

Emergency Appeal Final Report

Syria: Floods

Emergency Appeal	Operation n° MDRSY004
Date of issue: 08 April 2020	GLIDE n° FL-2019-000031-SYR
Date of disaster: 31 March - 30 April 2019	
Operation start date: 12 April 2019	Operation end date: 15 October 2019
Host National Society presence: Syrian Arab Red Crescent (SARC) Headquarters; Al-Hassakeh Branch (75 staff and 120 volunteers covering Al-Hassakeh Governorate)	Operation budget: CHF 3,500,000 DREF amount allocated: CHF 500,000 (12 April 2019)
Number of people affected: 235,000	Number of people assisted: Planned 45,000; actual 153,417
Red Cross Red Crescent Movement partners involved in the operation: International Federation of Red Cross and Red Crescent Societies (IFRC); International Committee of the Red Cross (ICRC), British Red Cross, Canadian Red Cross, Danish Red Cross, Finnish Red Cross, German Red Cross, Norwegian Red Cross and Swiss Red Cross.	
Other partner organizations involved in the operation: National government authorities, Al-Hassakeh Governorate and local authorities, and World Food Programme (WFP).	
The IFRC, on behalf of SARC, would like to thank the following for their generous contributions to this Appeal: Canadian Red Cross (from Canadian Government), Red Cross Society of China Hong Kong Branch, Finnish Red Cross, Japanese Red Cross, Netherlands Red Cross (from Netherlands Government) and Swedish Red Cross. In addition, SARC would like to thank the following for their bilateral contributions: British Red Cross, Danish Red Cross, German Red Cross and Swiss Red Cross.	

Summary

This Emergency Appeal was launched on 15 April 2019, seeking CHF 3.5 million to enable IFRC to support Syrian Arab Red Crescent (SARC) to provide assistance to 45,000 people affected by floods in Al-Hassakeh Governorate in northeast Syria, over a six-month period, mid-April to mid-October 2019.

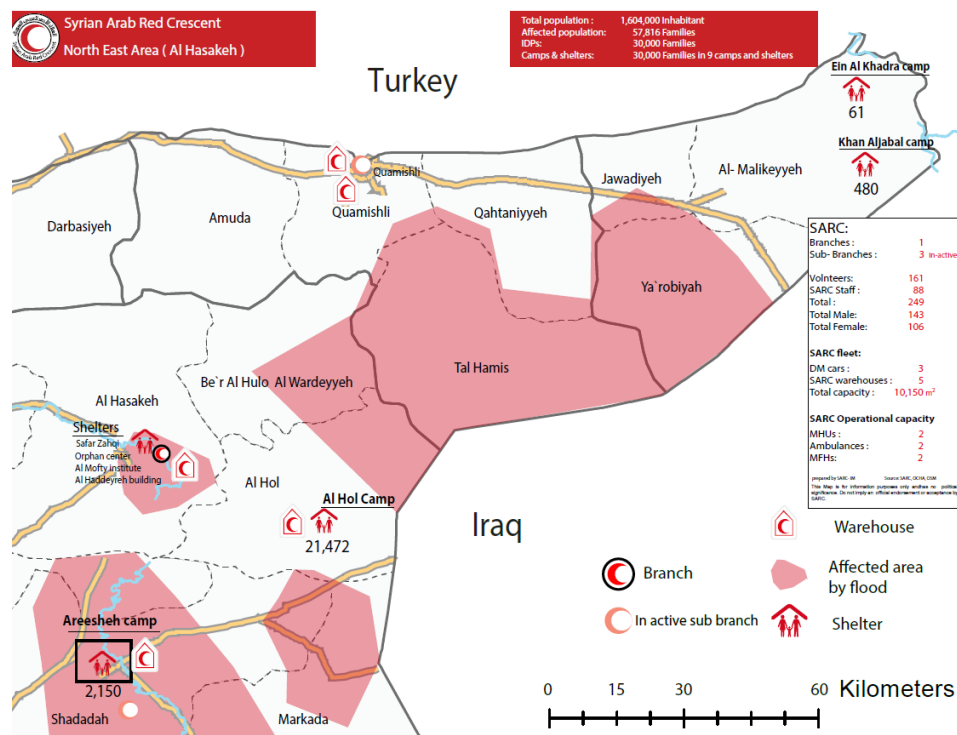
For details of the planned response please see the [Emergency Plan of Action](#). The original plan was to reach 45,000 people, however, with new assessments and the increasingly difficult food security situation, the plan was revised, and food assistance was provided to 153,417 people. IFRC received a total of CHF 976,618 through the Appeal (28% coverage). SARC also received CHF 619,000 in bilateral contributions, which was added to the general SARC Al-Hassakeh Floods Response budget. Additional food and non-food items were provided by ICRC, WFP and Danish Red Cross, in relation to the Northeast Emergency Response.



Distribution of dignity kits in Al-Areesha. Photo: SARC

A. Situation Analysis

Description of the disaster



Heavy rains, starting on 31 March 2019, resulted in serious flooding in the Al-Hassakeh Governorate and continued throughout April, leaving 235,000 people affected in towns and villages in the northeast of Syria. Two people died during the flooding, including an eight-year old child. Many of the affected families were living in camps for internally displaced persons (IDP) as a result of recent military activity in the area. Serious damage to homes and agricultural land was reported in Qamishli, Jawadiyeh, Ta'robiyah, Tal Hamis, Qahtaniyyeh, Al Hassakeh and the IDP camp in Areesheh, as well as in the IDP camp of Al Hol (Sectors 5 and 7).

Schools in Tal Hamis, one of the worst affected areas, were used as temporary shelters for more than 2,500 people evacuated from the floods. These families had lived in temporary shelters since the beginning of the rains and the resultant floods. The IDP settlement in Areesheh was moved due to acute flooding.

Assessments undertaken by SARC at the end of April confirmed that over 7,000 houses were damaged by the floods, 500 families were displaced to five schools which served as temporary emergency shelters, and at least 1,000 families sheltered with host families. Some 194,000 acres of agricultural land were flooded, with significant loss of food crops including barley, wheat and lentils, as well as loss of animals, including sheep, goats, cows and chickens. Damage to road infrastructure led to the destruction of six bridges making it difficult to access some of the most vulnerable areas. In the third week of April there was further destruction of houses, farmland and road infrastructure resulting from the high water levels which submerged farmland, caused overflows of rivers and contamination of the soil with oil, particularly in Tal Hamis.



Flooding in Alreesheh camp. Photo: SARC



Flooding in Tal Hamis. Photo: SARC

In June, many of the families evacuated because of the floods returned to their homes, despite the damage to properties and destruction of assets caused by the floods. Farmers affected by the floods faced a new disaster in June, with arson fires destroying crops in some areas, and which required a further effort from the SARC team to plan a new and wider food distribution to support the affected families and to avoid a food crisis in the targeted areas. In the same period, the SARC team identified many children affected by malnutrition, and, in coordination with WFP, a distribution of plump doses started in July.

On 9 October 2019, Turkey launched a military offensive into the Syrian territory. Airstrikes and ground attacks hit multiple towns and cities in the northeast of Syria, affecting a population that were already affected by the floods and had returned to their homes. This conflict caused hundreds of civilian casualties and displaced more than 70,000 families (350,000 people). The majority fled into Al-Hassakeh and Raqqa Governorates, where towns were overwhelmed by the influx of IDPs and services were overstretched. Particularly Al-Hassakeh city saw large numbers of arrivals. More than 10,000 refugees crossed into Iraq through informal crossing points, with the vast majority being hosted in Baradash camp. The conflict also severely damaged houses, and the water and electricity supply infrastructure. This unexpected outbreak of conflict in October in Al-Hassakeh created new challenges for SARC to conclude the planned floods response operation, with sudden new emergency needs to face and some access constraints that delayed the planned delivery of dignity kits, jerrycans and aquatabs.

Summary of response

Number of People Reached by Sector



Overview of Host National Society

Response efforts were coordinated by the SARC's Al-Hassakeh branch, with support from SARC's headquarters. The response activities were implemented in Tal Hamis, Jazah, Rad Shakra, Al-ya'roubya, Tal Barak, Al-Jawadea, Mabada, Areesheh, Al-Qahtaniyah, Al-shadada and Markada. SARC prioritized Tal Hamis, Tal Barak and Markada as they were the most affected areas and close to dams, which increased their exposure to dam overflows. Almost 44 percent of the arable land that was destroyed was in Tal Hamis and that area experienced the most damage in terms of numbers of houses damaged.

The SARC's Al-Hassakeh branch mobilized 75 staff and 120 volunteers for the emergency response, supported with the use of two vehicles and five trucks. For this operation, SARC set up distribution points in Qamishli, Al-Hassakeh City and Areesheh Camp. Support was provided by the SARC's headquarters to the branch with the deployment of a monitoring team to the flood-affected areas. The monitoring team was drawn from the disaster management (DM), information management (IM) and monitoring, evaluation, accountability and learning (MEAL) departments, and was

deployed to monitor response activities and to assist with the setup of the emergency response. This included support to the Al-Hassakeh branch in conducting post-distribution monitoring surveys to measure the efficiency and effectiveness of the response.

SARC conducted various assessments in the flood affected areas and continued to assess the damage from the floods up to June 2019. The first assessment was conducted on 30 March which was immediately followed by another assessment, on 3 April, to determine the needs of the affected populations. Other assessments were conducted in April in hard to reach areas, which resulted in an increase in the number of people identified as affected by the floods. A detailed livelihoods assessment was conducted in June and a post distribution monitoring survey in September 2019.

A total of 17,270 food parcels, 15,274 packs of canned food, 8,000 blankets, 1,500 mattresses, 900 tarpaulins, 29,500 hygiene kits, 37,600 diapers for children and people with disabilities, 21,482 dignity kits, 9,000 jerrycans, 18,000 boxes of aqua tabs, as well as 50,310 plump doses were distributed. No distributions were carried out in May and June owing to limitations in funding and delays in replenishment of SARC food parcel stocks under this Appeal. SARC therefore asked ICRC to support the relief operation with food parcels, in order to be able to continue the response. Due to the outbreak of conflict in October, as food parcels were received by IFRC, distributions supporting the newly displaced and affected population were continued, as per the new Northeast emergency response plan.

The items distributed are shown in the table below:

Area	Food and Relief Items Distributed										
	Canned Food	Food Parcels	Tarpaulins	Blankets	Mattresses	Hygiene Kits	Dignity Kits	Diapers	Plump doses	Aqua Tabs	Jerry-cans
Areesheh Camp	274	9,370				2,500	3,482	29,600	50,310		
Markada	7,800	7,800				7,800					
Tal-Brak	600		400	2,000	700					1,118	
Tal-Hamis	6,500		500	6,000	800	4,000		8,000			
Rmelan	100	100				100					
Rural Al-Hassakeh (12 villages)						15,100	17,400			16,884	
Total	15,274	17,270	900	8,000	1,500	29,500	21,482	37,600	50,310	18,000	9,000*

*9,000 jerry cans distributed over 44 locations

SARC provided primary health care assistance with the deployment of two mobile health units (MHU) which treated 300 patients, with the support of two ambulances for patient referrals. Affected areas such as Tal Hamis and Areesheh camp had no health facilities available, leaving the entire affected population with no access to any health support, thus SARC increased the numbers of MHUs from one to two. A high number of cases of children affected by diarrhoea were treated, as well as several cases of leishmaniosis.

The table below shows the numbers of people reached with health and psychosocial support (PSS) services:

People Reached by Emergency Health and PSS Services		
Area	Services	Number of people reached
Tal Hamis	Mobile Health Unit	300
Areesheh Camp	Psychosocial support	7,409
Rural Al-Hassakeh	Psychosocial support	7,681
Total		15,390

The Al-Hassakeh branch PSS mobile team provided psychosocial support to affected communities and reached 7,409 people in Areesheh camp and 7,681 in other areas, with the provision of psychosocial support mostly to children.

These PSS sessions comprised recreational activities and psychological first aid awareness sessions, risk education sessions (such as mines and explosive hazards), and literacy and numeracy sessions. The PSS team also monitored displacement sites for protection issues. No protection concerns or cases of children separated from their families were recorded during the reporting period.

A WASH assessment conducted indicated that 80 boreholes had collapsed, leaving an estimated 40,000 people with no access to safe drinking water. The situation was exacerbated by the damage to electrical transformers, submersible pumps and transfer pumps for water, and the water purification system was also affected. The assessment also revealed that people were drinking dirty water from rivers and ponds, posing a serious health risk. Supported by their communities, affected populations received water through water trucking operations. A total of 15 WASH volunteers were mobilized to conduct hygiene promotion campaigns reaching 7,000 households (35,000 people) to prevent a possible outbreak of water-borne diseases. A total of 64 sanitation facilities in Areesh camp were replaced. In the schools, families could use existing sanitation facilities which were sufficient.

SARC also registered 2,735 people with disabilities affected by the floods, who needed urgent support, and these were provided with food assistance, which was included in the emergency response operations.

Overview of Red Cross Red Crescent Movement in country

- SARC was supported by the IFRC Country Office in Damascus, and the Canadian, Danish, Finnish, German, Norwegian, and Swiss Red Cross National Societies, the International Committee of the Red Cross (ICRC), as well as Movement partners based outside of Damascus, including the British Red Cross.
- SARC held nine coordination meetings for the floods with partner National Societies and the ICRC in Damascus.
- Technical meetings were held in Damascus on a regular basis between SARC, IFRC and partner National Societies, related to various technical aspects of the emergency response.
- SARC temporarily deployed headquarters' IM, MEAL and DM staff to support the Al-Hassakeh branch.
- SARC, with support of British Red Cross, conducted a final "Lessons Learnt" Workshop in January 2020.



SARC volunteers carry food parcels across the stream to the no-access villages in Shahadah. Photo: SARC

Overview of non-Red Cross Red Crescent actors in country

- Outside Al Hol camp there was no or very limited UN or NGO presence and coordination for the flood affected areas.
- SARC's headquarters was in daily contact with government counterparts at national level.
- SARC's Al-Hassakeh branch held coordination meetings with the Governor of Al-Hassakeh to ensure alignment and coordination of the response with the public authorities.
- In addition, SARC's Al-Hassakeh branch was in regular contact with formal and informal community leaders, ensuring access and acceptance.

Needs analysis and scenario planning

Needs analysis

Based on initial rapid assessments, there were immediate needs for the flood-affected population to access safe drinking water, as well as needs for blankets, mattresses, jerry cans, plastic sheets, dignity kits, hygiene kits, food parcels, tinned food and basic health care, including psychosocial support. SARC's teams assessed the level of

damage to housing and concluded a new targeted WASH assessment to review the status of the piped water infrastructure, contamination of wells and the quality of water. Sanitation facilities were also damaged. While rapid assessments were undertaken, continued rainfall in the second, third and fourth weeks of April affected new areas, in addition to those previously affected. From May, the rain stopped, but in June some arson fires affected what was left in the flooded crop fields. In October, a sudden outbreak of conflict in northeast Syria affected again most of the people that had been originally impacted by the floods.

On 2 June, a livelihoods and recovery assessment was carried out in Ahimar, Akrasha, Savana, West Sukar and East Sukar villages of Tal-Hamis and Jazah. The assessment interviewed community leaders in the five villages and the results of the assessment revealed that in all cases the priority needs were the restoration of livelihoods of affected communities, while stimulating economic recovery through livestock re-stocking and agricultural interventions focusing on provision of seeds for cash crops and fertilizers. A new assessment was carried out in August to understand the new effects of the arson fires as well as to plan a possible livelihood intervention to increase food security in the most affected areas. Due to the short timeframe of the Emergency Appeal response, IFRC agreed with SARC not to extend the response timeframe in order to add a livelihood component, due to the required lengthy procurement process for agricultural inputs, and also due to funding constraints.

Area	Land damaged (in acres)	Number of houses damaged
Tal Hamis	85,300	2,000
Rad Shakra	20,000	500
Jazaah	30,000	400
Al-ya'roubya	10,000	1,500
Tel Barak	5,000	100
Al-Jawadea	6,000	200
Mabada	1,500	100
Aresheeh	2,000	400
Al-Qahtaniyah	500	300
Al-Shadada	4,000	300
Rural Al-Hassakeh	24,000	1,358
Marked	6,000	400
Total	194,300	7,558

The table above shows the extent of the destruction to farmlands and damage to houses as a result of the floods. Over 7,000 houses and close to 200,000 acres of arable land were destroyed.

Targeting

Of the 235,000 people affected by the floods, 73,000 were living in the Al Hol camp which was badly affected. Due to the large presence and interest of the UN and NGOs in the Al Hol camp, this population was not included in the SARC response strategy for this Emergency Appeal. SARC, with support from IFRC and partner National Societies, kept its focus on the 162,000 people in other IDP camps and towns and villages that were not receiving assistance from other organizations. Targeting criteria was based on those families which had lost their houses, their livelihoods and their personal possessions, and according to vulnerability criteria, such as people recently displaced, displaced several times, people with disabilities, sick people, elderly people, women-headed households and single-headed households, and families with young children, including those lacking access to safe water and those traumatized by the impact of the floods.

The operation targeted areas that had been flood-damaged based on initial rapid assessments, which included: Tal Hamis, Al-ya'roubya, Al-Jawadea, Rural Al-Hassakeh (East and West), Tal Brak and Areesheh. In addition, SARC also responded to areas newly affected by heavy rainfall occurring in the second and third week of April resulting in further flooding which included Rad Shakra, Jazaah, Mabada, Al-Qahtaniyah, Al-Shadada and Markada.

Scenario planning

In April, newly affected areas were assessed by SARC teams in response to renewed rainfall, increasing the estimated number of affected populations from 45,000 to 162,000 people outside of Al Hol camp (235,000 people were affected in total, including Al Hol camp). The newly assessed areas by SARC were Markada, Rad Shakra, Jazaah, Mabada, Al-Qahtaniyah and Al-Shadada. However, due to funding constraints not all the affected areas could be targeted by SARC.

Operation Risk Analysis

A risk of more heavy rains was identified, and more rains did follow; however, the communities and SARC volunteers managed to integrate newly affected people into the response.

In terms of operational risks, concerns centred on logistical challenges regarding the supply chain of procured relief items to arrive on time in the affected areas, which impacted the initial distribution plan which was subsequently delayed.

The sudden outbreak of conflict in October 2019 added several operational challenges that delayed the planned distribution of non-food items and displaced again the population that was originally affected by the floods.

B. Operational strategy and plan

Proposed strategy

The **overall goal** of the response was to meet the basic needs of at least 45,000 people (9,000 families) most affected by the floods with basic household relief items and food parcels (ready to eat and food for cooking). The original plan to target 45,000 people was drastically changed following the new assessment and the food insecurity situation, it was increased to reach 162,000 people.

However, as funding received for the Appeal was limited, SARC did not have the capacity to scale up the proposed intervention to be able to support all the 162,000 affected people (outside Al Hol camp). However, with in-kind contributions received from other partners, SARC was able to increase food distributions to reach a total of 153,417 people. In coordination with the affected population and local stakeholders, the original plan to provide food rations for three months was changed to one month only, in order to try to meet at least once all the needs of the affected population. Due to funding constraints, a second round of distributions was not conducted for all beneficiaries in September and October, as had been originally planned.

Beneficiaries were selected based on those families who had lost their houses, their livelihoods and their personal possessions, and according to vulnerability criteria such as people recently displaced and displaced several times, people with disabilities, sick people, elderly people, women-headed households and single-headed households, and families with young children. The original plan to also have only one mobile health unit (MHU) was changed with the deployment of two MHUs since some health facilities in Tal Hamis and Areesheh camp were affected by the floods leaving affected population with no access to any health services.

Shelter

SARC initially targeted 1,500 families with household item support. These needs were met with distributions of tarpaulins, mattresses and blankets, and applying SARC's vulnerability selection criteria. In total, SARC planned to distribute 5,000 tarpaulins, 15,000 mattresses and 30,000 blankets. Due to the Appeal funding constraints, SARC was not able to support all of the planned 9,000 families and focused on the most vulnerable ones.

Livelihoods and basic needs

Owing to the food insecurity situation of the affected populations, especially in Al-Tamis areas, SARC planned to support 9,000 families with food parcels and ready to eat food parcels - one parcel per family per month for three months. Due to newly identified needs and budget constraints, SARC,

in coordination with the beneficiaries and local authorities, changed its strategy to reach 22,000 families, but with only one distribution (instead of the planned three distributions over three months). SARC undertook a further livelihoods and recovery assessment in June, focusing on the damage to livelihoods, to assess the loss of livestock and damage to agricultural land and priority needs of affected populations. Assessments identified the needs to immediately repair boreholes and damaged irrigation channels. Furthermore, the floods damaged several tractors, therefore local



Non-food item distribution for displaced people in Al Hol camp. Photo: SARC

communities asked SARC to evaluate the renting of tractors to allow the most vulnerable families to prepare the land for the next farming season.

Health

The flooding caused injury and sickness in the affected areas where health care was virtually non-existent. In response, SARC deployed two MHUs to provide medical treatment as well as two ambulances to assist with patient referrals. SARC's field presence identified that there were not many cases of people injured by the floods, rather the necessity to provide health services to the population with no access to any health facility. SARC also deployed their mobile PSS unit, based in the Al-Hassakeh branch, to provide psychosocial support to affected communities, with a focus on children and those experiencing multiple displacements caused by the conflict and the recent floods. The health teams also conducted surveillance to monitor cases of disease outbreaks, including vector and water-borne diseases. The MHUs, the ambulances and the PSS unit were operational until the outbreak of the conflict in October, and then deployed to new areas as per new emergencies. During the flood response, the teams identified a high number of children affected by malnutrition, therefore a new distribution of plump doses was started to support and sustain the most affected children.

Water, Sanitation and Hygiene

A WASH assessment was completed, and results analysed by SARC's Al-Hassakeh branch and SARC's headquarters proved contamination of crude oil into water sources. As part of this response, SARC contributed to families having better access to safe drinking water through distributing aquatabs and one 20-litre jerry can per family. SARC distributed family hygiene kits to 29,500 families, and 15 WASH volunteers were mobilized for community-based hygiene promotion activities in the affected communities.

Protection, Gender and Inclusion

SARC's psychosocial support (PSS) team (30 volunteers) responded to basic protection needs for families displaced in schools with provision of basic PSS, directing vulnerable cases to existing services, in addition to identifying potential child protection concerns. The mobile PSS team were trained and equipped to handle potential protection cases through safe referral mechanisms. The PSS team also provided bespoke PSS sessions for people with disabilities affected by the floods. The PSS mobile team was operational for the duration of the emergency response, until the displaced families went back to their original homes. SARC planned to distribute dignity kits to 18,000 families, each kit containing suitable clothing and underwear for families, and with additional bilateral support, a total of 21,382 dignity kits were distributed.

Human Resources

The operation was supported by 75 Al-Hassakeh branch staff and 120 volunteers, with support from SARC's headquarters. MHUs were each staffed by one doctor, one nurse and one driver. The Al-Hassakeh branch has a trained and equipped mobile PSS team which was deployed to support affected communities. The Al-Hassakeh branch was responsible for undertaking logistics and distributions. Monitoring and reporting were supervised by SARC's headquarters via a special team comprised of staff from Disaster Management, Information Management and Monitoring, Evaluation, Accountability and Learning Departments.

Existing human resources within the IFRC Country Office and wider Red Cross Red Crescent Movement partners were drawn upon to complement SARC's existing capacity as required.

Security

SARC is the lead agency for the Red Cross Red Crescent Movement partners in Syria with regards to security. The operation was based in the remote Governorate of Al-Hassakeh and was closely monitored daily by the branch and SARC's headquarters for security issues and risks for staff and volunteers. SARC has significant experience in security and draws upon updates from a number of sources, while upholding the Red Cross Red Crescent Fundamental Principles to gain access to affected communities. For the most part, staff and volunteers that worked on this operation came from the local branch, as they have been trained and prepared to respond in complex settings. International staff were not deployed for this operation.

Communications

IFRC Secretariat regional and Geneva staff supported SARC in social media and in drafting key messages for the emergency response. Pictures and videos of the SARC response can be found here:

<https://drive.google.com/drive/folders/1nCN7b2PyU8mgIRgOqmm60Q9zR1y3o5js>
<https://drive.google.com/drive/folders/1xDH-b71aTlxERse8tQTLMNRYzBk4WbwG>

Logistics and Supply Chain

It is important to note that Al-Hassakeh is a remote, isolated region with complicated logistics and supply chain challenges. Logistics aimed to effectively manage the supply chain, including mobilization, procurement, customs clearance, fleet, storage and transportation to distribution sites, in accordance with the operational needs and aligned to IFRC's logistics standards, processes and procedures. In support of the flood response, SARC's Al-Hassakeh branch expanded its logistics capacity through the rental of 10 vehicles for the duration of the response, to mobilize volunteer teams for assessments, for distributions, for PSS teams and for monitoring. In addition, five, and then later ten trucks were rented for six months to assist with the distribution of food and household items. Also budgeted were provisions for the procurement of fuel, vehicle maintenance, warehouse rental for three warehouses to accommodate the shelter, food and household items, and the set up of three distribution points.

The mobilization table was posted on the IFRC's GO platform and was also shared with partner National Societies. A combination of local procurement and existing regional relief supplies were provided for the initial response, which were supplemented by central stocks from the Tartous warehouse. Urgent restocking of the Tartous stocks was provided by IFRC, to ensure adequate stock was available for new and ongoing emergencies in Syria.

Planning, Monitoring, Evaluation and Reporting (PMER)

A SARC Emergency Floods Monitoring and Evaluation Team from SARC's headquarters conducted a monitoring visit to the flood-affected area from 21 to 24 April 2019. The team was composed of two monitoring, evaluation, accountability and learning (MEAL) staff, one disaster management (DM) and two information management (IM) members. The team was able to support the setup of the emergency response and formalize structures for programmatic integration at branch level.

The second monitoring visit was conducted from 20 to 22 May. In addition to monitoring the response activities, the objective of this visit was to train the volunteers at the Al-Hassakeh branch and equip them with the skills and tools for carrying out a post distribution monitoring (PDM) survey, using both quantitative and qualitative methodologies, among the flood-affected communities that benefited from SARC's food and non-food items.

A further monitoring visit was conducted in July by SARC's headquarters staff and Danish Red Cross to understand the challenges and access constraints, and re-design the intervention according to availability of Appeal and bilateral funds. During this mission, the monitoring team also trained 17 SARC volunteers from Al-Hassakeh branch and 13 from Al-Qamishli on the objectives of PDM surveys, the use of Open Data Kit (ODK), the conduct of focus group discussions, quantitative and qualitative PDM questionnaires and field guidelines for data collection. The plan was to go into the field immediately after the training, but permission was not granted by the relevant authorities to go to the sampled areas and this resulted in a revision of the plan, to instead conduct PDM surveys after the next distributions. The PDM surveys were finally conducted in September to ensure that the assistance provided to affected individuals in terms of food and non-food items was relevant, effective and tailored to their needs and the local context. Due to some delays in distributing the non-food items procured by the Appeal, PDM surveys were conducted only in relation to food items.

Information Management (IM) and Community Engagement and Accountability (CEA)

Focal points for IM and CEA were identified within SARC for this operation. For IM this included support for assessments and reports based on analysis of the humanitarian situation. The IM focal point also worked with the IFRC Middle East and North Africa (MENA) Regional Office to support data collection and management and, in coordination with CEA colleagues, to support the design and set up of a feedback mechanism to improve and adjust the response.

There was community involvement and participation in the distribution process to enhance accountability of the operation. Participatory methodologies, combined with verification by the Al-Hassakeh branch through regular consultations and involvement of the community in identifying the most vulnerable beneficiaries, were deployed.

C. Detailed operational plan



Shelter

People reached: 88,530 (11,350 households)

Male: 38,924

Female: 49,606

Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions

Indicators:	Target	Actual
# of households reached with safe and adequate shelter and settlement	9,000	11,350

Output 1.1: Short, medium and long-term shelter and settlement assistance is provided to affected households

Indicators:	Target	Actual
# of households provided with emergency shelter and settlement assistance	9,000	2,350
# of households provided with shelter repair assistance	500	0
# of households provided with tarpaulins	9,000	450
# of households provided with blankets	9,000	2,300
# of households provided with mattresses	9,000	500
# of households provided with cleaning kits	9,000	0
# of households provided with jerry cans 10 L	9,000	0
# of households provided with jerry cans 20 L	9,000	9,000

Narrative description of achievements:

The SARC's Al-Hassakeh branch conducted a rapid assessment immediately following the floods and determined the needs for blankets, mattresses, jerry cans, dignity kits (clothing) and tarpaulins. SARC registered 1,500 families displaced by the floods (500 families displaced in five schools and 1,000 displaced families living with host families). SARC initially targeted these 1,500 families with household items support. Once their needs were met, SARC targeted an additional 800 families, who had lost household items in the floods.

In total SARC distributed:

8,000 blankets: 6,000 in Tal-Hamis and 2,000 in Tal-Brak

1,500 mattresses: 800 in Tal-Hamis and 700 in Tal-Brak

900 tarpaulins: 500 in Tal-Hamis and 400 in Tal-Brak

9,000 20L jerry cans for 9,000 households.



Distributions of non-food items in Tal-Hamis. Photo: SARC

A total of 11,350 families (88,530 people) benefitted from this distribution with each family having an average household size of 7.8 people per household.

Note: for shelter/non-food items, the number of beneficiaries per household was higher than for other activities (7.8 per family), as the non-food item assistance mainly targeted displaced people in temporary shelters, and in shelters displaced families were often with extra family members.

Challenges:

- There were initial challenges in accessing some of the affected communities due to the destruction of the road infrastructure as a result of the floods.
- Funding limitations affected the full procurement of planned non-food items.
- Challenges in the in-country procurement process delayed the planned distribution of the 9,000 20L jerrycans.
- Shelter repair assistance: urgent shelter repairs had to be conducted immediately after the displacement of the affected population. Due to funding transfer constraints, SARC's Al-Hassakeh branch was not able to conduct the planned shelter rehabilitation. When funds reached SARC's Al-Hassakeh branch, the 500 displaced families had already returned to their homes.

Lessons Learnt:

- Emergency non-food item stocks should be delivered to SARC key branches to increase SARC's response capacity.
- Market assessments and preferred supplier agreements should be in place, if non-food items are to be procured by SARC/IFRC in-country.
- A quality check system of items procured in-country should be in place to guarantee the quality of non-food items.
- More clarity should be provided on specifications of items to be procured.
- Assess availability of emergency response items in local markets at the branch level.



Livelihoods and basic needs

People reached: 153,417 (26,674 households)

Male: 70,720

Female: 82,697

Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods

Indicators:	Target	Actual
# of people targeted/reached	45,000	153,417

Output 1.1: Basic needs assistance for livelihoods security including food is provided to the most affected communities

Indicators:	Target	Actual
# of people reached with food assistance for basic needs	45,000	153,417
# of households reached with canned food parcels – ready to eat food	4,000	15,274
# of households reached with food parcels (food for cooking)	5,000	11,400
# of children reached with extra nutritional food (plump doses)	0	2,375

Narrative description of achievements:



Distribution of food parcels in Tal Hamis. Photo: SARC

SARC assisted 15,274 families with food parcels (ready to eat canned foods) and 11,400 families with standard food parcels. In total, 26,674 families (households) were supported with food items as below:

Location	Canned food distributed	Food parcels distributed
Areesheh	274	9,370
Markada	7,800	7,800
Tal Brak	600	
Tal Hamis	6,500	
Rmelan	100	100
Total	15,274	17,270

A total of 153,417 people benefited from the food distributions. The average household size was 5.7 which is higher than the average household size of 5 used in the planning for this response. All the targeted households received only one food parcel except for some cases observed during the monitoring visit, where, for example, a household received two food parcels as the household had 14 household members.

Food distribution breakdown						
Item	Number of Households	Men > 18	Women > 18	Male Children < 18	Female children < 18	Total
Canned food	15,274	25,993	29,558	16,944	19,087	91,582
Food parcel	11,400*	18,773	22,946	9,010	11,106	61,835
Total	26,674	44,766	52,504	25,954	30,193	153,417

*some families received a 2nd round of food parcels

IFRC procured 2,300 food parcels and 13,077 canned foods that replenished SARC's emergency stocks. Complementary food items for this response were provided as in-kind contributions by other SARC partners, such as ICRC and WFP.

Due to the increase in the number of affected population and, in coordination with local communities, SARC increased the number of beneficiaries to receive at least one food distribution. Additional assessments revealed rising numbers of cases of malnutrition among children in the target areas. Due to the floods and multiple displacements, limited access of boys and girls under five, pregnant and lactating women, to lifesaving preventive and curative nutrition services related to infant and young child feeding (IYCF) in emergencies, micronutrient supplementation, and treatment for acute malnutrition, added to their vulnerability. SARC therefore conducted complementary distributions of plump doses reaching 2,375 children in the reporting period in coordination with WFP.

The post-distribution monitoring (PDM) survey for food baskets conducted in September showed that the majority of beneficiaries were satisfied with the quantity and quality of the food parcels. For more information, see the monitoring and evaluation section.

Challenges:

- The plan in the Emergency Plan of Action, based on the food insecurity situation of the affected population, was to provide food assistance in the form of one food parcel per family per month for three months, however, due to limited funding, only one food distribution was provided. Food distributions were discontinued from May onwards due to funding limitations.
- A high number of children affected by severe malnutrition were identified that posed challenges in finding ways to provide support that had not been originally planned.

Lessons Learnt:

- Contingency stocks of high nutritional food items should be put in place.

Output 1.2: Household livelihoods security is enhanced through food production and income generating activities		
Indicators:	Target	Actual
# of assessments carried out by SARC in relation to livelihoods	1	1
Narrative description of achievements:		
SARC conducted a livelihood assessment on 2 June to investigate loss of harvest, market destruction, and food insecurity and vulnerability.		
SARC deployed a livelihoods' team to support the Al-Hassakeh branch in this process. Results of the livelihoods and recovery assessment conducted in five villages in Ta-Hamis and Jazah revealed that the priority needs were the restoration of livelihoods of affected communities, while stimulating economic recovery through livestock re-stocking and agricultural interventions focusing on provision of seeds for cash crops and fertilizers.		
The results from the livelihoods' assessment informed the design of both short-term and long-term programmes in partnership with SARC's partners and stakeholders in the Al-Hassakeh area, with the objective to contribute to restarting livelihood activities of the most vulnerable households affected by the floods, reducing their vulnerability and improving their standard of living.		
Challenges:		
The timeframe needed to conduct a livelihoods' intervention with distribution of agricultural inputs was not in line with the six-month timeframe of the Emergency Appeal, so the intervention was not undertaken.		
Lessons Learnt:		
Livelihoods' interventions should be designed immediately at the beginning of a response to allow the timely procurement of agricultural inputs.		

 Health and Care People reached: 15,090 Male: 6,657 Female: 8,433		
Outcome 1: Vulnerable people's health and dignity are improved through increased access to appropriate health services.		
Indicators:	Target	Actual
# of people targeted/reached	10,000	15,090
# of Red Cross Red Crescent volunteers mobilized by National Societies for health activities of the Al-Hassakeh flood response	30	30
Output 1.1: Communities are provided with services to identify and reduce risks		
Indicators:	Target	Actual
# of people reached by SARC with services to reduce relevant health risk factors	10,000	2,000
# of cases disease outbreaks including vector and water-borne diseases reported		N/A
# of mobile health units (MHU) deployed	2	2
# of people reached by mobile health units (MHU)	10,000	300
# of ambulances deployed	2	2
# of patients referred to higher level health facilities	10,000	N/A
# of assessments conducted by SARC in relation to health	1	1
Narrative description of achievements:		



SARC mobile clinic staff attend to a patient in Hassakeh, 2 mobile health units and 2 ambulances were deployed to support people affected by floods in Tal Hamis, Areesheh and Markada. Photo: SARC

A rapid needs assessment carried out by SARC during the beginning of the flood response indicated the need for basic health care for the flood-affected population. The assessment highlighted the presence of typhoid cases as well as increasing cases of diarrhoea, particularly amongst children. The initial target to reach of 10,000 included a population living in the flood-affected areas, where health care was virtually non-existent. During this response, SARC primarily focused on providing services to people directly affected by the floods. From the onset of the floods, SARC deployed a MHU staffed by a driver, a doctor and a nurse, and equipped with medicines and consumables. Owing to increasing needs, a second MHU was deployed. Furthermore, the SARC PSS team worked closely with the health teams, to provide information regarding the availability of SARC's health services in the most affected areas.

A total of 300 people directly affected by the floods were reached by SARC's MHUs based on the needs presented in Tal Hamis, Areesheh camp, and Markada. SARC also deployed two ambulances for managing patient referrals to the mobile health units, SARC's clinics, public clinics and hospitals. The MHUs, ambulances and PSS unit continued to provide services for the duration of the response operation, also to the population not directly affected by the floods with no access to health facilities. Beneficiaries reported in this report are the ones that were sick as a result of the floods only, those who lost their medication and people who suffered from psychological distress in a context where health services are critically under resourced, if they exist at all.

Challenges:

- Due to the recent conflict, many areas had no health facilities, and therefore SARC's mobile health teams had to cover areas of several hundreds of square kilometres.
- There was no medical staff available in the area, so SARC had to move some existing MHUs, stretching health services provided in other areas.

Lessons Learnt:

- N/A

Output 1.2: Communities are supported by the National Society to effectively respond to health and psychological needs during an emergency

Indicators:	Target	Actual
# of people reached by psychosocial support (PSS)	10,000	15,090
# of PSS mobile teams deployed	1	3

Narrative description of achievements:

Initial assessments indicated the need for psychosocial support (PSS) for the flood-affected population. Most of the affected people had experienced past and recent traumatic events and the risk of psychological problems such as stress which can affect the recovery and adjustment of affected persons especially in a context where health services are critically under resourced. The risk was identified as much higher in children.

SARC deployed three mobile PSS teams from the Al-Hassakeh branch to provide psychosocial support to affected communities, with a focus on children and those experiencing multiple displacements caused by conflict and the recent floods. In Areesheh camp and nearby areas, 15,090 beneficiaries were reached with psychosocial activities comprising of recreation activities, psychological first aid awareness sessions and informal education for children provided by SARC volunteers.



SARC volunteers conducted PSS activities targeting children affected by flooding in Areesheh Camp. Photo: Francesco Lanino

PSS interventions in Areesheh Camp:

Adults > 18		Adolescents 12-17		Children < 12		Activities
Female	Male	Female	Male	Female	Male	
465	300	298	314	302	402	Psychological first aid
0	0	525	665	632	750	Recreational and sports activities
433	219	511	406	645	542	Risk education
898	519	1,334	1,385	1,579	1,694	Total: 7,409

Total number of sessions conducted by the PSS teams in Areesheh Camp	
Psychological first aid	215 sessions
Recreational activities	420 sessions
Sports activities	112 sessions
Protection	105 sessions
Risk education	125 sessions
Health awareness	110 sessions
Activities for people with disabilities	55 sessions

PSS outreach interventions in Al-Hassakeh (Tal Hamis, Tal Hawil, Amara, Naraba, Tal Rawda, Tabbana, Farfara)

Adults > 18		Adolescents 12-17		Children < 12		Activities
Female	Male	Female	Male	Female	Male	
250	120	80	75	460	350	Psychological first aid
74	0	283	50	772	636	Recreational and sports activities
254	250	980	289	862	740	Risk education
30	0	98	78	630	320	Basic literacy and numeracy
608	370	1,441	492	2,742	2,046	Total: 7,681

Total number of sessions conducted by the PSS teams in the outreach interventions in Al-Hassakeh (Tal Hamis, Tal Hawil, Amara, Naraba, Tal Rawda, Tabbana, Farfara)	
Psychological first aid	33 sessions
Recreational activities	101 sessions
Sports activities	125 sessions
Protection	50 sessions
Risk education	116 sessions
Health awareness	9 sessions
Activities for people with disabilities	10 sessions



Literacy and numeracy activities for children with disabilities; recreational activities with children. Photo: Francesco Lanino

Challenges:

- Areas with long distances where SARC's mobile teams had to travel one or two hours to reach the beneficiaries.
- New PSS volunteers required a strong initial capacity building training.

Lessons Learnt:

- Immediately deploy SARC's PSS headquarters team to provide training to new PSS volunteers.
- Have stand-by PSS volunteers that can be immediately deployed in case of sudden emergencies.



Water, Sanitation and Hygiene Promotion

People reached: 126,964 (29,500 households)

Male: 58,770

Female: 68,194

Outcome 1: Immediate reduction in risk of waterborne and water related disease is reduced in target communities

Indicators:	Target	Actual
# of people targeted/reached	45,000	126,964

Output 1.1: Continuous assessment of water, sanitation, and hygiene situation is carried out in targeted communities

Indicators:	Target	Actual
# of assessments carried out by SARC in relation to WASH	2	2

Output 1.1: Daily access to safe water which meets Sphere and WHO standards in terms of quantity and quality is provided to target population

Indicators:	Target	Actual
# of people provided with safe water according to WHO standards	45,000	0
# of households provided with aqua tabs	9,000	18,000
Output 1.2: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population		
Indicators:	Target	Actual
# of households with a set of essential hygiene items	9,000	29,500
# of households provided with hygiene kits	9,000	29,500
Output 1.3: National Society promotes positive behavioural change in personal and community hygiene among targeted communities		
Indicators:	Target	Actual
# of households reached with key messages to promote personal and community hygiene	9,000	7,000
# of volunteers involved in hygiene promotion activities	24	15

Narrative description of achievements:

As part of this response, SARC ensured that affected families had access to safe water as most of the water sources were affected with possible aquifer contamination (as the affected area had several oil-extraction points). Initial rapid assessments indicated the need for hygiene promotion, as well as for family hygiene kits. Behaviours, attitudes and practices for sanitation needed to be enhanced through dissemination of health and hygiene promotion messages. Scores of people were surviving on unsafe water sources, heightening secondary risks of epidemics. Considering the above, the distribution of aqua tabs and sanitation emergency supplies were to mitigate these risks.

SARC provided WASH non-food items (hygiene kits) comprising of 29,500 hygiene kits in several locations:

- 4,000 hygiene kits in Tal Hamis
- 7,800 hygiene kits in Markada
- 2,500 hygiene kits in Areesheh camp
- 100 hygiene kits in Rmelan
- 15,100 hygiene kits in rural Al-Hassakeh

In some areas, some families received a second round of hygiene kits. SARC managed to reach 126,964 people as per the breakdown below:

Item	Number of Households	Men > 18	Women > 18	Male Children < 18	Female children < 18	Total
Hygiene Kits	29,500	38,490	44,226	20,280	23,968	126,964

Each hygiene kit comprises the following items: soap, detergent, shampoo, toothbrushes and toothpaste, combs and brushes. A total of 64 sanitation facilities in Areesheh camp were also replaced. For the 500 displaced families living in schools, SARC confirmed that existing sanitation facilities were sufficient.

Area	Diapers	Hygiene Kits
Areesheh Camp	29,600	2,500
Markada		7,800
Tal-Brak		
Tal-Hamis	8,000	4,000
Rmelan		100
Rural Al-Hassakeh (12 different villages)		15,100
Total Households	37,600	29,500

From April 2019, the SARC's Health Awareness Promotion team from the Al-Hassakeh branch, responded to the emergency immediately, working with the SARC's branch WASH and Relief teams. During the distributions of hygiene kits, a total of 15 WASH volunteers were mobilized from SARC's Al-Hassakeh Branch to conduct community hygiene awareness / promotion campaigns reaching 7,000 families (or 35,000 people) to prevent a possible outbreak of water-borne diseases. Hygiene promotion sessions were tailored according to the gender and age of the participants. The sessions focused on: personal hygiene, diarrheal diseases, leishmaniasis, access to safe water, water treatment, safe waste disposal, and lice and scabies prevention/treatment.

In December 2019, the Hygiene Promotion teams went into the same villages, conducting awareness campaigns, especially around safe waste disposal and prevention of diarrheal disease. In January 2020, heavy rains again caused damage in Aresheeh Camp, and before the floods the SARC's branch Hygiene Promotion team again conducted an awareness campaign with information about diarrheal disease, safe waste disposal, prevention of leishmaniasis and lice infection. Hygiene kits were also distributed.

Challenges:

- Lack of timely funding and bureaucratic issues slowed the procurement process to provide aqua tabs and jerry-cans; final distributions of aqua tabs were made in January/February 2020.

Lessons Learnt:

- Water purifiers should be part of emergency stocks.
- Development of SARC's standard operating procedures to immediately procure water purifiers in case of sudden emergencies.



Protection, Gender and Inclusion

People reached: 128,892

Male: 58,211 figures to be checked/updated

Female: 70,681

Outcome 1: Communities become more peaceful, safe and inclusive through meeting the needs and rights of the most vulnerable

Indicators:	Target	Actual
# of people targeted/reached	45,000	128,892
Output 1.1: National Society programmes and operations prevent and respond to sexual and gender-based violence and other forms of violence especially against children		
# of households with personal items that maintain dignity	9,000	21,482
# of dignity kits distributed to flood-affected population	9,000	21,482
# of households satisfied with the quality of items in the dignity kits they received	9,000	PDM not done
# of households satisfied with the quantity of items in the dignity kits they received	9,000	PDM not done

Narrative description of achievements:

SARC's volunteers continued to monitor for protection issues, particularly for those displaced in schools. SARC and local authorities constructed partitions in the schools, to allow for privacy. No security issues were reported, however, SARC's PSS mobile teams, who are trained and equipped to handle potential protection cases through safe referrals, continued to monitor the situation during the whole reporting period. The three PSS mobile teams were operational for the duration of the response. No family separations were reported, however SARC and ICRC collaborated on restoring family links as needed.

SARC registered 2,735 people with disabilities within flood-affected communities. SARC prioritized people with disabilities and their families for access to food and household items. In addition, SARC provided special assistance such as latrines designed with disability access, tailored PSS sessions, and sanitation materials for people with disabilities.

SARC distributed 18,000 dignity kits (which includes T-shirts and underwear for women, men and children) procured under the Appeal, as well as 3,482 dignity kits (a Danish Red Cross in-kind contribution) in Areesh Camp, making a total of 21,482 family dignity kits, for 128,892 people. SARC has distributed dignity kits in other emergency responses, and the items are well received by the affected communities.



Distribution of dignity kits in Areesh Camp. Photo: SARC

Challenges:

- Delay in procurement of dignity kits and the outbreak of the conflict in the northeast of Syria meant that there were delays in the distribution of the dignity kits.
- Funding constraints reduced the quantity of items in each dignity kit.
- Due to delays in distributions, post-distribution monitoring for the dignity kits was not able to be carried out.

Lessons Learnt:

- Emergency SARC procurement procedures could facilitate the quick purchase of dignity kits procured in country.
- The content of dignity kits was developed according to beneficiaries needs/assessments. The required data analysis time should be taken into consideration regarding distribution plans.

Strategies for Implementation

Outcome 1: SARC capacity building and organizational development objectives are facilitated to ensure that the National Society has the necessary legal, ethical and financial systems and structures, competencies and capacities to plan and perform

Indicators:	Target	Actual
# of SARC staff deployed for the response	75	75
# of SARC volunteers deployed for the response	120	120

Output 1.1: SARC has effective and motivated volunteers who are protected

Indicators:	Target	Actual
# of volunteers working on the operation who are insured	120	120

Output 1.1: SARC has the necessary corporate infrastructure and systems in place

Indicators:	Target	Actual
# of SARC branch staff who are supported with appropriate tools to deliver the Emergency Operation	75	75
# of SARC branch volunteers who are supported with appropriate tools to deliver the Emergency Operation	120	120

Output 1.1: Supply chain and fleet services meet recognized quality and accountability

Indicators:	Target	Actual
# of vehicles mobilized for use by volunteers	10	10

# of trucks mobilized for the operation	10	10
# of distribution points used for the operation	3	3
Outcome 2: The programmatic reach of SARC and the IFRC has expanded		
Indicators:	Target	Actual
# of reports submitted on time to donors on the Emergency Appeal		2
Output 1.1: Resource generation and related accountability models are developed and improved		
Indicators:	Target	Actual
# of joint monitoring visits undertaken by SARC staff (DM/IM/MEAL) to ensure quality of the operation	3	3
# of lessons learnt workshops conducted	2	1
# of evaluations conducted related to the operation	1	0
Narrative description of achievements:		
The number of staff and volunteers that supported the operation were 75 Al-Hassakeh branch staff and 120 branch volunteers, with support from SARC's headquarters. Mobile health units were each staffed by one doctor, one nurse and one driver. The Al-Hassakeh branch trained and equipped three new mobile PSS teams, which were deployed to support affected communities. The Al-Hassakeh branch was responsible for undertaking logistics and distributions. A monitoring and reporting visit from SARC's headquarters was conducted on 21 - 24 April by a team comprised of staff from Disaster Management, Information Management, and Monitoring, Evaluation, Accountability and Learning Departments. A second monitoring visit was conducted on 20 - 22 May. In addition to monitoring the response activities, the objective of this visit was to train the volunteers at Al-Hassakeh branch and equip them with the skills and tools for carrying out a post-distribution monitoring (PDM) survey using both quantitative and qualitative methodologies, among the flood-affected communities that benefited from SARC's food and non-food items. The monitoring team trained 17 SARC volunteers from Al-Hassakeh and 13 from Al-Qamishli on the objectives of PDM surveys, the use of Open Data Kit (ODK), the conduct of focus group discussions, quantitative and qualitative PDM questionnaires and field guidelines for data collection. The plan was to go into the field immediately after the training, but permission was not granted by the relevant authorities to go to the sampled areas and this resulted in a revision of the plan, to conduct the PDM surveys later after the next distributions. A final monitoring visit was conducted in September 2019. During and after this visit, the planned PDM surveys were conducted. SARC increased the vehicles for volunteer mobilization from two to ten, and trucks for distributions from the initial five to ten, as the number of affected persons increased. An operational review meeting was conducted as part of capturing real-time lessons learnt for future operations with the monitoring team on 30 April, with a plan to conduct two Lessons Learned Workshops at the Al-Hassakeh branch and SARC's headquarters to review implementation, and a report produced for future learning. Due to the outbreak of conflict in October and access constraints for SARC's headquarters staff and international delegates, a decision was made to conduct only one Lessons Learnt Workshop in Damascus, with the participation of key Al-Hassakeh branch staff. The two-day Lessons Learnt Workshop – supported by British Red Cross – was finally conducted in January 2020. The main recommendations and findings will be shared soon by SARC and British Red Cross to all partners. Here are the key findings: - Additional support is needed to support Al-Hassakeh's branch response capacities - The need to strengthen IFRC's leading role in an emergency response - Delays in receiving DREF funding affected SARC response capacity - The long procurement process delayed distributions of non-food items - The need for the establishment of a strong reporting structure inside SARC - Further development of SARC's emergency standard operating procedures - The need to exercise flexibility in procurement procedures to be able to meet beneficiary needs as quickly as possible - The need to strengthen communications between headquarters and the branch - The need to build capacity of the branch in data collection and reporting to ensure timely production of operation updates		

Some of the recommendations coming out from the workshop included the following:

- Establishing a system that will assess the availability of emergency response items in branch level markets
- Assessment templates should be standardized in future emergencies
- Standard operating procedures for community engagement and accountability to be designed and cascaded to the branches

Challenges:

- Permission was not granted for the team to go into the affected areas to conduct the PDM survey, and as a result an insufficiently comprehensive PDM was developed.
- No post-distribution data collection was conducted during the reporting period regarding non-food items, due to the late distributions.
- The northeast of Syria presents challenges related to internet connectivity that affected mobile-based data collection.
- Travel limitations for international delegates affected the possibility to conduct a Lessons Learnt workshop in Al-Hassakeh, so SARC Al-Hassakeh volunteers had to travel to Damascus to attend the workshop.

Lessons Learnt:

- The Lessons Learnt workshop was a key moment to understand challenges and come up with action points.
- Similar workshops should be conducted, whenever possible, in all future SARC emergency responses.

D. FINANCES

The Emergency Appeal budget was CHF 3,500,000, and CHF 1,464,600.47 was received in funding through the Appeal (42% coverage) including CHF 500,000 from DREF. The total estimated expenditure is CHF 1,302,891.95 and the final financial report is still being completed, owing to challenges of final transfers into Syria from IFRC's headquarters given the banking crisis in Lebanon and increased banking due diligence requirements because of economic sanctions. Any remaining amount will be repaid to DREF. This report is hence being posted as a Provisional Final Report, to be finalised as soon as the Financial Report is finalised.

Reference documents



Click here for:

- [Previous Appeals and updates](#)
- [Emergency Plan of Action \(EPoA\)](#)

For further information, specifically related to this operation please contact:

In the Syrian Arab Red Crescent

- **General Director of the Syrian Arab Red Crescent (SARC):** Khaled Erikssousi; phone: +963113327691; fax: +963 11 332 7695; email: secretariat@sarc-sy.org
- **Operational coordination:** Tammam Muhrez, Operations Coordinator, SARC; phone: +963 953666635; email: tammam.muhrez@sarc-sy.org
- **SARC Media and Communications:** Rahaf Aboud; phone: +963959999853; email: rahaf.aboud@sarc.sy.org

In IFRC Country Office Damascus

- **Head of Syria Country Office:** Victoria Stodart (a.i.); phone: Syria +963 965 555 499; Lebanon +961 81 397 946 (also WhatsApp); email: victoria.stodart@ifrc.org
- **Programme Manager:** Michael Higginson; phone: Syria and WhatsApp: +963 959 999 840; Lebanon +961 703 72 812; email: michael.higginson@ifrc.org

In IFRC Geneva

- **Programme and Operations focal point:** Tiffany Loh, Senior Officer, Operations coordination; email: tiffany.loh@ifrc.org

In IFRC Middle East and North Africa (MENA) Office, Beirut:

For resource mobilization and pledges support:

- **Partnerships & Resource Development Senior Officer:** Yara Yassine; phone: +961 79 300 562; email: yara.yassine@ifrc.org

For in-kind donations and mobilization table support:

- **Regional Logistics Unit: Head of Logistics, Procurement and Supply Chain Management;** Dharmin Thacker (a.i.); phone: +961 5 428 505; email: dharmin.thacker@ifrc.org

For performance and accountability support (planning, monitoring, evaluation and reporting enquiries)

- **Regional Planning, Monitoring, Evaluation and Reporting (PMER) Manager;** Nadine Haddad; phone: + 961 71 802775; email: nadine.haddad@ifrc.org

How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote social inclusion
and a culture of
non-violence and **peace**.