

Annual Results Report

2024

Syrian Arab Republic

Acknowledgements

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Note:

The baseline values presented in this document reflect previous year's progress when available. If such data is not available, strategy baseline values are used instead.

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Section 1: Context and Overview

1.1 Changes to the Operational Context

Over the past 14 years, Syria has endured profound human suffering, with more than 13 million people displaced. Among these, over 7 million individuals remain internally displaced, while more than 6 million live as refugees, primarily in neighbouring countries such as Türkiye, Lebanon, and Jordan, as well as in Europe and beyond. The escalation of hostilities in Lebanon between 23 September and 27 November 2024 further exacerbated the crisis, prompting an estimated 528,000 people to cross from Lebanon into Syria.

On 27 November, a coalition led by Haya't Tahrir al-Sham (HTS) launched an offensive in Aleppo, capturing the city and most of Hama and Homs Governorates within ten days. By 8 December, before reaching Damascus, the former Syrian President fled to Moscow. The opposition then declared complete control of Damascus, assuming power. While HTS now controls most of Syria, areas such as the northeast remain under the Syrian Democratic Forces (SDF).

On 9 December, a caretaker Prime Minister was appointed to lead the formation of a “transitional government” until 1 March 2025, primarily comprising ministers from the existing “Syrian Salvation Government” in Idlib. On 8 January 2025, Ahmad al-Sharaa, formerly known as Abu Mohammad al-Jolani, was named Syria’s President for the transitional period.

By the end of 2024, 16.7 million people were estimated to be in need of humanitarian assistance in Syria. The country continued to host one of the largest populations of internally displaced people globally, with 7.2 million individuals, according to the 2024 OCHA Population Task Force update. In 2024, UNHCR verified or monitored the return of some 476,206 refugees from neighbouring countries, marking a significant increase compared to the 38,000 returnees in 2023. Additionally, some 376,635 internally displaced people were recorded as having returned to their places of origin between January and November 2024.

The new political changes made refugees in neighbouring countries express elation and hope, together with caution. Should a political transition be successful, accompanied by major investments by the donor community, there could be significant number of Syrians returning voluntarily from within the region in the next period of time. While UNHCR does not promote large-scale voluntary repatriations to Syria at this time, it is preparing to assist those who are choosing to return voluntarily, working closely with host governments hosting Syrian refugees in the region.

1.2. Progress Against the Desired Impact

1. Impact Area: Attaining Favorable Protection Environments

By 2025, all asylum seekers have better access to safe and equal asylum procedures, and risk of refoulement reduced

By 2025, people UNHCR serves enjoy improved access to documentation

Population Type	Indicator	
	Baseline	Actual (2024)
1.1 Proportion of people seeking international protection who are able to access asylum procedures		
Refugees and Asylum-seekers	100.00%	100.00%
1.2 Proportion of people who are able to move freely within the country of habitual residence		
Refugees and Asylum-seekers	97.89%	91.47%

The Syrian Arab Republic is not a party to the 1951 Convention and its 1967 Protocol, and it does not have a national legal framework governing refugee protection. Therefore, UNHCR carries out mandate registration and refugee status determination (RSD) procedures. This includes asylum-seekers, as they also have access to UNHCR registration centres and are referred to RSD.

In 2024, a total of 671 individuals were registered. Access to documentation also continued to improve, with some 3,206 documents issued to refugees and asylum-seekers.

Since the Gulf War, the Syrian Arab Republic has received refugees and asylum-seekers favourably, offering protection within its territories. The Law on Residency of Arabs and Foreigners (Law No. 2/2014) and its amendments under Law No. 4/2023, grant refugees and asylum-seekers the right to annual temporary residency, even in the absence of national passports. As a result, refugees and asylum-seekers holding valid UNHCR cards enjoy freedom of movement, particularly when combined with a residency permit.

In 2024, the Government of Syria maintained an open border policy, imposing no restrictions on access to UNHCR's international protection procedures. During the Israel-Hezbollah conflict in Lebanon, the Government granted unhindered access to its territory to persons fleeing the conflict, largely accepting various forms of identity documents to allow border crossings.

Legal status in the country largely protects refugees and asylum-seekers from arbitrary arrest, detention and refoulement, enabling UNHCR to advocate for their release and their rights when facing protection issues, including detention. However, despite active advocacy efforts, UNHCR observed incidents of refoulement in 2024 involving individuals allegedly involved in criminal activities.

2. Impact Area: Realizing Rights in Safe Environments

By 2025, all people UNHCR serves identified in need, receive timely assistance

Population Type	Indicator	
	Baseline	Actual (2024)
2.2 Proportion of people residing in physically safe and secure settlements with access to basic facilities		
IDPs	72.00%	73.30%
Refugees and Asylum-seekers	72.00%	75.00%
Returnees	72.00%	73.30%
2.3 Proportion of people with access to health services		
Refugees and Asylum-seekers	97.68%	96.70%

In 2024, Syria's economic crisis persisted due to sanctions and ongoing conflicts. The minimum expenditure basket (MEB) rose from 2,401,000 SYP (USD 192) in December 2023 to 3,275,000 SYP (USD 262) in mid-December 2024 (36% increase). Following the change of the regime in December 2024, driven largely by food price reduction, MEB has decreased to 2.1 million SYP by February 2025. While affordability of basic commodities may help vulnerable population meet their basic needs, there have not yet been major positive changes in the economy such as job opportunities, increased income level, and improvement in infrastructure and provision of basic social services.

Vulnerable people, such as female-headed households and persons with disabilities (PWD), continued to face protection risks and negative coping mechanisms. Without Humanitarian Needs Overview (HNO) data for 2025, which was expected to be published by the end of 2024, national poverty impact indicators remain unchanged.

UNHCR assisted 16,614 refugees and asylum-seekers with multipurpose cash grants and winterization assistance. Despite initiating multipurpose cash grants for extremely vulnerable Syrian families in 2024, a lengthy Government approval process – lasting over seven months - delayed payments, preventing most beneficiaries from receiving payments within the year. UNHCR ensured access to healthcare for refugees and asylum-seekers through health partners and launched a pilot project to include them in national primary healthcare services. Advocacy efforts with WHO and other health actors aimed to promote equal access to health services for refugees and migrants.

As highlighted in the 2024 HNO, 6.8 million people require adequate shelter, exceeding the current capacity of humanitarian organizations. In 2024, UNHCR's shelter program supported 16,690 households (83,450 individuals) with emergency shelter and 2,277 households (11,385 individuals) through the provision of long-term shelter solutions. This included essential repairs to urban and rural dwellings, improving safety and liveability, especially for returning families. Shelter interventions also enhanced access to basic infrastructure for affected communities, benefiting around 129,000 individuals, including internally displaced people, returnees, and host communities.

3. Impact Area: Empowering Communities and Achieving Gender Equality

By 2025, all people UNHCR serves, particularly women and girls, are empowered to access their rights, are equally engaged and participate in their own protection

Population Type	Indicator	
	Baseline	Actual (2024)
3.1 Proportion of people who have the right to decent work		
Refugees and Asylum-seekers	0.00%	0.00%
3.2a Proportion of children and young people enrolled in primary education		
IDPs	77.00%	77.00%
Refugees and Asylum-seekers	70.00%	97.11%
Returnees	77.00%	77.00%
3.2b Proportion of children and young people enrolled in secondary education		
IDPs	77.00%	77.00%
Refugees and Asylum-seekers	70.00%	96.90%
Returnees	77.00%	77.00%

In 2024, the legal framework in Syria regarding refugees' and asylum-seekers' access to formal employment remained unchanged. UNHCR continued its advocacy efforts with the Ministry of Social Affairs and Labor to improve refugees' access to decent work, with potential changes being explored for 2025.

As part of a right and community-based approach, UNHCR and partners actively empowered and involved community members, aimed to reduce communities' vulnerabilities and protection risks. Using an age, gender, and diversity (AGD) approach, community leaders and decision-makers, particularly women, were fully engaged as outreach volunteers, members of community-based structures, and leaders of community initiatives. Community structures, including community and youth-led initiatives, received UNHCR and partners' support through capacity building training. Additionally, UNHCR also supported 113 community centers, 117 mobile units, and 2,116 outreach volunteers in Syria were also supported, ensuring communities' critical role in the provision of integrated protection services.

To ensure accountability, UNHCR and partners conducted participatory and impact assessments. Community feedback was continuously received through complaint mechanisms, which were maintained throughout 2024.

UNHCR provided education grants to 4,815 refugee and asylum-seeker children. These grants were offered as unconditional cash assistance, adhering to a rights-based approach to cover school enrollment expenses. Overall, the education needs of displaced people and the expected impact remained unchanged, expect for a one-week suspension of school attendance following political changes on 8 December. Since then, students and teachers have resumed attending classes. Following structures from the new Minister, the Ministry of Education conducted an assessment to evaluate the current state of the formal education system, aimed at identifying the required support. Key priorities included school rehabilitation, installation of WASH facilities, and provision of essential school equipment.

4. Impact Area: Securing Solutions

By 2025, an increased number of people UNHCR serves have enhanced access to safe and dignified durable solutions

Population Type	Indicator	
	Baseline	Actual (2024)
4.1 Number of refugees who voluntarily return in safety and dignity to their country of origin		
Refugees and Asylum-seekers	1	0
4.2a Number of people who departed on resettlement		
Refugees and Asylum-seekers	19	26
4.2b Number of people who departed through complementary pathways		
Refugees and Asylum-seekers	45	2
4.3b Number of refugees for whom residency status is granted or confirmed		
Refugees and Asylum-seekers	6,683	8,773

In 2024, UNHCR continued to counsel refugees about conditions in their home countries, but no voluntary returns occurred. Syria received a resettlement quota of 50 refugees from the UK Refugee Resettlement Scheme, leading to 50 submissions and 44 departures, including two via complementary pathways. UNHCR supported complementary pathways by facilitating remote interviews, providing travel documents, and advocating for travel waivers to Lebanon or Jordan for visa interviews.

Aiming to prevent, reduce, and resolve statelessness in Syria, UNHCR, in coordination with the International Institute of Humanitarian Law, supported the participation of two government officials and the SARC Legal Project Manager in a four-day workshop on statelessness in San Remo to enhance their skills and knowledge, and to contribute to creating the conditions for law and policy reforms in conformity with the international framework.

UNHCR advocated with immigration authorities to resolve legal status challenges for refugees and asylum-seekers, particularly in northeast Syria. This included assisting Palestinian refugees from Iraq in regularizing their annual residency. By the end of 2024, 8,773 refugees and asylum seekers held valid residency

(UNHCR ProGres data).

UNHCR successfully advocated with Immigration authorities for waiving penalties for exceeding residency and illegal entry offenses under Laws 2/2014 and 12/2022. This initiative aligned with Legislative Decree No. 27/2024, granting amnesty for various crimes committed before its issuance, except for some financial penalties. Additionally, UNHCR conducted awareness campaigns on the importance of legalizing status, resulting in over 430 individuals regularizing their residency without fines or imprisonment.

1.3 Challenges to Achieving Impacts

IA1: Protect

Entry fees imposed on non-Syrians at the Syrian borders may pose a barrier to access to asylum in Syria for some individuals. As refolement cases are usually reported through family members or authorities, UNHCR's ability to intervene promptly is limited, and as a result some individuals may be refoled without the opportunity to report their cases to UNHCR.

Regarding UNHCR's capacity to track residency, UNHCR's registration and identity management system (proGres) does not reflect the residency permits information in a timely manner. In many cases, refugees obtain residency permits only after obtaining UNHCR ID documents and do not inform or report this back to UNHCR. As a result, UNHCR cannot verify or record residency details in ProGres.

Furthermore, following the collapse of the Syrian government in December 2024, immigration services, including the issuance and renewal of residency permits, were suspended. Therefore, refugees and asylum-seekers were not able to renew or obtain residency permits. While many checkpoints were removed, allowing people to move without needing to present their identity cards (including UNHCR-issued ones), various security incidents that occurred after December 2024 led individuals to limit their movements to avoid any potential risks.

IA2: Assist

All new CBI programmes for Syrians were only approved in the last quarter, taking more than 6 months on average in the process of government approval alone, with the exception of Syrian returnees fleeing the conflict in Lebanon, who were approved within a month in November 2024. This delay made it impossible to implement them within the calendar year, particularly in view of the freeze of the banking system following December 8, 2024. Limited access to data and a legal framework that prevents access to personal data of Syrian nationals, thereby limiting the possibility of establishing data protection agreements, were also significant challenges in CBI planning and implementation.

The requirement of valid residency for refugee beneficiaries hindered refugees' access to financial services including cash assistance, whilst workaround such as use of prepaid cards remained largely ineffective due to the low withdrawal limit at ATMs. UNHCR will advocate with the new authority to address these legal and institutional challenges to be able to provide cash assistance more effectively.

The health system suffers serious gaps, including but not limited to shortages in human resources, inadequate information systems, poor infrastructure, supply chain issues with medical supplies and medicines, and underfunding of health services, which all hinder access for the host community and refugees to quality health services, creating a situation of catastrophic out-of-pocket expenditure, and requiring radical changes led by the MoH and supported by joint coordinated efforts of all health actors. UNHCR rehabilitation programme faced significant challenges in 2024 due to approval delays that always affected our implementation schedule with the old Government in place. Moreover, the Lebanese emergency (Sept '24) and the collapse of the old regime in Dec '24 occurred in a critical end of the year period for UNHCR rehab programme, causing the suspension of all ongoing activities when implementation was ultimately at its peak. Hence, it was approved an extension of the implementation period till end of Feb '25, with some shelter interventions still ongoing when this report is submitted. UNHCR will advocate with the new authority to address the shelter and rehabilitation approval mechanism, to make sure UNHCR can start rehabilitation intervention in time during the year and not facing the usual critical delays.

IA3: Empower

The ongoing economic instability characterized by high unemployment rates, extreme poverty and limited job opportunities has affected most of the Syrians, making it even more difficult for refugees to secure decent work. The social challenges such as preference for hiring Syrian nationals over refugees further restrict opportunities as well as restrictive work permit procedures. These challenges also limit UNHCR's ability to advocate for increased refugees' access to work.

2024 saw increased numbers of Syrian returnees and other movements of different communities within the country which stretched the existing community centres and outreach volunteer networks capacity. New areas previously inaccessible became accessible resulting in a need to expand the outreach and delivery of protection as the networks reach was reduced including for example 23 community centres that were damaged during the skirmishes in the last quarter of 2024. The deterioration of safety and security in 2024 led to heightened fear and anxiety amongst community members leading to increased psychosocial distress across the communities. The widespread displacement, infrastructure damage and deepening humanitarian crisis increased vulnerabilities, and protection risks further limiting communities' self-reliance including for basic items like food and shelter. As the country continues to face significant political, social and economic challenges, the communities remain in a fragile state which limits the prospects of overcoming these challenges soon.

IA4: Solve

Voluntary repatriation for refugees in Syria is generally not possible given the unfavorable conditions for return in their countries of origin, while resettlement opportunities are very limited.

UNHCR has limitation to collect updated data related to statelessness in Syria due to the sensitivity of this matter. Additionally, no new law or census has been conducted recently by the government of Syria to obtain updated statistics.

1.4 Collaboration and Partnerships

UNHCR worked to strengthen collaboration and streamline processes with key ministries, including Foreign Affairs, Social Affairs and Labor, Local Administration and Environment, and Interior, to improve Programme implementation and mitigate the impact of bureaucracy. The CBI Programme's approval duration averaged 6 months and 18 days, with delays in partner agreements impacting timely assistance.

As the lead agency for Protection, Shelter, and Non-Food Items within the Humanitarian Country Team, UNHCR coordinated the humanitarian response at national and sub-national levels through 7 hubs. The Protection Sector, including Child Protection, GBV, and Mine Action, reached over 2 million Syrians in 2024. The S/NFI sector involved 26 partners, providing shelter to 169,344 individuals and distributing core relief and winter items to 276,989 individuals. UNHCR co-led the Housing, Land, and Property Task Force with NRC and UN-HABITAT, and the MHPSS working group with WHO. It worked with UNICEF on preventing sexual exploitation and with WFP on Accountability to Affected Populations.

UNHCR contributed to the updated Strategic Framework for Syria, co-leading Pillar 3 on 'returns' with UNRWA. It also co-led the Return and Reintegration Technical Working Group with UNDP to promote sustainable returns and participated in all six Area Humanitarian Country Teams, with five heads of sub-offices serving as Coordinators.

UNHCR trained partners on AAP, GBV prevention, MHPSS, and legal assistance. It supported a workshop on statelessness at the San Remo Institute for Syrian authorities and NGO staff. The Protection Sector conducted 14 training sessions, reaching over 400 staff on topics like disability inclusion and protection risk analysis. The S/NFI sector held training sessions in Deir Ezzor on shelter guidelines, the humanitarian Programme cycle, and proposal writing, further strengthening partner capacity.

In 2024, UNHCR funded 26 partners, with 77% being national NGOs, in line with the Grand Bargain commitments to localization, and collaborated on fundraising for displaced populations and Syrian refugee returnees.

Recent events in Syria potentially pave the way for renewed support of the development partners to the Syrian people and for new collaborations. The World Bank and UNHCR have developed collaboration under the Window for Host-communities and Refugees (WHR) for low-income countries which if activated could trigger an estimated \$1billion under the WHR IDA 21 window for Syria. In the second half of 2024, UNHCR began re-engaging its conversations with the WB on possible new analytical work, especially after the fall of the Assad regime. Comparable socio-economic data on returns (both IDPs and refugees) and those non-IDPs within Syria is a necessary input for re-engagement by both development and private sectors actors and as such will be a top priority in 2025.

Additionally, UNHCR will engage with the Syrian Interim Government and the Governments of Lebanon, Jordan and Türkiye to establish a tripartite dialogue on voluntary repatriation of Syrian refugees in the three countries. Tripartite repatriation agreements set out how UNHCR will collaborate closely with the interim authorities, other UN agencies, and humanitarian partners inside Syria to implement its response.

Section 2: Results

2.1. Outcomes and Achievements

1. Outcome Area: Access to Territory, Reg. and Documentation

By 2025, identified affected people have enhanced access to effective civil documentation

By 2025, UNHCR's registration procedure improves in effectiveness and efficiency

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
1.1 Proportion of refugees and asylum seekers registered on an individual basis			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%
1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority			
Refugees and Asylum-seekers	76.16%	100.00%	68.13%
1.3 Proportion of people with legally recognized identity documents or credentials			
Refugees and Asylum-seekers	95.56%	100.00%	91.47%

Core Output Indicators

Population Type	Indicator
	Actual (2024)
01.1.1 Number of people registered on an individual basis	
Refugees and Asylum-seekers	671
01.2.1 Number of people supported to obtain civil status, identity or legal status documentation	
Refugees and Asylum-seekers	3,206

Progress Against the Desired Outcome

UNHCR Syria conducts individual registration for asylum-seekers and refugees, including children, and issues individual UNHCR identity documents to every registered person. Registration and identity management procedures are now standardized across the country. The alignment of the operation's biometric system with UNHCR global biometric management system ensures refugees' identities can be verified by the system in less than five seconds and eliminates identity fraud and multiple registration. Approximately 91% of registered individuals (14,855 refugees and asylum-seekers out of 16,241) have valid UNHCR cards. Although these cards are recognized by the Government of Syria as valid identification documents, Immigration Law obliges refugees and asylum-seekers to obtain residency permits to legalize their stay in Syria. As of December 2024, 54% of refugees and asylum-seekers are reported to have residency permits, although the number could be higher, with some residency acquisitions being unreported to UNHCR.

UNHCR enhanced its legal aid Programme by building the capacity of partners, identifying the needs, planning response and advocating for better access and solutions for the critical legal and protection matters. The legal aid Programme handles various legal issues including civil documentation and housing, land and property rights. By end of 2024, 341,697 persons benefited from UNHCR legal services including legal counseling, representation before courts and administrative bodies and awareness raising. As a result of the legal assistance, 20,813 individuals obtained ID cards which facilitate freedom of movement and access to rights. The mentioned includes 5,488 students, coming from areas out of governmental control or Lebanon, who obtained their IDs to attend their national exams (9th and 12th grades).

Additionally, 2,047 individuals received family booklets, 7,480 women had their marriages documented, 5,646 children obtained birth certificates, and 11,878 individuals obtained documents that allowed them to enjoy their housing, land and property rights.

Also, 111 refugee children, representing 43% of refugee children under 5 years registered with UNHCR in 2024, obtained their birth certificates. However, the number of births registered with civil authorities might actually be higher, but they may not have been reported as such information is generally only recorded when refugees and asylum-seekers have renewal interviews. As a result, statistics do not accurately reflect the actual situation at a specific date.

To further enhance its response, UNHCR planned in 2024 to support 56 civil registries, cadastral affairs and immigration offices through rehabilitation and/or provision of solar power, technical and furniture items. However, due to the latest developments in the country, only 9 offices have received the planned support while the remaining projects are either ongoing, postponed, or cancelled. Since 2017, UNHCR has restored the capacities of 112 relevant public institutions. As a result, and until end of 2024, 3,463,358 civil and HLP documents were issued through the supported institutions.

2. Outcome Area: Status Determination

By 2025, Refugee Status Determination is conducted in a strategic manner, pursuant to transparent and fair procedures and enhanced efficiency

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
2.1 Average processing time (in days) from registration to first instance asylum decision			
Refugees and Asylum-seekers	773.00	180.00	252.00
2.2 Proportion of people undergoing asylum procedures who have access to legal representation			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%
2.3 Proportion of people undergoing asylum procedures who have access to an effective appeal mechanism after first instance rejection of their claim			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%

Progress Against the Desired Outcome

In 2024, UNHCR continued to implement the global guidance on the “strategic use of refugee status determination procedures” applying individual refugee status determination procedures only in situations where a refugee status determination decision either provides the best means of achieving protection improvements or outcomes for individuals or safeguards the integrity of individual case management. Criteria for identification and prioritization of cases for refugee status determination became more systematic, and well-defined in standard operating procedures. All asylum-seekers, regardless of their nationality, have equal access to refugee status determination based on protection needs identified per individual or group. Refugees and asylum-seekers have been made aware of the strategic use of refugee status determination, resulting in a reduced number of asylum-seekers who request refugee status

determination. Similarly, the strategic use of refugee status determination improved case processing. The processing time between registration and first-instance decision was considerably reduced by almost 75%, compared to 2023, due to the strategic use of refugee status determination in Syria. UNHCR issued 152 refugee status determination decisions for asylum-seekers from Afghanistan, Jordan, Lebanon, Pakistan and Yemen, with Pakistan, Jordan, and Lebanon topping the list of nationalities that underwent the refugee status determination process in 2024. All asylum-seekers and refugees are informed about their right to legal representation during refugee status determination procedures by UNHCR. All asylum-seekers whose asylum claims were rejected by UNHCR were notified of their rejection in writing. The decision letter explained the reasons for rejection and provided information about the appeal process. Rejection letters were handed over in person during a face-to-face counseling session conducted in a language they understand, explaining the reasons for rejection, and appeal procedures.

3. Outcome Area: Protection Policy and Law

By 2025, local laws and policies are developed and more favorable to affected people

Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
3.1 Extent national legal framework is in line with the 1951 Convention and/or its 1967 Protocol			
None	Progressing toward alignment	Progressing toward alignment	Progressing toward alignment
3.2 Extent national legal framework is in line with the 1961 Convention on the Reduction of Statelessness			
None	Not yet aligned	Not yet aligned	Not yet aligned

Core Output Indicators

Indicator	
Population Type	Actual (2024)
03.1.1 UNHCR has engaged in legislative and judicial processes to strengthen laws and policies for the protection of refugees, IDPs, returnees and stateless people and/or the reduction and prevention of statelessness	
IDPs	Yes
Refugees and Asylum-seekers	Yes
Returnees	Yes
Stateless Persons	Yes

Progress Against the Desired Outcome

UNHCR coordinated with governmental counterparts and advocated for legal reforms to national laws and practices aimed at enhancing the protection of persons whom UNHCR serves. These efforts sought to improve access to territory, rights, services and freedom of movement. For example, following UNHCR discussions with local authorities on refugees' and asylum-seekers' access to residency and work permits, the Immigration Directorate facilitated the issuance/validity of residency permits. However, no progress was made in relation to work permits. Additionally, UNHCR successfully advocated for the facilitated entry of Syrian returnees to the country, regardless of whether they were wanted for military service, court cases, or other administrative procedures.

During the influx from Lebanon, UNHCR successfully advocated for the waiver of the requirement for Syrians to exchange 100 USD at the borders, a measure that remained in place until the ceasefire decision. This requirement was totally waived following the fall of the former government.

Moreover, UNHCR continued to advocate for aligning the national legal framework on housing, land and property rights (HLP) with international standards, though no tangible progress was made. However, the Syrian Statement of Intent during the ExCom session in 2023 included HLP issues for deliberation with UNHCR such as the enactment of laws on property restitution and addressing HLP issues arising from natural disasters.

Mandatory and reserve military service has been a significant challenge for the return of many Syrian men. Throughout 2024, various decrees and administrative orders were issued to gradually alleviate this obstacle by discharging certain individuals from prolonged military service and reducing the duration of reserve service. However, mandatory military service was entirely abolished by the new caretaker authorities.

Aiming to develop effective strategies for refugee protection and find appropriate solutions for Syrian refugees abroad, UNHCR facilitated the participation of 4 government officials and 2 NGO staff in a workshop on Protection and Solutions organized in San Remo in coordination with the International Institute of Humanitarian Law, targeting government participants from Syria, Iraq, Egypt, Jordan and Lebanon whose work is relevant to refugee and displaced persons issues. This workshop contributed to enhancing the participants' knowledge on the international legal framework for refugee protection and related best practices.

Also, to enhance the capacity of the Government in fulfilling its primary protection responsibility to identify, reduce and prevent statelessness, UNHCR supported the participation of two government staff in the statelessness course offered in Arabic by the International Institute of Humanitarian Law in San Remo. Syria was also represented at an event convened by the League of Arab States at which the "Arab Declaration on Belonging and Legal Identity" was launched, and an action plan for its implementation was discussed amongst member states, relevant UN agencies and international and regional organizations.

4. Outcome Area: Gender-based Violence

By 2025, the risks of gender-based violence are reduced, survivors have adequate and timely access to quality services and prevention programming effectively addresses root causes of gender-based violence

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
4.1 Proportion of people who know where to access available GBV services			
IDPs	68.38%	83.00%	77.43%
Refugees and Asylum-seekers	68.38%	83.00%	77.43%
Returnees	68.38%	83.00%	77.43%
4.3 Proportion of survivors who are satisfied with GBV case management services			
IDPs	86.87%	50.00%	90.72%
Refugees and Asylum-seekers	97.92%	10.00%	90.00%
Returnees	87.79%	50.00%	84.81%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
04.1.1 Number of people who benefitted from specialized GBV programmes	
IDPs	42,088
Refugees and Asylum-seekers	2,218
Returnees	78,675

Progress Against the Desired Outcome

In 2024, UNHCR continued its dedicated efforts to address and mitigate the impact of GBV in Syria. Through comprehensive case management provided in the community centers, UNHCR aimed to provide holistic support to survivors, ensuring their safety, dignity, and empowerment. Throughout the reported period, UNHCR and its partners supported 7,406 GBV survivors and other persons at risk. The survivor-centered approach empowered survivors by prioritizing their choices and needs. Due to the introduction of the client feedback survey, UNHCR can obtain better feedback from the beneficiaries of case management. The results show that survey participants are very satisfied with the GBV services provided. The fact that fewer persons in 2024 are aware of how to access services is due to the influx of new arrivals during the Lebanese conflict. UNHCR and its partners reinforced efforts to increase awareness of available services. UNHCR joined interagency efforts to work together with MOSAL to establish a unified case management system to enhance the support for survivors nationwide and advocate for a unified inter-agency reporting tool to measure the impact of GBV interventions.

UNHCR trained 661 individuals, including UNHCR and partner staff, with further focus on enhancing the capacity on EMAP and Girl Shine prevention curricula to expand the rollout of the Programmes. This was done in close collaboration with UNFPA to ensure a consistent approach and recourse efficiency. For GBV prevention, UNHCR continued to update its awareness messaging to address the different needs arising with the changing situation, by designing key messages tailored to the arrivals during the Lebanese influx. 115,570 women, men, boys, and girls were reached with awareness and prevention activities. This figure includes over 1,100 adolescent girls targeted with the GirlShine programme. Through this engagement, girls gained a better understanding of their rights and the importance of gender equality. They learned how to identify and respond to GBV, which increased their sense of safety and empowerment and allowed them to express themselves freely. Many participants reported improved self-esteem and a stronger sense of community. The Programme also helped strengthen relationships between the girls and their caregivers.

The presence of women committees has been the cornerstone for strengthening women's engagement in identifying the risks and designing a community-based response. 131 women committees were maintained in 2024; they have played key roles during the Lebanon conflict in identifying needs and strengths within the community, referring new arrivals for needed services, and raising awareness about GBV key messages and services. Efforts to engage men in GBV prevention and response were also intensified; 24 men's committee were established, and Programmes like Engaging Men in Accountable Practices (EMAP) were introduced to challenge cultural norms and power structures that perpetuate GBV.

5. Outcome Area: Child Protection

By 2025, children UNHCR serves have access to enhanced child protection systems, procedures, and services

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure			
Refugees and Asylum-seekers	42.20%	50.00%	21.32%
5.2 Proportion of children who participate in community-based child protection programmes			
IDPs	49.23%	8.00%	68.17%
Refugees and Asylum-seekers	62.80%	80.00%	81.49%
Returnees	49.23%	10.00%	68.17%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
05.1.1 Number of children and caregivers who received child protection services	
IDPs	66,403
Refugees and Asylum-seekers	5,464
Returnees	108,312

Progress Against the Desired Outcome

The ongoing conflict in Syria has had a profound impact on children, making child protection activities crucial, while the escalation of violence in Lebanon also forced many families, predominantly women and children, to flee to Syria in 2024. The conditions they have fled under have significantly impacted their psychological well-being. UNHCR together with various organizations has been actively involved in implementing child protection measures to safeguard the well-being of children in Syria. However, with 6.4 million children in need, the response remains limited, with increased risks such as child labor, emotional distress, violence, abuse, and neglect.

One of the key interventions for UNHCR in 2024 was Child Protection case management, reaching 11,201 children and their families with individualized support. These services included assessing needs, referring children to specialized service providers, and coordinating assistance to address child protection concerns holistically.

Prevention and awareness-raising activities continued to enhance community awareness about child neglect, abuse, and other protection risks. In 2024, UNHCR and its partners conducted awareness-raising sessions, reaching nearly 168,978 children and caregivers. This year, a special focus was on parenting skills, promoting the use of positive parenting techniques. This initiative resulted in increased parental self-awareness regarding their communication with their children and the impact on their own and their children's well-being.

Community-based structures play a vital role in child protection and child engagement. These structures empower communities to respond to child protection concerns and support vulnerable children. In 2024, UNHCR facilitated the establishment of 87 child-friendly spaces, in addition to 163 children's clubs and child welfare committees. These structures have significantly raised community awareness of risks faced by children, such as child labor, neglect, and violence. They provide information on ways to seek support and conduct referrals to case management. The children's clubs have also taken several initiatives, using community center spaces to carry out peer-to-peer support, share experiences, and exchange knowledge. These activities have contributed to creating a safer environment for children in Syria.

To ensure the efficient implementation of these activities, UNHCR continued to engage in capacity-building efforts, increasing the knowledge of partner staff on child protection concepts, case management, and the

SCREAM Programme, which focuses on reducing the risk of child labor. Additionally, collaboration with UNMAS was expanded to ensure proper knowledge of explosive ordnance and mine risk education. Overall, UNHCR trained 520 UNHCR and partner staff in 2024.

7. Outcome Area: Community Engagement and Women's Empowerment

By 2025, community groups and outreach volunteers are empowered, and community participation is enhanced

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
7.1 Extent participation of displaced and stateless people across programme phases is supported.			
IDPs	Extensive	Extensive	Extensive
Refugees and Asylum-seekers	Extensive	Extensive	Extensive
Returnees	Extensive	Extensive	Extensive
7.2 Proportion of people who have access to safe feedback and response mechanisms			
IDPs	83.97%	87.00%	82.23%
Refugees and Asylum-seekers	100.00%	87.00%	82.23%
Returnees	84.98%	87.00%	82.23%
7.3 Proportion of women participating in leadership/management structures			
IDPs	72.23%	70.00%	76.88%
Refugees and Asylum-seekers	56.49%	60.00%	64.57%
Returnees	69.51%	70.00%	71.85%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
07.1.1 Number of people consulted through Participatory Assessments	
IDPs	3,586
Refugees and Asylum-seekers	256
Returnees	4,696
07.2.1 Number of people who used UNHCR- supported feedback & response mechanisms to voice their needs/ concerns/feedback	
IDPs	7,525
Refugees and Asylum-seekers	636
Returnees	13,116
07.3.1 Number of people who received protection services	
IDPs	273,130
Refugees and Asylum-seekers	20,526
Returnees	698,670

Progress Against the Desired Outcome

The network of 113 UNHCR-supported community centers was essential for implementing UNHCR Protection and Solutions Strategy and served as crucial hubs for refugees, IDPs, and returnees, to get vital services e.g. counseling, education, legal aid, child protection, GBV prevention, MHPSS and livelihoods support. They significantly improved the well-being of affected populations, providing safety, stability, and better future opportunities.

The 2,116 Outreach Volunteers and 117 Mobile Units responded to population movements and reached vulnerable individuals with limited access to community centers. They were instrumental in ensuring that the most isolated individuals receive essential protection services. These units facilitated information dissemination, strengthened community engagement, and helped identify and protect those in need. Their efforts ensured that IDPs, returnees, host communities, refugees, and asylum-seekers received timely, effective support, making a meaningful difference in their lives.

UNHCR Syria conducted its annual Participatory Assessment across all 14 governorates, engaging 8,538 individuals (56% F, 44% M) in 821 focus group discussions. Participants were from all age groups, nationalities, vulnerabilities, including asylum-seekers, refugees, IDPs, returnees, and host communities. This extensive assessment provided invaluable insights into community needs, guiding Programme improvements and interventions.

In 2024, UNHCR trained 428 staff members, outreach volunteers, local community members, and authorities on Accountability to Affected Populations (AAP), Complaint and Feedback Mechanisms (CFM), Communication with Communities and the importance of community engagement. In collaboration with WFP, UNHCR provided AAP and CFM training to 171 UN agencies and partners, significantly enhancing their capacity to implement effective Programmes and services and empowering them to improve humanitarian responses.

A total of 21,277 feedback and complaints were received on services provided by UNHCR, partners, and humanitarian actors mainly through the complaint box. These were carefully reviewed and addressed. This system ensured accountability and continuous improvement in service delivery, fostering trust between communities and humanitarian actors.

UNHCR supported 381 Community-Led and Youth-Led Initiatives, benefiting 983,690 individuals (447,732 M, 535,958 F). These initiatives, led by 2,570 self-managed groups (1,778 M, 792 F), successfully addressed community priorities and enhanced local resilience. 110 community-based organizations received training to strengthen their capacity in planning, project management, financial practices, and protection strategies. Of these, 40 CBOs received project funding, benefiting 16,111 individuals (8,056 M, 8,056 F). The collective impact of these initiatives was profound, empowering communities to take charge of their futures and build sustainable support networks.

8. Outcome Area: Well-Being and Basic Needs

By 2025, vulnerable people are assisted to meet basic and specific needs

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
8.1 Proportion of people that receive cash transfers and/or non-food items			
Host Community	49.00%	33.00%	32.00%
IDPs	63.00%	55.00%	22.00%
Refugees and Asylum-seekers	86.00%	68.00%	50.00%
Returnees	60.00%	57.00%	15.00%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
08.1.1 Number of people who received cash assistance	
IDPs	0
Refugees and Asylum-seekers	16,614
Returnees	1,280
08.2.1 Number of people who received non-food items	
IDPs	349,303
Returnees	217,114

Progress Against the Desired Outcome

Due to challenges with the residency requirement for refugees to access financial services, UNHCR proactively distributed cash assistance during the months when it had a waiver on the residency requirement from the Central Bank, thereby ensuring continuity of assistance. UNHCR Syria launched the Multipurpose Cash Assistance (MPCA) for Syrians, leveraging its extensive outreach and database of Community Centers with great potential to scale up in 2025. UNHCR also attempted to provide emergency cash assistance to Syrian returnees after the crisis in Lebanon in September. However, the Central Bank's measures to suspend cash withdrawal services in December made it impossible to finalize this program within the calendar year. The power transition to the caretaker authority may present opportunities for positive changes in terms of the approval process and other regulatory challenges.

As part of the response for persons with specific needs, medical (61%) and general in-kind (39%) assistance was distributed to 19,123 persons, aimed at preventing, mitigating, and responding to protection risks. During the Lebanese influx, UNHCR and its partners made great efforts in providing assistive devices to the most vulnerable. Additionally, 10,001 older persons and individuals with disabilities benefited from the inclusive care Programme, reinforcing their independence and self-reliance. UNHCR and its partners also reached 192,560 individuals through social and recreational events. 8,995 individuals also received mental health and psychosocial support (MHPSS) case management services, with 21% referred to specialized mental health services. Individual and group counseling sessions were provided to 7,024 people. 95% of beneficiaries surveyed about their experience with these services found that their quality of life had improved after receiving MHPSS or ICP services.

UNHCR faced a critical decision to temporarily halt non-emergency NFIs distributions due to funding reduction at the beginning of the year. Recognizing the persistently high demand for NFI and UNHCR's significant role in NFI distribution (95% in the country), UNHCR resumed NFI distribution activities in the last quarter. The primary focus was on providing consistent NFIs to IDPs, returnees, and camp populations in the northeast. Furthermore, and following the influx from Lebanon, UNHCR promptly provided NFI to 128,400 new arrivals. UNHCR diligently maintained its commitment to supporting the most vulnerable IDP and returnee groups.

As the year ended, UNHCR expanded its assistance to those affected by the country's evolving challenges, including new returnees. From January 2024 to the end of January 2025, the operation successfully aided with core relief and winter items to total of 217,114 returnees and 220,903 IDPs.

9. Outcome Area: Sustainable Housing and Settlements

By 2025, people in need have access to more sustainable shelter solutions and UNHCR's capacity for emergency response is maintained

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
9.1 Proportion of people living in habitable and affordable housing			
Host Community	72.00%	80.00%	73.30%
IDPs	72.00%	80.00%	73.30%
Refugees and Asylum-seekers	36.54%	55.00%	30.72%
Returnees	72.00%	80.00%	73.30%
9.2 Proportion of people that have energy to ensure lighting			
Host Community	72.00%	50.00%	48.00%
IDPs	72.00%	50.00%	48.00%
Refugees and Asylum-seekers	72.00%	50.00%	48.00%
Returnees	72.00%	50.00%	48.00%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
09.1.1 Number of people who received shelter and housing assistance	
IDPs	102,035
Refugees and Asylum-seekers	13,670
Returnees	16,265

Progress Against the Desired Outcome

During the Syrian conflict, an estimated 328,000 dwellings have been destroyed or severely damaged and a further 600,000 were moderately or lightly damaged. The February 2023 earthquake (EQ) destroyed and damaged thousands of housing units. Around 6.8 million people required humanitarian shelter assistance (HNO 2024), an increase from 5.7 million in 2023. Furthermore, half the population experiences HLP issues, affecting the ability of households to access shelter and housing assistance.

As the lead agency of the Shelter Sector, UNHCR played a pivotal role in advocating with the Ministry of Local Administration and Environment to streamline approval processes for all sector partners. As a result, in this context UNHCR could submit a comprehensive 2024 initial plan to assist over 60,000 HH (310,000 individuals) through three main components: emergency shelter, long-term shelter and infrastructure repair.

UNHCR has a significant rehabilitation Programme to support returnees and impacted families by repairing damaged dwellings through 3 types of activities: repairing damaged houses, distributing shelter materials (minimal repairs), and repairing common areas within the damaged building. This Programme faced significant challenges in 2024 due to approval delays and the Lebanese emergency (September 24). Moreover, the collapse of the old regime in December 2024 occurred in a critical end-of-the-year period for the UNHCR rehab Programme, causing the suspension of all ongoing activities at their peak of

implementation. As of January, UNHCR was able to assist 16,690 HH (83,450 individuals) with emergency shelter support, 2,277 HH (11,385 individuals) through the provision of long-term shelter, and 4,321 HH (129,000 individuals) benefiting from community infrastructure repairs. In addition, it supports 381 partner staff with a capacity-building program in shelter project management and technical assessment tools. The rehabilitation Programme for key public infrastructure is crucial in affected communities and in areas of high return. UNHCR follows an integrated approach to shelter, which includes the repair of basic communal infrastructure to complement individual shelter assistance, ensuring communities' access to essential services and a safe living environment. This encompasses sustainable cross-cutting activities such as road repairs, small-scale WASH infrastructure, street lighting installation, school support, civil registry, and PHC rehabilitation. As part of its emergency response, UNHCR rehabilitated four collective shelters, provided 8,941 tents, and maintained seven camps in northeast Syria. Through the emergency response, UNHCR also assisted those affected by the Lebanon crisis in September 2024 by installing prefab-covered spaces as temporary shelters at the borders. Additionally, UNHCR renovated three collective shelters for approximately 1,000 refugee households, two in rural Damascus and one in Tartous.

10. Outcome Area: Healthy Lives

By 2025, the health system's capacity is strengthened to support continuity of care and community resilience

Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
10.1 Proportion of children aged 9 months to five years who have received measles vaccination			
Refugees and Asylum-seekers	80.00%	80.00%	86.43%
10.2. Proportion of births attended by skilled health personnel			
Refugees and Asylum-seekers	90.00%	95.00%	90.53%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
10.1.1 Number of individual consultations in UNHCR supported health care services	
IDPs	11,549
Refugees and Asylum-seekers	25,530
Returnees	93,751
10.2.1 Number of consultations in UNHCR supported mental health and psychosocial support services	
IDPs	4,967
Refugees and Asylum-seekers	7,674
Returnees	10,703

Progress Against the Desired Outcome

In 2024, UNHCR health partners assisted 22,079 refugees and asylum seekers with a free of charge package of primary health care services through 8 PHC facilities. On average, 63% of the beneficiaries in PHC services were female, 7.5 % under 5 children, and 12% older persons (60 years and older).

Overall, 96% of refugees had access to health services, representing a decline by 2% compared to 2023 (98%). High transportation costs could be one of the factors for this decrease in access. 82% of PHC services are provided in NES, 18% in Damascus, rural Damascus, Tartous and Aleppo, which is very close to 2023. Noting that refugee's population in other locations is higher than that in NES including number of partner health facilities, this percentage in NES may reflect better quality and access, in addition to a greater capacity to seek other options to obtain services. The package included maternal and child health, management of communicable and non-communicable diseases including MHPSS services, basic dental care, basic investigations (lab and X-ray), health counselling and medicine provision. PHC facilities extended 7,271 MHPSS specialized and non-specialized services to refugees and asylum seekers. 82% of beneficiaries were female, 8.5% less than 18 years and 6% older persons. 3,451 refugees and asylum seekers benefited from secondary and tertiary health care services.

Refugees access to secondary health care is achieved by 101.5% and is slightly increased compared to 2023 (3,445), reflecting the growing need for secondary health care, especially with the considerable increase in the cost of care beyond refugees' capacity. 59% of beneficiaries in SHC were female, 5.6% under 5 years old and 13% elderly 60+ years old. As is the case in PHC, the majority in SHC (69%) are in NES, 30% in Damascus, and 1% in other locations. 2024 witnessed the launching of the pilot project with MoH for inclusion and integration of refugees in the public primary health care services in Damascus and rural Damascus, which aims for equal access of refugees to the full national package of PHC services including medicines. Through 103 CHWs and 598 health volunteers in 42 health points in CCs, 176,247 community health services and 70 community led health initiatives targeted 65,311 IDPs, returnees and host community. The target is achieved by 104%. The 12% increase in the health volunteers, and 50% increase in neonatal home care women volunteers compared to 2023 reflects satisfactory retention and active sustainable capacity building in the community by health points.

11. Outcome Area: Education

By 2025, access to quality primary, secondary, and tertiary education for all affected people is enhanced.

Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
11.1 Proportion of young people enrolled in tertiary and higher education			
Refugees and Asylum-seekers	21.31%	20.00%	7.65%
11.2 Proportion of children and young people enrolled in the national education system			
IDPs	77.00%	80.00%	77.00%
Refugees and Asylum-seekers	94.82%	80.00%	97.06%
Returnees	77.00%	80.00%	77.00%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
11.1.1 Number of people who benefitted from education programming	
IDPs	26,968
Refugees and Asylum-seekers	5,317
Returnees	59,100

Progress Against the Desired Outcome

In 2024, through the DAFI scholarship Programme and in partnership with the Ministry of Higher Education, UNHCR supported 88 students to continue their university studies in six public universities. As a result, 14 scholarship holders successfully graduated during the 2023/2024 academic year. However, 13 students discontinued their university studies due to various reasons. The higher education scholarship grants covered university tuition fees and pocket money to support the students with other expenses such as learning materials and transportation costs.

To enhance access to education for refugee and asylum seeker children and reduce the escalating risk of school dropout, UNHCR provided unconditional education cash grants to 4,815 students, aged between 5 and 17 years old. This includes 2,409 female and 2,406 male students, all of whom are refugees or asylum seekers residing across all governorates. Of the total, 3,564 students are of primary school age, while 1,251 are in secondary school. The grants allowed refugee and asylum seeker families to cover various school-related expenses such as books, uniforms, stationery, and other necessities, to keep their children enrolled in school.

In 2024, a total of 70,112 internally displaced, returnee, refugee and asylum seeker students benefitted from remedial and catch-up classes in UNHCR-supported community centers and governmental facilities. Moreover, UNHCR provided Homework Café activities to over 15,670 children inside community centers supported across different governorates. These activities played a pivotal role in enhancing the students' academic performance, facilitating integration of newly returned students into the public education system and contributing to preventing school dropouts. Students in remedial and catch-up classes also received a kit of stationery. One school was rehabilitated in the returnee areas during the reporting period. This has benefitted not only the returnees, but also other children affected by the crisis in Rural Damascus. The rehabilitation included the provision of learning equipment and WASH facilities.

12. Outcome Area: Clean Water, Sanitation and Hygiene

By 2025, affected communities have improved access to clean water and satisfactory sanitation/hygiene.

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
12.1 Proportion of people using at least basic drinking water services			
Host Community	60.00%	79.00%	60.00%
IDPs	60.00%	79.00%	60.00%
Returnees	60.00%	79.00%	60.00%
12.2 Proportion of people with access to a safe household toilet			
Host Community	60.00%	76.00%	60.00%
IDPs	60.00%	76.00%	60.00%
Returnees	60.00%	76.00%	60.00%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
12.1.1 Number of people supported with access to water and/or sanitation services	
Returnees	44,500

Progress Against the Desired Outcome

Although UNICEF and ICRC are the main actors in the WASH sector in Syria, their work covers various objectives, including emergency access to water, sanitation, hygiene promotion, and sustainable access to water and sanitation. In 2024, UNHCR contributed to the sector's strategic objectives in different ways.

Under its regular infrastructure improvement program, UNHCR supported 32,500 individuals by rehabilitating sewage systems and repairing or digging boreholes. To ensure inter-sector complementarity, UNHCR mainly focused on the provision of WASH support (rehabilitation of water/sanitation basic services) in areas of return where UNHCR also provided shelter assistance; UNHCR rehabilitated almost 1,300 linear meters of damaged sewage networks in Aleppo governorate and repaired and equipped one borehole in Rural Damascus.

During the Lebanon influx emergency response in September 2024, UNHCR advocated with UNICEF and ICRC for their take oversized people affected by the crisis by improving sanitation, water access, and waste disposal systems at border crossings, as existing infrastructure was not enough to serve over 500,000 people. UNHCR deployed portable toilets and implemented daily sanitation services through partners.

13. Outcome Area: Self Reliance, Economic Inclusion and Livelihoods

By 2025, identified vulnerable people have access to sustainable livelihood opportunities and services

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
13.1. Proportion of people with an account at a bank or other financial institution or with a mobile-money-service provider			
IDPs	25.00%	25.00%	25.00%
Refugees and Asylum-seekers	0.00%	5.00%	0.00%
Returnees	25.00%	25.00%	25.00%
13.2. Proportion of people who self-report positive changes in their income compared to previous year			
IDPs	57.74%	60.00%	63.96%
Refugees and Asylum-seekers	60.24%	65.00%	60.00%
Returnees	53.75%	60.00%	63.15%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
13.1.1 Number of people who benefitted from livelihoods and economic inclusion interventions	
IDPs	990
Refugees and Asylum-seekers	163
Returnees	12,644

Progress Against the Desired Outcome

In 2024, the Early Recovery and Livelihoods (ERL) sector in Syria, comprising 27 organizations and 58 implementing partners, directly supported 7,033 individuals through start-up business assistance across 12 governorates. Additionally, 14,552 jobs were created in 14 governorates, and 16,292 individuals received skills and vocational training in 12 governorates. Furthermore, 17 productive infrastructures were rehabilitated in four governorates, while nine local markets and warehouses were restored in two governorates. Indirectly, these interventions benefited 180,500 returnees and 84,143 internally displaced persons (IDPs), representing 17% of the ERL needs identified in the 2024 Humanitarian Needs Overview (HNO).

Regulatory measures and resolutions issued by the authorities have contributed positively to financial inclusion by facilitating access to bank accounts for vulnerable citizens to receive subsidy assistance. Additionally, efforts by UNDP and newly by ILO have improved employment data collection. A joint assessment by the ILO and UNHCR to map the skills of Syrian returnees to better inform future interventions was agreed upon in December 2024 as part of a renewed partnership for Syria.

UNHCR contributed to livelihoods and economic inclusion by supporting over 1,000 households/5,000 individuals engaged in farming and livestock rearing in rural return areas across eight governorates including selected areas-based return support locations. These households received agricultural assets and inputs to strengthen their livelihoods. Furthermore, 3,281 individuals benefited from business training, while 898 households/4,430 individuals received in-kind or cash grants to establish or sustain micro and small enterprises across 13 governorates. UNHCR also collaborated with microfinance banks and national microfinance institutions by establishing linkages through UNHCR community centers, benefiting both returnees and IDPs.

In partnership with other UN agencies, UNHCR rehabilitated livelihood-related infrastructure, positively impacting over 16,000 refugees, IDPs, returnees, and host community members. Key projects included the restoration of four agricultural irrigation canals in collaboration with FAO, as well as the rehabilitation of a vocational training school and a local market. Additionally, 552 individuals participated in skills training and short-term employment under public works Programmes, contributing to the enhancement of community infrastructure through a joint initiative implemented with UNDP.

14. Outcome Area: Voluntary Return and Sustainable Reintegration

By 2025, a more enabling environment for the voluntary, safe and dignified return and sustainable reintegration of refugees and IDPs will be created

By 2025, enhanced advocacy and evidence-based policies will have contributed to an enabling environment for voluntary, safe and dignified return of asylum-seekers and refugees

Core Output Indicators

Indicator	
Population Type	Actual (2024)
14.1.1 Number of people who received counselling and/or information on voluntary repatriation	
Refugees and Asylum-seekers	34

Progress Against the Desired Outcome

UNHCR counseled 34 refugees who expressed a desire to return to their countries of origin. UNHCR

provided information on the conditions in their country of origin to ensure that refugees make informed decisions on their intentions to return. UNHCR has adopted phone counselling for such inquiries as a preliminary form of information sharing. For requests for detailed counselling, UNHCR conducted counselling interviews. No voluntary returns were reported in 2024.

UNHCR made significant progress towards supporting the creation of an enabling environment for voluntary, safe and sustainable returns, building on existing Programmes and activities at the community level and border monitoring and information sharing on services available to returnees through six Border Health and Protection Support Points that have been established at official border crossings shared with Lebanon (4), Jordan (1) and Türkiye (1). The enhanced understanding of returnee movement dynamics enabled UNHCR to apply an evidence-based approach towards refining and refocusing its humanitarian programming towards areas and host communities receiving a high number of returnees and continuing to deliver protection through community-based approaches.

UNHCR engaged in active advocacy with all stakeholders, ensuring that partners and donors kept regularly updated on the realities to assist those who had already returned. UNHCR actively engaged with different actors to expand the pool of funding sources, including development actors and international financial institutions. UNHCR actively engaged with Government interlocutors, notably through the dialogue mechanism established by the ExCom Statement of 2023, to discuss sensitive concerns identified through regular protection monitoring activities.

Through its lead roles in the Protection and Shelter/NFI sectors, Pillar 3 of the Strategic Framework, as well as interagency forums such as the Return and Reintegration Technical Working Group (co-chaired with UNDP), attention was drawn towards areas of refugee and IDP returns to map, identify and support the needs. Notably, the UNHCR-UNDP-led interagency Area-based Return Support approach was successfully rolled-out in eight different areas in eight governorates, driving a “new way of working” with community-led recovery planning, moving towards early recovery-focused activities while addressing the immediate humanitarian needs.

The strength of the progress made was exemplified by UNHCR’s capacity to lead the response to the influx of movements into Syria of both Lebanese and Syrians fleeing the escalation of conflict in Lebanon in September, where over 500,000 crossed into Syria over two months: a range of emergency services was provided while estimates of numbers, profiles and needs were captured to allow for follow-up; necessary interventions were advocated for; interagency-wise, UNHCR led the response through the “Influx Working Group” whose work is ongoing.

15. Outcome Area: Resettlement and Complementary Pathways

By 2025, increased advocacy efforts result in more resettlement opportunities and avenues for complementary pathways

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
15.1 Number of refugees submitted by UNHCR for resettlement			
Refugees and Asylum-seekers	55	150	50

Core Output Indicators

Indicator	
Population Type	Actual (2024)
15.1.1 Country issues machine-readable travel documents	
Refugees and Asylum-seekers	No

Progress Against the Desired Outcome

At the request of the UK Home Office, UNHCR Syria submitted 50 refugees from Iraq, Somalia, South Sudan and Sudan for resettlement through the UK Refugee Resettlement Scheme. This is the first resettlement quota allocated to Syria since 2019. The submission of highly vulnerable cases under urgent and emergency priorities ensured timely decisions from resettlement countries and expedited departure proceedings in 2024. Consequently, the processing time from submission to departure dropped by 23% to 1,227 days.

Other Core Output Indicators

Population Type	Actual (2024)
06.1.1 Number of people who received legal assistance	
IDPs	103,097
Refugees and Asylum-seekers	3,588
Returnees	231,806
16.1.1. Government Social protection system is inclusive of forcibly displaced and stateless people	
IDPs	Partially
Refugees and Asylum-seekers	Partially
Returnees	Partially

2.2. Age, Gender and Diversity

Communities and people with whom and for whom UNHCR works, accessed integrated protection services through 113 UNHCR-supported community centers. Upholding the Age, Gender and Diversity policy, UNHCR and partners ensured equitable access to services, addressing and responding to the needs of women, girls, men, and boys.

In 2024, UNHCR promoted equality, empowerment and inclusion for women and girls by ensuring their equal participation in management and leadership roles and active engagement in community matters. 1,147 out of 2,116 outreach volunteers were women. UNHCR supported 300 community-based structures, including 131 women's committees, 24 men's committees and 163 child protection structures, and supported 381 community- and youth-led initiatives, led by 2,570 community leaders of which 792 were female. The implemented initiatives reached 535,958 women and girls.

UNHCR supported 40 community-based organization projects benefitting 16,111 beneficiaries from diverse communities including 8,000 women. 2,885 women (45% of the supported households) also benefitted from small start-up business and agriculture support.

In 2024, persons with disabilities were integrated in all programming and UNHCR continued its Inclusive Care Programme focusing on empowerment and self-reliance of persons with disabilities and older persons, reaching 10,001 persons. 351 persons with disabilities received livelihood support.

The 2024 participatory assessment exercise enabled UNHCR to review and advance its commitments in age, gender, and diversity inclusive programming, engaging over 8,538 respondents consisting of women, men, girls, boys, youth, older persons and persons with disabilities. Women's participation accounted for over 56% of all participants, while 5% persons of specific needs were engaged. Restrictive cultural norms continue to impact persons with diverse SOGIESC and those working with them, which has led to a restricted protection environment for this vulnerable group.

Section 3: Resources

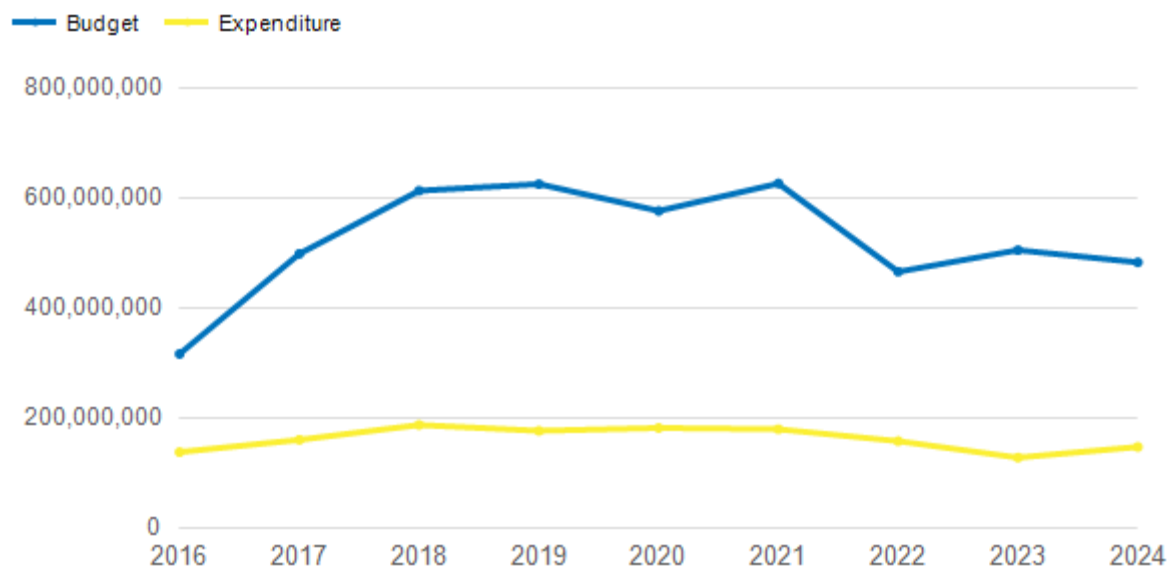
3.1 Financial Data

(Financial figures in USD)

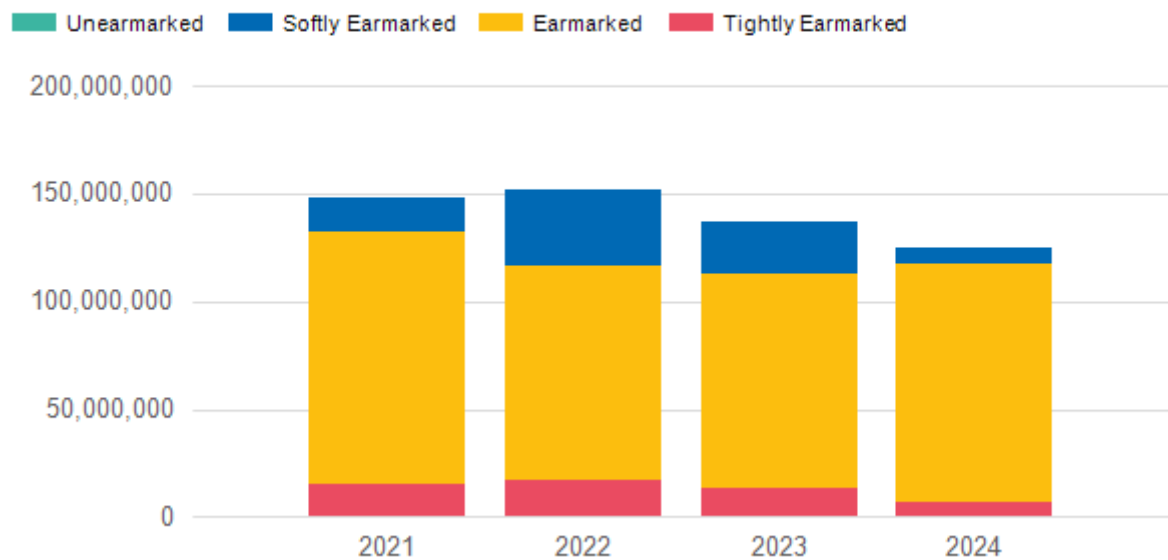
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	38,510,027	13,479,084	35.00%	13,469,084	99.93%
IA2: Assist	343,921,621	80,892,924	23.52%	80,728,969	99.80%
IA3: Empower	95,502,149	45,407,961	47.55%	45,063,142	99.24%
IA4: Solve	4,285,309	7,515,640	175.38%	7,515,640	100.00%
All Impact Areas		16,341,545			
Total	482,219,105	163,637,155	33.93%	146,776,836	89.70%

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	36,249,769	10,288,610	28.38%	10,278,610	99.90%
OA2: Status	283,891	1,127,905	397.30%	1,127,905	100.00%
OA3: Policy/Law	1,976,367	2,062,569	104.36%	2,062,569	100.00%
OA4: GBV	6,107,286	3,911,301	64.04%	3,911,301	100.00%
OA5: Children	5,249,529	3,596,326	68.51%	3,596,326	100.00%
OA7: Community	41,543,959	17,316,224	41.68%	17,316,224	100.00%
OA8: Well-being	227,770,032	44,519,929	19.55%	44,355,974	99.63%
OA9: Housing	89,326,708	28,285,703	31.67%	28,285,703	100.00%
OA10: Health	20,300,877	4,498,285	22.16%	4,498,285	100.00%
OA11: Education	13,950,144	4,816,959	34.53%	4,816,959	100.00%
OA12: WASH	6,524,003	3,589,007	55.01%	3,589,007	100.00%
OA13: Livelihood	21,259,369	12,196,974	57.37%	11,852,155	97.17%
OA14: Return	4,179,032	6,591,451	157.73%	6,591,451	100.00%
OA15: Resettle	106,277	924,189	869.61%	924,189	100.00%
EA17: Systems	6,409,307	2,615,777	40.81%	2,615,777	100.00%
EA20: External	982,555	954,400	97.13%	954,400	100.00%
All Outcome Areas		16,341,545			
Total	482,219,105	163,637,155	33.93%	146,776,836	89.70%

Budget and Expenditure Trend



Contributions Trend by Type



3.2. Resources Overview

In 2024, UNHCR Syria faced significant budget constraints due to a complex economic environment and inflation. Operations began the year with a 20% reduced budget compared to 2023, requiring the prioritization of funds for fixed and variable costs to manage limited resources. To mitigate the impact, UNHCR implemented austerity measures, and some activities were scaled down.

Fundraising efforts enabled the operation to address the needs of new arrivals, particularly with the Lebanon emergency. The operation managed to secure new funding, which facilitated new activities, including cash assistance for Syrian nationals. However, tight earmarked funds for emergency response

delayed the ability to meet broader needs across the country.

Strategic office upgrades in 2024 improved the operations' efficiency and effectiveness, aligning with Syria's evolving security and operational landscape. A comprehensive staffing review and a workforce planning exercise ensured the operation remained fit for purpose by realigning positions, office structures, and reporting lines to meet re-prioritized objectives.

Key upgrades included: upgrading sub-office Damascus from a field office for operational reasons, allowing it to supervise field office in Sweida and Daraa for better coordination; upgrading field office Deir ez Zor from a Field Unit to meet operational demands and address security challenges, ensuring effective management; and upgrading field office Latakia from a field unit as part of a strategic plan to strengthen operational capacity in the region.

Critical gaps remained in procuring and distributing core relief items, affecting the sustainability of regular distributions and the winterization programme. Shelter projects experienced delays due to late project partnership approvals. Community-Based Protection was also affected, as maintaining the established network of 113 community centers became increasingly difficult, reducing outreach capacity. Operational costs remained high, prompting plans for a comprehensive review of the network in 2025 to enhance efficiency. This review will also explore the potential implementation of a "one-stop shop" approach to streamline services.

Section 4: Lessons Learned and Future Outlook

4.1 Lessons Learned and Future Outlook

Syria remains gripped by a severe humanitarian crisis, with over 60% of the pre-war population displaced and 15.3 million people in need of humanitarian assistance (HNO 2024). On 15 December 2024, the Hayat Tahrir al-Sham (HTS) leader established a new “Caretaker Government” to operate until 1 March 2025. This move aimed to stabilize the country by providing basic services and preventing armed group infighting over state resources and ministries, significantly impacting the humanitarian landscape.

While UNHCR does not currently promote large-scale returns to Syria, it is prepared to assist those who choose to return voluntarily. This entails close collaboration with host governments (Türkiye, Lebanon, Jordan, Iraq, and Egypt) and with UN and NGO partners across the region. Achieving complementary results within the area-based return support approach requires robust donor engagement and strong partnerships with UN agencies. This requires scaling up assistance focused on sustainable programming and long-term impacts. Enhancing cash-based intervention (CBI) capacity and response, potentially at the regional level, is also crucial to support returnee needs. Furthermore, introducing new tools and systems for beneficiary selection and cash-based intervention implementation is essential.

The development of a new multi-year strategy plan (2026-2028) is paramount for the next phase. This plan should prioritize returns, sustainable programming, and a new strategic direction for the next three years. Lessons learned from the Lebanon emergency response underscore the importance of early-stage local engagement, building emergency preparedness among partners and government entities, minimizing external missions, and enhancing the use of relevant data. These findings reaffirm the critical need for UNHCR to maintain its emergency response capacity to address sudden displacements effectively. Moreover, the funding shortfall has severely limited the ability to provide essential services and support to those in need, exacerbating the humanitarian crisis.



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