions. Misconduct can be reported to the two UNHCR's PSEA focal points based in UNHCR's office in Gaziantep, who liaise directly with the PSEA regional focal point based at the UNHCR MENA Regional Office in Amman. UNHCR's Ethics Office and Inspector General's Office at headquarters can also be contacted by beneficiaries, partners and/or UNHCR staff. UNHCR ensures that no other persons have access to the PSEA cases, apart from the partner and the designated staff, responsible for following up on the cases and contacting beneficiaries.

A PSEA workshop was conducted for 50 participants from UNHCR's community-based protection partners and PSEA network members in June 2020. The workshop covered the following topics: core principles of UNHCR and HLG Code of Conduct, definition of sexual exploitation, sexual abuse and sexual harassment, power relations and PSEA reporting mechanisms. Exercises and interactive activities contributed to a solid understanding of the topics covered.

### **d. Focus on women, girls and sexual and gender minorities, including gender-based violence:**

The CCCM Cluster estimates that 80 per cent of the population in IDP sites is comprised of women and children. UNHCR and its partners applied an age, gender and diversity (AGD) approach by ensuring that the specific needs of female/child-headed households, unaccompanied and separated children, and elderly people were given priority for the installation of tents. All partners were expected to ensure mitigation measures are in place to prevent SEA, including with construction workers, landlords in the sites where distributions were conducted as well as other possible entities. Partners also consulted with the displaced community to identify the most vulnerable and conducted their distributions according to the priority groups identified.

As part of the efforts to mitigate the risk of gender-based violence (GBV), female-headed households were prioritised for access to shelter, and particularly for the installation of tents by partners as well as for protection activities. As for UNHCR's protection activities, UNHCR's partners sought to swiftly identify the most vulnerable groups – including women and children at risk - in order to guarantee prompt and efficient assistance. Emphasis was also placed on referrals and specialized protection facilities for child protection and survivors of GBV.

### **e. People with disabilities (PwD):**

While the project did not specifically focus on people with disabilities, it sought to ensure that disability was a key consideration of the vulnerability-based beneficiary selection criteria. People with disabilities were included in the project and were prioritised as beneficiaries for the distribution of tents. Actions to remove barriers to shelter were undertaken, such as the installation of tents by UNHCR's partners. People with disabilities were also included in UNHCR's measures for the prevention of GBV and care for sexual assault survivors.

### **f. Protection:**

The protection environment has been strongly affected by the impact of COVID-19 mitigation measures, the economic downturn, large-scale displacement as well as the ongoing armed conflict. UNHCR readjusted the sub-districts targeted under this project in consultation with the CCCM and other clusters as needed, to ensure that IDPs have access to adequate shelter and NFIs.

Consultations with communities allowed UNHCR's partners to identify and prioritise those IDPs with specific needs or vulnerabilities and took the required steps to assist those cases and/or refer them to specialised protection services. For instance, UNHCR's partners supported and engaged with 18 community committees on a regular basis. The committees, comprised of members from both the IDP and host communities, including women, men, the elderly and youth, would meet on a monthly basis to discuss the needs on the ground and flag protection cases where needed.

In the context of the COVID-19, UNHCR and its partners made significant adjustments to their shelter and NFI provision modalities and protection assistance to safeguard the health of IDPs and in order not to interrupt the provision of life-saving assistance. Examples of these adjustments included: converting in-person activities - such as information dissemination and awareness-raising sessions - to online

meetings; limiting urgent in-person activities to a maximum of five people to ensure social distancing, with activities taking place outdoors and with face masks; organising trainings online and providing internet cards to the participants; following up on cases via phone where possible and conducting door-to-door distribution of assistance to avoid large gatherings.

**g. Education:**

Not Applicable

**8. Cash and Voucher Assistance (CVA)**

**Use of Cash and Voucher Assistance (CVA)?**

Planned	Achieved	Total number of people receiving cash assistance:
No	Choose an item.	NA

If **no**, please describe why CVA was not considered. Where feasible, CVA should be considered as a default response option, and multi-purpose cash (MPC) should be utilised wherever possible.

If **yes**, briefly note how CVA is being used, highlighting the use of MPC, and if any linkages to existing social protection systems have been explored.

**Parameters of the used CVA modality:**

Specified CVA activity (incl. activity # from results framework above)	Number of people receiving CVA	Value of cash (US\$)	Sector/cluster	Restriction

**9. Visibility of CERF-funded Activities**

Title	Weblink
Cross-Border Humanitarian Response Fact Sheet - Northwest Syria - August 2020	<a href="https://data2.unhcr.org/en/documents/details/79517">https://data2.unhcr.org/en/documents/details/79517</a>
Cross-Border Humanitarian Response Fact Sheet - Northwest Syria - July 2020	<a href="https://reliefweb.int/report/syrian-arab-republic/north-west-syria-cross-border-humanitarian-response-fact-sheet-july-2020">https://reliefweb.int/report/syrian-arab-republic/north-west-syria-cross-border-humanitarian-response-fact-sheet-july-2020</a>
Cross-Border Humanitarian Response Fact Sheet - Northwest Syria - May 2020	<a href="https://reporting.unhcr.org/sites/default/files/UNHCR%20Cross-Border%20Humanitarian%20Response%20Fact%20Sheet%20-%20North-west%20Syria%20-%20May%202020.pdf">https://reporting.unhcr.org/sites/default/files/UNHCR%20Cross-Border%20Humanitarian%20Response%20Fact%20Sheet%20-%20North-west%20Syria%20-%20May%202020.pdf</a>

### 3.3 Project Report 20-RR-CEF-011

#### 1. Project Information

<b>Agency:</b>	UNICEF	<b>Country:</b>	Syrian Arab Republic
<b>Sector/cluster:</b>	Water Sanitation Hygiene - Water, Sanitation and Hygiene	<b>CERF project code:</b>	20-RR-CEF-011
<b>Project title:</b>	Emergency WASH response to ongoing displacement in Northwest Syria		
<b>Start date:</b>	28/01/2020	<b>End date:</b>	27/07/2020
<b>Project revisions:</b>	No-cost extension <input type="checkbox"/>	Redeployment of funds <input type="checkbox"/>	Reprogramming <input type="checkbox"/>

#### Funding

<b>Total requirement for agency's sector response to current emergency:</b>	<b>US\$ 10,000,000</b>
<b>GUIDANCE:</b> Figure prepopulated from application document.	
<b>Total funding received for agency's sector response to current emergency:</b>	<b>US\$ 3,000,000</b>
<b>GUIDANCE:</b> Indicate the total amount received to date against the total indicated above. Should be identical to what is recorded on the Financial Tracking Service (FTS). This should include funding from all donors, including CERF.	
<b>Amount received from CERF:</b>	<b>US\$ 4,987,671</b>
<b>Total CERF funds sub-granted to implementing partners:</b>	<b>US\$ 2,663,641</b>
<b>GUIDANCE:</b> Please make sure that the figures reported here are consistent with the ones reported in the annex.	
Government Partners	US\$ NA
International NGOs	US\$ NA
National NGOs	US\$ 2,663,641
Red Cross/Crescent Organisation	US\$ NA

#### 2. Project Results Summary/Overall Performance

Under this project, UNICEF provided critical WASH humanitarian response for internally displaced people (IDPs) and host communities affected by the conflict in northwest Syria (NWS). UNICEF and its partners (BINAA, IYD and WATAN) provided WASH life-saving emergency interventions to 118,012 IDPs in 119 camps/sites/informal settlements. That included water trucking, latrine construction and desludging, solid waste management, WASH NFIs and hygiene promotion activities. The project targeted IDPs in Salqin, Harim, Kafr Takharim, Qourqeena, Dana and Armanaz in Harim district, Maaret Tamsrin, Idleb and Bennesh in Idleb district in Idleb, and Atareb in Jebal Saman district in Aleppo. The quantity of water increased in May 2020 from 25 litres/person/day to 35 litres/person/day to ensure proper handwashing as a mitigation measure for COVID-19 transmission.

To ensure water quality, tests were conducted for water trucks and at household level to ensure the Free Residual Chlorine (FRC) is maintained within a range of 0.2-0.5 mg/l at household levels. Promotional efforts reached 208,612 individuals including IDPs in informal settlements and four host communities through focus group discussions, hygiene promotion sessions, distribution of WASH NFIs such as hygiene kits and jerry cans. Communication materials such as posters, banners, stickers were developed and used for public display and shared with key informants and households. Further, digital communication material such as animated videos were developed and shared across NWS through social media to prevent COVID-19 by promoting hand washing and hygiene, use of masks and social/physical distancing messages.

The project further supported the resilience of 89,150 people in four host communities in Idleb to access safe water and sanitation by rehabilitating the water systems and sewerage networks in Kafr Rehm, Zardana, Ram Hamdan and Kafr Jales in Maaret Tamsrin. The

implementation plans based on Bills of Quantities were followed up to ensure the finalisation of all rehabilitation works. With the completion of rehabilitation and testing, a water tariff collection and accounting workshop was conducted with full participation of the local councils' representatives and selected water stations workers. Establishing tariff collection system has contributed towards sustainability of operations of water stations. The four communities also benefited from the solid waste management services to improve the environmental conditions.

In addition, 45,250 people also indirectly benefited from the improvement of WASH facilities in 21 schools in Harim, Zardana, Salqin and Qourqeena in Idleb and Zardana health care facility.

### **3. Changes and Amendments**

UNICEF over-achieved slightly in Output 1 as there was an increase of IDPs present in the targeted informal settlements/sites than the project had originally planned for, and thus this IDPs were included as targeted beneficiaries in the project. However, in Output 2, the movement of IDPs out of from host communities to IDPs camps/informal settlements meant a decrease in the number of beneficiaries reached, by 3.8 per cent than initially planned after the completion of water and sanitation interventions in the four targeted communities.

#### 4. Number of People Directly Assisted with CERF Funding\*

Sector/cluster	Water Sanitation Hygiene - Water, Sanitation and Hygiene									
Category	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Refugees	0	0	0	0	0	0	0	0	0	0
Returnees	0	0	0	0	0	0	0	0	0	0
Internally displaced people	40,188	39,255	18,727	18,505	116,675	24,879	23,137	34,348	35,648	118,012
Host communities	23,175	21,785	24,102	23,638	92,700	22,010	21,112	23,563	22,465	89,150
Other affected people	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>63,363</b>	<b>61,040</b>	<b>42,829</b>	<b>42,143</b>	<b>209,375</b>	<b>46,889</b>	<b>44,249</b>	<b>57,912</b>	<b>58,113</b>	<b>207,162</b>
<b>People with disabilities (PwD) out of the total</b>										
	13,306	12,818	8,994	8,850	43,968	9,847	9,292	12,161	12,204	43,504

\* Figures represent best estimates of people directly supported through CERF funding. Disaggregation by sex and age represents women and men ≥18, girls and boys <18.

## 5. People Indirectly Targeted by the Project

Under this project, at least 2,000 local service providers were involved and engaged in related emergency life-saving services such as water trucking, latrine construction, desludging and solid waste collection and disposal. UNICEF also contracted local contractors in the rehabilitation of water systems and sewerage network expansion in the communities. In this regard, this project was able to provide short-term livelihoods opportunities for local companies and residents. The project also indirectly benefitted at least an additional 10,000 IDPs who live near to the targeted sites/camps/informal settlement through hygiene awareness campaigns with focus on COVID-19 preventive measures.

## 6. CERF Results Framework

<b>Project objective</b>	Provide life-saving and life-sustaining WASH assistance to affected population in response to the ongoing emergency in Northwest Syria.			
<b>Output 1</b>	Provision of minimum WASH requirements including supplies and services and to affected target population			
<b>Was the planned output changed through a reprogramming after the application stage?</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>				
<b>Sector/cluster</b>	Water Sanitation Hygiene - Water, Sanitation and Hygiene			
<b>Indicators</b>	<b>Description</b>	<b>Target</b>	<b>Achieved</b>	<b>Source of verification</b>
Indicator 1.1	# of people reached with critical hygiene promotion	209,375	208,612	Partners' progress reports, TPM reports
Indicator 1.2	# of people who received essential WASH NFIs	116,675	117,415	Partners' progress reports, TPM reports
Indicator 1.3	# of people with improved access to water through humanitarian life-saving/emergency water facilities and services	116,675	118,012	Partners' progress reports, TPM reports
Indicator 1.4	# of people with improved access to sanitation through humanitarian life-saving/emergency sanitation/sewage facilities and services	81,900	100,143	Partners' progress reports, TPM reports
Indicator 1.5	# of people reached through humanitarian life-saving/ emergency solid waste management and vector control facilities and services	116,675	118,155	Partners' progress reports, TPM reports
<b>Explanation of output and indicators variance:</b>		The primary reason for the over-achievement under Output 1 was related to increase in the number of IDPs in targeted sites/camps/informal settlements, thus was included under the project.		
<b>Activities</b>	<b>Description</b>	<b>Implemented by</b>		
Activity 1.1	Provision of safe water via water trucking (25 liter/person/day)	Binaa, IYD and Watan		
Activity 1.2	Procure and install water tanks	Binaa, IYD and Watan		
Activity 1.3	Solid waste management (collection and disposal)	Binaa, IYD and Watan		
Activity 1.4	Latrine construction and desludging	Binaa, IYD and Watan		

Activity 1.5	Procure and distribute of WASH NFIs (family hygiene kits, baby HKs, plastic tarpaulins and jerry cans) along with hygiene promotion activities.	Binaa, IYD and Watan
--------------	---	----------------------

<b>Output 2</b>	Provision of safe water through minor repair and maintenance of existing WASH services available to the affected target population
-----------------	--

**Was the planned output changed through a reprogramming after the application stage?** Yes  No

<b>Sector/cluster</b>	Water Sanitation Hygiene - Water, Sanitation and Hygiene			
-----------------------	--	--	--	--

Indicators	Description	Target	Achieved	Source of verification
Indicator 2.1	Estimated # of people with improved access to water as a result of repair of water systems	92,700	90,600	Partners' progress reports, TPM reports
Indicator 2.2	Estimated # of people with improved access to sanitation services through support to sanitation systems	92,700	87,700	Partners' progress reports, TPM reports

**Explanation of output and indicators variance:** Under Output 2, the difference in achieved figure and the initial planned figure was due to the movement of IDPs in the targeted communities who decided to leave the sites during the implementation of this project.

Activities	Description	Implemented by
Activity 2.1	Repair four existing water systems including operation and maintenance in Idleb	WATAN
Activity 2.2	Repair four sewerage systems in Idleb	WATAN
Activity 2.3	Improve WASH facilities in schools and health care facilities	IYD and WATAN

## 7. Effective Programming

CERF expects partners to integrate and give due consideration to cross-cutting issues such as Accountability to Affected People (AAP), Protection from Sexual Exploitation and Abuse (PSEA), People with disabilities (PwD), Centrality of Protection as well as Gender and Age. In addition, the Emergency Relief Coordinator (ERC) has identified four underfunded priority areas<sup>8</sup> often lacking appropriate consideration and visibility: women and girls, people with disabilities, education and protection. **The following sections demonstrate how cross-cutting issues and the ERC's four underfunded priority areas have been integrated and given due consideration.**

### a. Accountability to Affected People (AAP)<sup>9</sup>:

UNICEF and its implementing partners designed, implemented and monitored the activities with the involvement of the affected people to ensure the project meets their needs and concerns. UNICEF ensured that each IP has standard operating procedures to ensure accountability to affected people. The accountability is usually initiated through engaging people and the communities to understand their needs and concerns such as the content in hygiene kits and timing of distribution, preferred location of water points and community

<sup>8</sup> These areas include: support for women and girls, including tackling gender-based violence, sexual and reproductive health and empowerment; programmes targeting people with disabilities; education in protracted crises; and other aspects of protection. The ERC recommended an increased focus on these four areas to ensure that they be given due consideration by RC/HCs and UNCTs/HCTs when prioritizing life-saving needs for inclusion in CERF requests. While CERF remains needs-based, the ERC will be looking for country teams to prioritize projects and mainstreamed activities that systematically and effectively address to these four historically underfunded areas. Please see the Questions and Answers on the ERC four priority areas [here](#).

<sup>9</sup> AAP and PSEA are part and parcel of IASC commitments, and therefore mandatory for compliance for all UN agencies and partners. Agencies do not necessarily need to establish new AAP and PSEA mechanisms for CERF projects if functioning ones are already in place. For more information please refer to the [IASC AAP commitments](#).

---

latrines. Following the inputs from communities, the activities that are agreeable with the community are included in the response plan. Various participatory tools such as focus group discussions and interviews were used to solicit inputs from affected people, opinion local leaders, women groups, and local councils

---

#### **b. AAP Feedback and Complaint Mechanisms:**

During the design phase of the project, the implementing partners were briefed about the feedback and complaint mechanisms. Generally, the complaints are received by field staff of the implementing partners at the site, often during interaction with community members. The individuals and communities also have free access to the local/site offices of the implementing partners so that they can share their grievances directly with the staff and managers. In addition, the beneficiaries are encouraged to share their concerns through hotlines, telephone, SMS and WhatsApp via a dedicated number provided. Implementing partners are expected to record all the complaints and feedback for the verification of their monitoring team. While this mechanism is ideally designed to respond to the complaints as soon as possible, depending on the nature of complaints, it typically takes some time (about a week or more) to be addressed and resolved. Implementing partners' staff have been trained to respond to the complaints as soon as possible and to maintain strict confidentiality, especially with those of sensitive nature.

---

#### **c. Prevention of Sexual Exploitation and Abuse (PSEA):**

UNICEF maintains a 'zero tolerance policy' on SEA. All implementing partners are expected to create and maintain an environment that will ensure to prevent any form of SEA. The field staff and managers of the implementing partners are trained on all the aspects of SEA. In addition, MEAL teams carefully monitored project interventions to ensure that no affected people, especially women and children, is exposed to potential SEA. During the course of this project, implementing partners' management staff and focal persons were provided with training and asked to prepare their PSEA action plans to be included into their overall workplan – this action plan included mandatory training of their field staff and setting up systems and procedures to strengthen prevention of SEA.

---

#### **d. Focus on women, girls and sexual and gender minorities, including gender-based violence:**

UNICEF and its implementing partners ensured that the design of the WASH programming took into consideration potential gender-based violence. On this, locations and type of public latrines, especially for girls and women, were designed and decided in close consultation with the end-users. Solar lamps were provided wherever possible, to ensure these WASH facilities are well lit and can be safely accessed. A more decentralised water supply chain also helps to prevent overcrowding and long queuing. Prior to the distribution of WASH supplies, announcements were made to inform the communities and potential beneficiaries that the assistance to be provided are for humanitarian purposes. This is to ensure that the community and beneficiaries fully understand that they have no obligations towards those conducting and providing the distributions.

---

#### **e. People with disabilities (PwD):**

In the project design phase, consultations were conducted to seek inputs from people with disabilities to help ensure appropriateness to the WASH services. To support people with disabilities, efforts were made in some locations to build user friendly latrines with ramps and other features that support the accessibility of disabled persons to the WASH facilities. In some instances, latrines were built close to the dwelling units of the people with disabilities to facilitate easier access.

---

#### **f. Protection:**

Within the context of COVID-19, the project streamlined Risk Communication and Community Engagement (RCCE) in its behavioural promotion campaigns. UNICEF's implementing partners promoted the use of personal protective equipment (PPE) for all waterworks and sanitary workers to limit transmission of COVID-19. Emphasis was also given to water quality management and waste handling practices. UNICEF also supplied PPE for the implementing partners' field staff and organised orientation/training through WASH Cluster on key information on COVID-19. WASH projects took several measures to prevent gender-based violence (GBV) such as informing the community that they have no obligation to reciprocate for the WASH supplies and services. Community latrines and water points were also designed in consultation with girls and women, and lighting is provided in these facilities for their safety at night.

---

#### **g. Education:**

Under this project, the WASH team worked closely with the Education Cluster to provide technical assistance on the promotion of WASH information in schools. This includes information on latrines construction and rehabilitation, rehabilitation of water points, hygiene promotion. This was not conducted on a large scale during the project timeframe as most schools were closed due to COVID-19.

## 8. Cash and Voucher Assistance (CVA)

### Use of Cash and Voucher Assistance (CVA)?

Planned	Achieved	Total number of people receiving cash assistance:
No	Choose an item.	NA

If **no**, please describe why CVA was not considered. Where feasible, CVA should be considered as a default response option, and multi-purpose cash (MPC) should be utilised wherever possible.

If **yes**, briefly note how CVA is being used, highlighting the use of MPC, and if any linkages to existing social protection systems have been explored.

### Parameters of the used CVA modality:

Specified CVA activity (incl. activity # from results framework above)	Number of people receiving CVA	Value of cash (US\$)	Sector/cluster	Restriction
			Choose an item.	Choose an item.
			Choose an item.	Choose an item.
			Choose an item.	Choose an item.

## 9. Visibility of CERF-funded Activities

Title	Weblink
NA	NA

### 3.4 Project Report 20-RR-WFP-007

1. Project Information			
Agency:	WFP	Country:	Syrian Arab Republic
Sector/cluster:	Logistics - Common Logistics	CERF project code:	20-RR-WFP-007
Project title:	Logistics Augmentation and Coordination to Support Humanitarian Operations in Northwest Syria		
Start date:	19/02/2020	End date:	18/08/2020
Project revisions:	No-cost extension <input type="checkbox"/>	Redeployment of funds <input type="checkbox"/>	Reprogramming <input type="checkbox"/>
Funding	<b>Total requirement for agency's sector response to current emergency:</b>		<b>US\$ 1,008,073</b>
	GUIDANCE: Figure prepopulated from application document.		
	<b>Total funding received for agency's sector response to current emergency:</b>		<b>US\$ 0</b>
	GUIDANCE: Indicate the total amount received to date against the total indicated above. Should be identical to what is recorded on the Financial Tracking Service (FTS). This should include funding from all donors, including CERF.		
	<b>Amount received from CERF:</b>		<b>US\$ 1,008,073</b>
	<b>Total CERF funds sub-granted to implementing partners:</b>		<b>US\$ NA</b>
	GUIDANCE: Please make sure that the figures reported here are consistent with the ones reported in the annex.		
	Government Partners		US\$ NA
	International NGOs		US\$ NA
	National NGOs		US\$ NA
	Red Cross/Crescent Organisation		US\$ NA

### 2. Project Results Summary/Overall Performance

Under this project, WFP and the Logistics Cluster provided critical logistics support to the UN cross-border response through the facilitation of Security Council-authorized cross-border transshipment services for UN agencies delivering humanitarian cargo to areas of Syria inaccessible from inside the country. Over the course of the reported period, 6,986 Syrian trucks were transshipped from Turkey to Syria transporting just over 150,000 MT of humanitarian assistance through both Bab al-Hawa and Bab al-Salam border crossings. These figures were achieved despite the COVID-19 restrictions in Turkey and cross-border operations shrinking significantly. With the adoption of UN Security Council Resolution 2533 in July 2020, the border crossing of Bab al-Salam was excluded for UN transshipment operations.

In addition to transshipment services, the Logistics Cluster conducted a short gaps-and-needs analysis with its partners. The survey was conducted ahead of the UNSCR 2533 and therefore related to the most pressing needs of the time, namely the potentiality of non-extension of UNSCR 2504 and its impact, as well as the impact of COVID-19 on logistics operations. In addition, new IM products were developed and published online to the Logistics Cluster dedicated Syria webpage with more in-depth monitoring and analysis of overall logistics inside both Turkey and northwest Syria to support partner operational decision-making. In July 2020, the Logistics Cluster conducted a mid-year user satisfaction survey achieving 89% satisfaction rate.

### **3. Changes and Amendments**

With the declaration of COVID-19 as global pandemic on 11 March 2020, coordination meetings moved online, and some operational changes took place. For example, a series of comprehensive COVID-19 preventive measures were put in place at the transshipment hubs. These included hand washing facilities, mask and glove provision and regular workshops to raise awareness among workers and staff and to ensure physical distancing. In addition, in July 2020, plans were drawn to expand the transshipment hub at Bab al-Hawa to double the hub space from 5,000 sqm to 10,000 sqm and triple office space from 112 m<sup>2</sup> to 364 m<sup>2</sup>. The expansion works began in August 2020 and were implemented to ensure physical distancing measures were fully implemented for all workers, drivers and staff operating at the hub.

#### 4. Number of People Directly Assisted with CERF Funding\*

Sector/cluster	Logistics - Common Logistics									
Category	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Refugees	0	0	0	0	0	0	0	0	0	0
Returnees	0	0	0	0	0	0	0	0	0	0
Internally displaced people	0	0	0	0	0	0	0	0	0	0
Host communities	0	0	0	0	0	0	0	0	0	0
Other affected people	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>People with disabilities (PwD) out of the total</b>										
	0	0	0	0	0	0	0	0	0	0

\* Figures represent best estimates of people directly supported through CERF funding. Disaggregation by sex and age represents women and men ≥18, girls and boys <18.

## 5. People Indirectly Targeted by the Project

As there were no beneficiaries targeted under this project, this section is not applicable.

## 6. CERF Results Framework

**Project objective** Coordinate transshipment operations for humanitarian organisations responding to the crisis in northwest Syria. Maintain interagency logistics coordination and information management in order to support the overall humanitarian response. Enhance the response capacity of humanitarian actors to effectively manage the logistics of their humanitarian responses.

**Output 1** Coordinate transshipment operations to humanitarian organizations responding to the crisis in northwest Syria.

**Was the planned output changed through a reprogramming after the application stage?** Yes  No

**Sector/cluster** Logistics - Common Logistics

Indicators	Description	Target	Achieved	Source of verification
Indicator 1.1	# of operational hubs used for cross-border transshipment operations	2	2	UNSCR approved border crossings Bab al-Hawa and Bab al-Salam.
Indicator 1.2	# of trucks transhipped through UNSCR approved border crossings	5,800	6,986	Logistics Cluster data source
Indicator 1.3	Number of UN agencies using the services of the hubs WFP, UNHCR, UNICEF, FAO, IOM, UNFPA, WHO)	7	7	Logistics Cluster data source

**Explanation of output and indicators variance:** On 11 July 2020, the UN Security Council approved UNSCR 2533 which authorised the use of Bab al-Hawa border crossing for another 12 months, thus excluding Bab al-Salam. In the months leading up to this decision, UN agencies increased the amount of relief assistance being transported cross-border into northwest Syria to ensure prepositioning of supplies, thus leading to increased numbers of trucks being transhipped.

Activities	Description	Implemented by
Activity 1.1	Coordinate with partners, customs authorities, OCHA and UNMM to maintain and ensure the smooth running of transshipment operations.	Logistics Cluster/WFP
Activity 1.2	Liaising with hub owners and security to ensure all security measures are in place.	Logistics Cluster/WFP

**Output 2** Maintain inter-agency logistics coordination and information management in order to support humanitarian actors.

**Was the planned output changed through a reprogramming after the application stage?** Yes  No

**Sector/cluster** Logistics - Common Logistics

Indicators	Description	Target	Achieved	Source of verification
------------	-------------	--------	----------	------------------------

Indicator 2.1	# of Information Management (IM) products shared	17	20	Logistics Cluster data source/WFP
Indicator 2.2	# of Gaps and Needs analyses conducted	1	1	Logistics Cluster data source/WFP
<b>Explanation of output and indicators variance:</b>				
<b>Activities</b>	<b>Description</b>	<b>Implemented by</b>		
Activity 2.1	Organize and participate on regular and ad-hoc basis to coordination meetings in Turkey	Logistics Cluster/WFP		
Activity 2.2	Provide partners with up-to-date information on regular basis for operational decision-making and planning	Logistics Cluster/WFP		
Activity 2.3	Consult closely with partners and conduct a gaps-and-needs assessment that identifies the logistics gaps and challenges faced by responding organisations	Logistics Cluster/WFP		

## 7. Effective Programming

CERF expects partners to integrate and give due consideration to cross-cutting issues such as Accountability to Affected People (AAP), Protection from Sexual Exploitation and Abuse (PSEA), People with disabilities (PwD), Centrality of Protection as well as Gender and Age. In addition, the Emergency Relief Coordinator (ERC) has identified four underfunded priority areas<sup>10</sup> often lacking appropriate consideration and visibility: women and girls, people with disabilities, education and protection. **The following sections demonstrate how cross-cutting issues and the ERC's four underfunded priority areas have been integrated and given due consideration.**

### a. Accountability to Affected People (AAP)<sup>11</sup>:

The Logistics Cluster, as service provision sector, does not deal directly with affected populations.

### b. AAP Feedback and Complaint Mechanisms:

The Logistics Cluster, as service provision sector, does not deal directly with affected populations.

### c. Prevention of Sexual Exploitation and Abuse (PSEA):

The Logistics Cluster, as service provision sector, does not deal directly with affected populations.

### d. Focus on women, girls and sexual and gender minorities, including gender-based violence:

The Logistics Cluster, as service provision sector, does not deal directly with affected populations.

### e. People with disabilities (PwD):

The Logistics Cluster, as service provision sector, does not deal directly with affected populations.

<sup>10</sup> These areas include: support for women and girls, including tackling gender-based violence, sexual and reproductive health and empowerment; programmes targeting people with disabilities; education in protracted crises; and other aspects of protection. The ERC recommended an increased focus on these four areas to ensure that they be given due consideration by RC/HCs and UNCTs/HCTs when prioritizing life-saving needs for inclusion in CERF requests. While CERF remains needs-based, the ERC will be looking for country teams to prioritize projects and mainstreamed activities that systematically and effectively address to these four historically underfunded areas. Please see the Questions and Answers on the ERC four priority areas [here](#).

<sup>11</sup> AAP and PSEA are part and parcel of IASC commitments, and therefore mandatory for compliance for all UN agencies and partners. Agencies do not necessarily need to establish new AAP and PSEA mechanisms for CERF projects if functioning ones are already in place. For more information please refer to the [IASC AAP commitments](#).

**f. Protection:**

The Logistics Cluster, as service provision sector, does not deal directly with affected populations.

**g. Education:**

The Logistics Cluster, as service provision sector, does not deal directly with affected populations.

**8. Cash and Voucher Assistance (CVA)****Use of Cash and Voucher Assistance (CVA)?**

Planned	Achieved	Total number of people receiving cash assistance:
No	Choose an item.	NA

If **no**, please describe why CVA was not considered. Where feasible, CVA should be considered as a default response option, and multi-purpose cash (MPC) should be utilised wherever possible.

If **yes**, briefly note how CVA is being used, highlighting the use of MPC, and if any linkages to existing social protection systems have been explored.

**Parameters of the used CVA modality:**

Specified CVA activity (incl. activity # from results framework above)	Number of people receiving CVA	Value of cash (US\$)	Sector/cluster	Restriction
			Choose an item.	Choose an item.
			Choose an item.	Choose an item.
			Choose an item.	Choose an item.

**9. Visibility of CERF-funded Activities**

Title	Weblink
Transshipment: A life-line for millions in Syria	<a href="https://logcluster.org/blog/transshipment-lifeline-millions-syria">https://logcluster.org/blog/transshipment-lifeline-millions-syria</a>
In and Out: A new transshipment record for the Syria operation.	<a href="https://logcluster.org/blog/in-and-out">https://logcluster.org/blog/in-and-out</a>
End of Year Cross-Border Transshipment Infographic	<a href="https://logcluster.org/document/syria-turkey-cross-border-operations-january-december-2020">https://logcluster.org/document/syria-turkey-cross-border-operations-january-december-2020</a>

### 3.5 Project Report 20-RR-WFP-008

#### 1. Project Information

<b>Agency:</b>	WFP	<b>Country:</b>	Syrian Arab Republic
<b>Sector/cluster:</b>	Food Security - Food Assistance	<b>CERF project code:</b>	20-RR-WFP-008
<b>Project title:</b>	Emergency food support for those affected by conflict in North West Syria		
<b>Start date:</b>	15/01/2020	<b>End date:</b>	14/07/2020
<b>Project revisions:</b>	No-cost extension <input checked="" type="checkbox"/>	Redeployment of funds <input type="checkbox"/>	Reprogramming <input type="checkbox"/>

<b>Funding</b>	<b>Total requirement for agency's sector response to current emergency:</b>	<b>US\$ 43,000,000</b>
	<b>GUIDANCE:</b> Figure prepopulated from application document.	
	<b>Total funding received for agency's sector response to current emergency:</b>	<b>US\$ 0</b>
	<b>GUIDANCE:</b> Indicate the total amount received to date against the total indicated above. Should be identical to what is recorded on the Financial Tracking Service (FTS). This should include funding from all donors, including CERF.	
	<b>Amount received from CERF:</b>	<b>US\$ 6,000,000</b>
	<b>Total CERF funds sub-granted to implementing partners:</b>	<b>US\$ NA</b>
	<b>GUIDANCE:</b> Please make sure that the figures reported here are consistent with the ones reported in the annex.	
Government Partners	US\$ NA	
International NGOs	US\$ NA	
National NGOs	US\$ NA	
Red Cross/Crescent Organisation	US\$ NA	

#### 2. Project Results Summary/Overall Performance

Under this project, WFP was able to procure 334,800 ready-to-eat rations (RTEs). Of these, WFP and its cooperating partners distributed 289,147 RTEs, providing immediate food assistance to some 361,434 people in northwest Syria (NWS). This achievement represents 87 per cent of the original plan to reach 420,000 people with four rounds of RTE distribution. The four rounds of distributions were originally proposed by the Food Security and Livelihoods (FSL) Cluster based in Gaziantep, Turkey. However, given the fluidity of the situation on the ground and how quickly people were moving, it was not possible to track the number of rounds of distribution of RTEs. Given the large-scale movement, conflict on the ground and large humanitarian needs in the first two months of 2020, WFP decided to enact a 'No Regrets Policy' and instructed its cooperating partners to distribute as required to mitigate against the risk of some people not receiving much-needed food assistance.

Around 50 per cent of the families that were assisted with RTEs under this project have successfully been included into WFP's General Food Assistance (GFA) programme. Additionally, a significant number of those families assisted under this project have been handed over for the regular food assistance of other humanitarian agencies working in NWS. WFP implemented this project through eight cooperating partners in the following sub-districts: Jisr-Ash-Shugur, Mhambal, Ariha, Idib, Darkosh, Armanaz, Maaret Tamsrin, Bennis, Teftnaz, Dana of Idlib governorate, as well as Afrin, Azaz, Sharan, Mare, Suran, and Agthrin of Aleppo governorate.

#### 3. Changes and Amendments

Shortly after the confirmation of CERF funding in March 2020, a ceasefire was announced that drastically slowed down the number of displacements and hence the need for this type of immediate emergency assistance. With the lack of IDP movements at that time and given the volatile security situation, WFP decided to utilise its stock to address the food needs of IDPs, returnees and other vulnerable groups that could not be included in WFP's regular GFA programme. The GFA programme has reached approximately 1.4 million people a month in northwest Syria but was unable to include more due to funding constraints. WFP, in collaboration with the FSL Cluster in turn proposed winter food support to those households that have been deemed vulnerable through the beneficiary selection tool but could not be included in the regular WFP caseload. These households were provided with a double RTE distribution.

This deviation was documented in a No-Cost Extension (NCE) approved in July 2020, permitting WFP to hold the remaining commodities and use them as needed to continue providing life-saving assistance in NWS. At the time of reporting, WFP continues to maintain some stocks of RTEs - around 14 percent of the commodities procured under CERF funds - inside its cooperating partners' warehouses in NWS as a contingency repositioning stock, in the eventuality of any conflict and displacements.

#### 4. Number of People Directly Assisted with CERF Funding\*

Sector/cluster	Food Security - Food Assistance									
Category	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Refugees	0	0	0	0	0	0	0	0	0	0
Returnees	0	0	0	0	0	0	0	0	0	0
Internally displaced people	88,200	79,800	130,200	121,800	420,000	75,901	68,672	112,045	104,816	361,434
Host communities	0	0	0	0	0	0	0	0	0	0
Other affected people	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>88,200</b>	<b>79,800</b>	<b>130,200</b>	<b>121,800</b>	<b>420,000</b>	75,901	68,672	112,045	104,816	361,434 <sup>12</sup>
<b>People with disabilities (PwD) out of the total</b>										
	0	0	0	0	0	0	0	0	0	0

<sup>12</sup> However, given the fluidity on the ground and how quickly people were moving in the first two months of 2020, it was not possible to track how many rounds people received. The type of beneficiaries reached under this project varied between IDPs, returnees and vulnerable people from the host community as the context changed.

\* Figures represent best estimates of people directly supported through CERF funding. Disaggregation by sex and age represents women and men ≥18, girls and boys <18.

## 5. People Indirectly Targeted by the Project

Not Applicable

## 6. CERF Results Framework

<b>Project objective</b>	To provide emergency food assistance to those fleeing conflict in North West Syria to meet immediate food security needs.			
<b>Output 1</b>	Provision of emergency food assistance through ready to eat rations			
<b>Was the planned output changed through a reprogramming after the application stage?</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>				
<b>Sector/cluster</b>	Food Security - Food Assistance			
<b>Indicators</b>	<b>Description</b>	<b>Target</b>	<b>Achieved</b>	<b>Source of verification</b>
Indicator 1.1	Number of IDPs reached with emergency food assistance (Ready to Eat Food Ration)	420,000	361,434	Distribution reports, TPM reports, PDM reports, photos
<b>Explanation of output and indicators variance:</b>		Following the increase of IDPs in January and February 2020, a ceasefire was announced shortly after the confirmation of CERF funding. As a result of the ceasefire, the number of displacements drastically slowed down and hence the need for this type of immediate emergency assistance. As noted under Section 3, WFP decided to utilise the RTEs under this project to address the food needs of IDPs, returnees and other vulnerable groups that could not be included in the regular programming. Given the dynamic context and movement of people in various circumstances, it was not possible to track the number of rounds of RTE distributions. This figure (1,445,735) is calculated based on the reported figure in Section 4 (361,434), as if WFP RTEs were distributed to the same IDPs through four rounds of distributions as originally planned.		
<b>Activities</b>	<b>Description</b>	<b>Implemented by</b>		
Activity 1.1	WFP distributes RTEs to those experiencing displacement and/or are on the move to their next location	WFP's cooperating partners in northwest Syria		
Activity 1.2	Procurement of RTEs and delivery to WFP cross-border warehouse	WFP		
Activity 1.3	Delivery of RTEs cross-border to Cooperating Partners	WFP-led Logistics Cluster / WFP Transporters		

## 7. Effective Programming

CERF expects partners to integrate and give due consideration to cross-cutting issues such as Accountability to Affected People (AAP), Protection from Sexual Exploitation and Abuse (PSEA), People with disabilities (PwD), Centrality of Protection as well as Gender and Age. In addition, the Emergency Relief Coordinator (ERC) has identified four underfunded priority areas<sup>13</sup> often lacking appropriate consideration and visibility: women and girls, people with disabilities, education and protection. **The following sections demonstrate how cross-cutting issues and the ERC's four underfunded priority areas have been integrated and given due consideration.**

### a. Accountability to Affected People (AAP)<sup>14</sup>:

Through established accountability mechanisms, ongoing community consultations and information provision, WFP ensures that all beneficiary groups are involved in all project phases. Given the dynamic context, WFP and its cooperating partners rely on relief committees, local councils and partners on the ground to track IDPs arrival and inform WFP and its cooperating partners on the emergency response needs, through these networks, beneficiaries – notwithstanding vulnerable populations including women headed households, chronically ill, the elderly and persons with disabilities; all of which are being included in the design, implementation and monitoring of the emergency food assistance.

### b. AAP Feedback and Complaint Mechanisms:

Each cooperating partner working in northwest Syria operates a complaints and feedback mechanism (hotlines or complaint boxes) and is required to make sure beneficiaries are aware of this. Additionally, each RTE has a leaflet in it that informs the beneficiary the number to WFP's confidential Prevention of Sexual Exploitation and Abuse (PSEA) hotline. It is worth noting that most calls received on the PSEA hotline are not about PSEA. The hotline offers an avenue for people that may have troubles accessing complaint boxes, such as people with disabilities or the illiterate have an avenue to reach WFP and provide feedback or concerns. All information received from beneficiaries on WFP's food assistance is shared with relevant WFP staff for appropriate follow up with the aim always to be able to close the loop and provide information to the beneficiary.

### c. Prevention of Sexual Exploitation and Abuse (PSEA):

WFP is part of the inter-agency Prevention of Sexual Exploitation and Abuse (PSEA) hotline, whereby beneficiaries can safely – and discreetly – report any protection related issues they may have experienced, ensuring that the most vulnerable voices are being heard. All information received from beneficiaries is recorded and shared with WFP staff for appropriate follow up with the aim always to be able to close the loop and provide information to the beneficiary. In addition, WFP cooperating partners are expected to record all the feedback and complaints they received via their respective feedback mechanism as per WFP guidelines and provide regular reports to WFP on the cases received in line with WFP's procedures.

<sup>13</sup> These areas include: support for women and girls, including tackling gender-based violence, sexual and reproductive health and empowerment; programmes targeting people with disabilities; education in protracted crises; and other aspects of protection. The ERC recommended an increased focus on these four areas to ensure that they be given due consideration by RC/HCs and UNCTs/HCTs when prioritizing life-saving needs for inclusion in CERF requests. While CERF remains needs-based, the ERC will be looking for country teams to prioritize projects and mainstreamed activities that systematically and effectively address to these four historically underfunded areas. Please see the Questions and Answers on the ERC four priority areas [here](#).

<sup>14</sup> AAP and PSEA are part and parcel of IASC commitments, and therefore mandatory for compliance for all UN agencies and partners. Agencies do not necessarily need to establish new AAP and PSEA mechanisms for CERF projects if functioning ones are already in place. For more information please refer to the [IASC AAP commitments](#).

**d. Focus on women, girls and sexual and gender minorities, including gender-based violence:**

WFP's cooperating partners conducted focus group discussions (FGDs) and gender awareness sessions with beneficiaries in northwest Syria, ensuring women and men of different ages are equally involved. People with disabilities and people with chronic illness are also involved. FGDs were conducted in line with COVID-19 related mitigation measures, with a maximum number of participants of 12-15 per group. Throughout 2020, the number of sessions conducted remained at a minimum level due to COVID-19

**e. People with disabilities (PwD):**

WFP and its cooperating partners ensured meaningful access for all beneficiary groups, by paying special attention to individuals and groups who may be particularly vulnerable or have difficulty accessing assistance and services, such as people with disabilities. In some instances, door-to-door distributions were conducted in areas with a high number of elderly beneficiaries and/or beneficiaries living with disabilities. This enabled some of WFP's most vulnerable beneficiaries to receive their assistance without access or protection concerns.

**f. Protection:**

Through established accountability mechanisms, ongoing community consultations and information provision, WFP's cooperating partners sought to prioritise the safety and dignity of beneficiaries as per minimum standards shared by the Protection Cluster. WFP's cooperating partners ensured to identify and address protection risks that are caused by the intervention, design the activities in-line with protection principles, conducting monitoring to ensure protection mainstreaming is taking place, evaluate the impact of the protection mainstreaming actions on affected populations. In response to the protection risks posed by COVID-19, WFP developed COVID-19-specific standard operating procedures to ensure the protection of beneficiaries. Physical protection measures included the provision of hand washing stations and communications material at food distribution points as well as the use of personal protective equipment by all WFP and cooperating partner staff present at distributions.

**g. Education:**

Not Applicable

**8. Cash and Voucher Assistance (CVA)**

**Use of Cash and Voucher Assistance (CVA)?**

Planned	Achieved	Total number of people receiving cash assistance:
No	Choose an item.	NA

If **no**, please describe why CVA was not considered. Where feasible, CVA should be considered as a default response option, and multi-purpose cash (MPC) should be utilised wherever possible.

If **yes**, briefly note how CVA is being used, highlighting the use of MPC, and if any linkages to existing social protection systems have been explored.

**Parameters of the used CVA modality:**

Specified CVA activity (incl. activity # from results framework above)	Number of people receiving CVA	Value of cash (US\$)	Sector/cluster	Restriction
			Choose an item.	Choose an item.

			Choose an item.	Choose an item.
			Choose an item.	Choose an item.

**9. Visibility of CERF-funded Activities**

Title	Weblink
NA	NA

## ANNEX 1: CERF FUNDS DISBURSED TO IMPLEMENTING PARTNERS

CERF Project Code	CERF Sector	Agency	Implementing Partner Type	Total CERF Funds Transferred to Partner in USD
20-RR-IOM-004	Shelter & NFI	IOM	NNGO	\$663,500
20-RR-IOM-004	Shelter & NFI	IOM	NNGO	\$675,165
20-RR-HCR-005	Protection	UNHCR	NNGO	\$343,760
20-RR-HCR-005	Protection	UNHCR	NNGO	\$223,350
20-RR-HCR-005	Protection	UNHCR	NNGO	\$264,175
20-RR-HCR-005	Shelter & NFI	UNHCR	NNGO	\$511,398
20-RR-HCR-005	Shelter & NFI	UNHCR	NNGO	\$568,939
20-RR-CEF-011	Water, Sanitation and Hygiene	UNICEF	NNGO	\$1,404,505
20-RR-CEF-011	Water, Sanitation and Hygiene	UNICEF	NNGO	\$544,184
20-RR-CEF-011	Water, Sanitation and Hygiene	UNICEF	NNGO	\$714,952