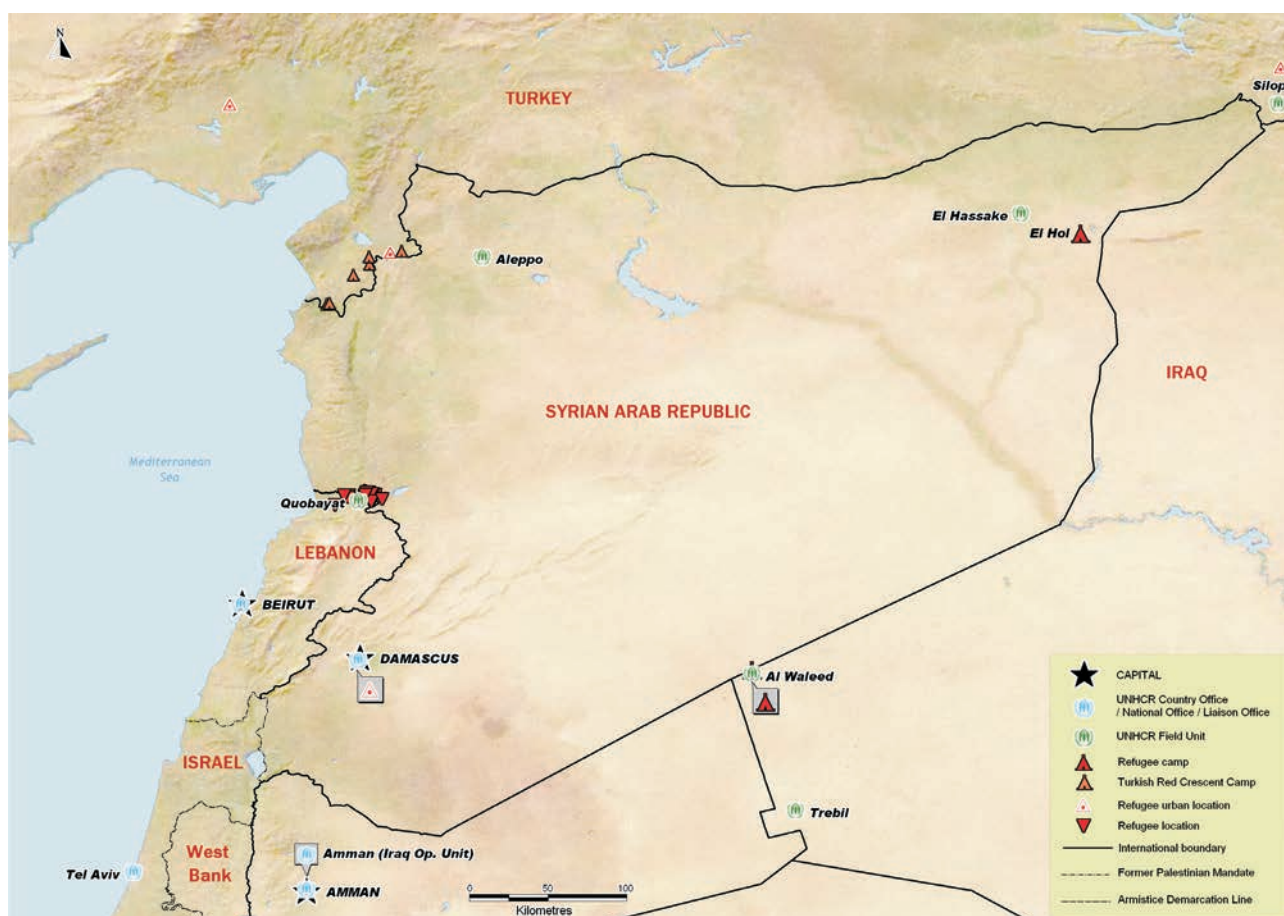


SYRIAN ARAB REPUBLIC



Operational highlights

- Despite the growing unrest in the Syrian Arab Republic, UNHCR worked with its governmental counterparts to maintain the protection space for refugees.
- A presidential decree in April 2011 granted Syrian nationality to 104,000 Kurds who had formerly been stateless.

- UNHCR supported more than 160 experienced outreach volunteers who expanded communication channels with refugees and facilitated interventions for the most needy.
- The cooperation framework agreement between UNHCR and the Ministry of Social Affairs and Labour (MOSAL) gives refugees with special needs access to critical government-provided social services.

Persons of concern

Type of Population	Origin	Total	Of whom assisted by UNHCR	Per cent female	Per cent under 18
Refugees	Iraq ¹	750,000	100,300	51	39
	Somalia	2,500	2,500	61	50
	Afghanistan	1,800	1,800	48	44
	Sudan	600	600	44	50
	Various	600	600	58	30
Asylum-seekers	Iraq	900	900	44	39
	Sudan	270	270	42	43
	Afghanistan	170	170	43	33
	Somalia	140	140	56	41
	Yemen	110	110	44	40
	Various	250	250	43	29
Stateless²	Stateless people	231,000	-	-	-
Total		988,340	107,640		

¹ Refugee figures for Iraqis are Government estimates; some 100,300 Iraqis are assisted by UNHCR. The demographic breakdown refers to registered Iraqi refugees only.

² The planning figure for stateless people presented in the 2011 Global Appeal Update was based on estimates by Human Rights Watch and Amnesty International. The end-of-year estimate is based on information from the Department of Civil Records which indicates that 69,000 stateless people were granted identity cards during the course of 2011.

Syrian Arab Republic

- UNHCR provided primary, secondary and tertiary health care for eligible refugees through clinics run by the Syrian Arab Red Crescent (SARC) and governmental public hospitals. Some 107,000 refugee patients received primary health care and outpatient services in 2011.
- More than 21,000 refugee children were assisted to attend Syrian public schools free of charge.
- In 2011, the Government renewed its pledge to adopt a national refugee law, which is still in progress.

| Working environment |

UNHCR's 2011 operational plan was based on two assumptions: a) stability in the Syrian Arab Republic and a consequent preservation of protection space; and b) continued improvements in security and political stability in Iraq. Events in the region have, over the past year, challenged these assumptions, changing the operational context for refugees, UNHCR and partners.

Rising food and fuel prices reduced the already low purchasing power of people of concern, including those receiving cash assistance from UNHCR.

Resettlement programmes were suspended following the departure of resettlement country missions in the Syrian Arab Republic due to security concerns. This forced vulnerable refugee families to rely exclusively on financial assistance from UNHCR.

| Achievements and impact |

• Main objectives and targets

UNHCR's main objectives were to maintain the protection space for refugees and asylum-seekers in the Syrian Arab Republic and fulfil their basic needs.

Favourable protection environment

- Despite the developments in the country and across the region, the majority of refugees continued to enjoy access to Syrian territory and asylum. The adoption of a national refugee law by the Government was still in progress in 2011. UNHCR commissioned two studies, one on the Government's obligation to protect refugees and the other on a model refugee law that could be customized to fit the Syrian context while complying with international standards.
- The immigration regulations continue to recognize a minimum set of rights (such as access to territory, temporary legal stay,

freedom of movement and access to schools and education) for Iraqi and non-Iraqi refugees.

- UNHCR pursued its interventions for individual cases and was able to prevent 35 deportations.

Fair protection processes

- With an average of 1,500 new arrivals each month, the total number of refugees registered in the Syrian Arab Republic in 2011 exceeded 15,000, while more than 55,000 people had their refugee certificates renewed. Registration provided refugees with documentation allowing them to access services such as resettlement, financial assistance and medical and food aid, in addition to facilitating the regularization of their stay in the Syrian Arab Republic.

Security from violence and exploitation

- UNHCR assisted some 550 survivors of sexual and gender-based violence (SGBV) with legal counselling, financial help, shelter, medical aid, psychosocial support, education-related services and vocational training. Thirty-five women and their children were hosted in a UNHCR-funded safe house. Nearly 500 refugee community members received training in preventing and



An elderly refugee and his son at UNHCR's Douma distribution centre near Damascus.

UNHCR / S. ARNAOUT

responding to SGBV, and some 400 women and adolescents participated in gender-related life-skills activities. Thirty women and seven girls detained in correctional facilities received regular visits and legal assistance. Vocational and gender-related life-skills training was also conducted for exceptionally vulnerable women and girls. Finally, UNHCR provided social counselling for almost 77,000 people and protection counselling for over 3,100 individuals.

Basic needs and services

- UNHCR provided cash allowances to an average of 12,300 families (almost 40,000 individuals) every month to help them pay for accommodation. In addition, specific support was provided to some 3,400 women at risk, 2,100 elderly people and 2,200 persons with disabilities.
- More than 107,000 individuals benefited from UNHCR's provision of primary, secondary and tertiary health care through the SARC and governmental public hospitals. An established referral system helped some 11,000 individuals gain access to secondary and tertiary health services.
- UNHCR provided more than 21,500 Iraqi refugee children with one-time education grants. The number of refugee children enrolled in primary education increased from some 15,400 to 17,500 in 2011. The primary education enrollment rate stood at an estimated 82 per cent. However, only an estimated 30 per cent of the population of refugee children were enrolled in secondary education.
- Literacy and numeracy training was provided for more than 600 individuals, and nearly 8,000 people benefited from non-formal education. In addition, 310 students were provided with post-secondary academic scholarships, including three through the German-supported DAFI programme, enabling them to study at Syrian public universities.

Community participation and self-management

- Some 70,000 people received social counselling, exceeding the target of 45,000.
- UNHCR organized formal and informal training sessions in sewing, hairdressing, handicrafts, and cooking for approximately 9,300 participants, while some 20 individuals (mostly young people) benefited from pilot income-generation grants. Some 80 per cent of the population of concern participated in a needs assessment in 2011.

Durable solutions

- UNHCR submitted just over 9,000 refugees for resettlement, instead of the 13,000 planned. There were over 4,600 departures, and some 1,200 people were helped to repatriate voluntarily.

External relations

- In 2011, UNHCR produced three documentary films about: 1) refugees' lives in the Syrian Arab Republic, United in Exile, which was translated into several languages; 2) the higher education programme for refugees; and 3) registration services in the urban context.

Logistics and operational support

- UNHCR carried out 155 local and 17 international procurements. Effective distribution systems were put in place, in coordination with partners.

| Constraints |

The unrest in parts of the country affected UNHCR's outreach and mobility.

UNHCR was not able to implement resettlement to its fullest extent as a protection and burden-sharing tool because, owing to security restrictions, there were fewer staff available to process applications in the representation offices of the main resettlement countries. This affected potential durable solutions for some 20,000 people.

While there are no indications of direct pressure on refugees or reasons to fear for their safety, the deterioration in the economy as a result of the current unrest will present major financial and social challenges to refugee families.

| Financial information |

UNHCR's requirements for its programme in the Syrian Arab Republic amounted to USD 117 million in 2011; however only USD 73.5 million were made available due to limited resources.

The number of vulnerable cases among refugees has grown since the outbreak of unrest; however, limited resources mean that it was not possible to give financial assistance to some 5,000 vulnerable families. In addition, 20 per cent of those refugees who needed subsidized tertiary health care could not be accommodated following the introduction of more stringent eligibility criteria.

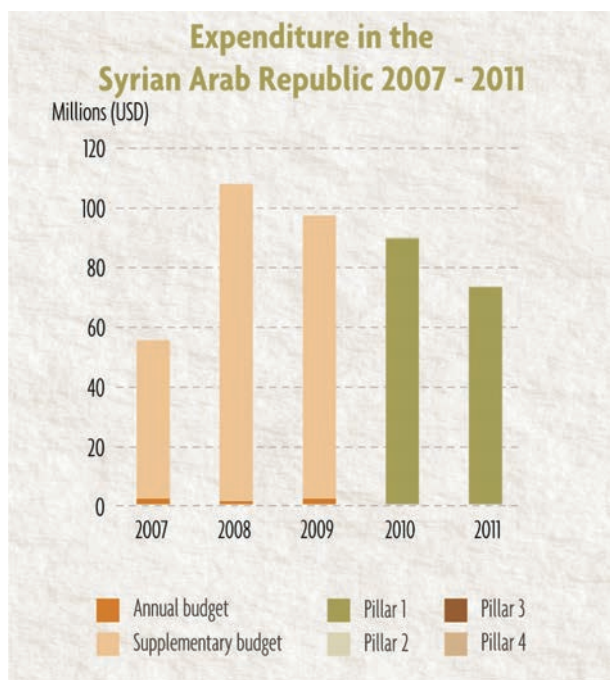
| Organization and implementation |

UNHCR has four offices in the Syrian Arab Republic, in Damascus, Douma, Aleppo and Hassakeh.

The rapidly changing environment had an impact on operations and the presence of international staff. In August 2011, the Under Secretary-General of the United Nations Department for Safety and Security (UNDSS) ordered the evacuation from the country of family members of internationally recruited staff, as well as the departure of non-essential international staff. To reduce the effect of these cuts, UNHCR intensified capacity building and empowerment measures for national staff. The reduced missions to a number of refugee-hosting areas led to an emphasis on reaching and assisting refugees through alternative means, such as communication through mobile phones and enhancing the refugee outreach volunteers programme.

| UNHCR's presence in 2011 |

□ Number of offices	4
□ Total staff	443
International	29
National	149
JPOs	1
UNVs	12
Others	252



Working with others

UNHCR led the inter-agency refugee response within the framework of the Regional Response Plan for Iraqi Refugees. It worked closely with its main national partner, the SARC, which is charged with the coordination of the refugee response in the country. Indeed, the wide SARC network in the country played a critical role in supporting UNHCR's verification exercises, food distribution and mobile registration of new arrivals, who would otherwise have had to travel to the capital to obtain these services. These outreach facilities helped UNHCR maintain a countrywide overview of refugees' living conditions and their situation.

The Ministry of Foreign Affairs and Expatriates continued to be UNHCR's main interlocutor, but cooperation continued with other ministries, especially the Ministry of Social Affairs and Labour (MOSAL).

In 2011, UNHCR foresaw a larger engagement with national actors in the areas of protection of children, women, persons with disabilities and the elderly. Following assessments and negotiations conducted with MOSAL, UNHCR worked with the Al-Nada Organization for Women's Development on vocational training and the Syrian Society for Social Development to improve conditions in two juvenile rehabilitation centres. It also conducted referrals of vulnerable persons on an individual basis.

Overall assessment

UNHCR cooperates with the Syrian authorities through close relations with the Ministry of Foreign Affairs and Expatriates, the Immigration Department and the SARC. The Office was able to maintain essential services, provide

protection and assist with community mobilization (including through targeted financial assistance) and address abuse and exploitation of groups at risk. It was also able to provide the psychosocial responses required by families who had lost their customary coping mechanisms.

The progress seen in 2010 in the development of the national legal framework for refugee protection was slowed in 2011.

UNHCR's participatory assessment process made progress through its outreach project, focus group discussions and individual contacts with refugees. These efforts provided the operation with an understanding of the changing situation of refugees, their needs and challenges. UNHCR also maintained its existing registration capacity, allowing all refugees in the country to be registered on an individual basis.

Cases of SGBV showed a rise in 2011 because of the civil unrest and its psychosocial, economic and security impacts on the lives of the refugees. UNHCR was able to help 75 per cent of identified cases.

Overall, UNHCR helped to maintain the available protection space and preserve the operational space for more than 110,000 refugees in the country.

Unmet needs

- Approximately 5,000 vulnerable families could no longer benefit from monthly financial assistance designed to help refugees secure accommodation.
- Some 20 per cent of patients in need of critical tertiary health care could not benefit from subsidized medical aid.
- UNHCR could not deliver some of the critical medical equipment (such as advanced laboratory equipment, dialysis machines and radiology equipment) that it had planned to provide the Ministry of Health to help it build its capacity.

Partners	
Implementing partners	
Government agencies:	Al Bassel Hospital, General Assembly of Damascus Hospital, Ministries of Education and Higher Education, Office of the Governor of Al-Hassakah
NGOs:	<i>Acción Contra El Hambre - España</i> , Al-Nada Organization for Women's Development, Danish Refugee Council, <i>Institut Européen de Coopération et de Développement - France</i> , <i>Première Urgence</i> , <i>Aide Médicale Internationale</i> , Syrian Society for Social Development
Others:	SARC, Syrian Women's Union, Greek Orthodox Patriarchate of Antioch and All the East, UNOPS
Operational partners	
Government agencies:	Ministries of Health, Social Affairs and Labour
NGOs:	HELP-Germany, ICMC, IMC, Mercy Corps, <i>Ricerca e Cooperazione</i> , <i>Terre des Hommes</i> (Italy), <i>Terre des Hommes</i> (Syria)
Others:	IFRC, IOM, UNDP, UNFPA, UNICEF, UNRWA, UNV, WFP, WHO

Budget, income and expenditure in Syrian Arab Republic | USD

	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	Total
FINAL BUDGET	116,558,180	409,849	116,968,029
Income from contributions	12,910,502	0	12,910,502
Other funds available	60,367,146	249,963	60,617,109
TOTAL FUNDS AVAILABLE	73,277,648	249,963	73,527,611
EXPENDITURE BREAKDOWN			
<i>Favourable protection environment</i>			
International and regional instruments	0	19,139	19,139
National legal framework	115,401	19,139	134,540
National administrative framework	0	19,139	19,139
National and regional migration policy	93,846	0	93,846
Prevention of statelessness	0	19,139	19,139
Cooperation with partners	133,037	0	133,037
National development policies	0	19,139	19,139
Access to territory	173,987	0	173,987
<i>Non-refoulement</i>	95,729	0	95,729
Emergency management strengthened	34,048	0	34,048
Subtotal	646,048	95,695	741,743
<i>Fair protection processes and documentation</i>			
Registration and profiling	1,597,525	0	1,597,525
Fair and efficient status determination	1,048,549	0	1,048,549
Family reunification	135,864	0	135,864
Individual documentation	363,867	0	363,867
Civil status documentation	120,949	0	120,949
Subtotal	3,266,754	0	3,266,754
<i>Security from violence and exploitation</i>			
Gender-based violence	859,057	0	859,057
Protection of children	174,262	0	174,262
Non-arbitrary detention	154,359	0	154,359
Access to legal remedies	141,067	0	141,067
Subtotal	1,328,745	0	1,328,745
<i>Basic needs and essential services</i>			
Food security	317,770	0	317,770
Water	30,017	0	30,017
Shelter and other infrastructure	357,087	0	357,087
Basic domestic and hygiene items	78,144	0	78,144
Primary health care	8,463,667	0	8,463,667
Education	3,342,196	0	3,342,196
Sanitation services	44,216	0	44,216
Services for groups with specific needs	31,614,668	0	31,614,668
Subtotal	44,247,765	0	44,247,765
<i>Community participation and self-management</i>			
Participatory assessment	557,085	0	557,085
Community self-management	1,902,215	0	1,902,215
Self-reliance and livelihoods	1,476,600	0	1,476,600
Subtotal	3,935,900	0	3,935,900

	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	Total
<i>Durable solutions</i>			
Voluntary return	471,835	0	471,835
Resettlement	1,986,386	0	1,986,386
Reduction of statelessness	0	55,441	55,441
Subtotal	2,458,221	55,441	2,513,662
<i>External relations</i>			
Resource mobilisation	228,613	0	228,613
Partnership	0	46,462	46,462
Public information	283,265	0	283,265
Subtotal	511,878	46,462	558,340
<i>Logistics and operations support</i>			
Supply chain and logistics	4,285,348	0	4,285,348
Programme management and coordination	2,348,073	52,365	2,400,438
Subtotal	6,633,421	52,365	6,685,786
Other objectives	361	0	361
Balance of instalments with implementing partners	10,248,556	0	10,248,556
Total	73,277,649	249,963	73,527,612