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| DREF operation | Operation n° MDRSY007 |
| Date of Issue: 17 February 2023 | Glide number: OT-2022-000167-SYR |
| Operation start date: 11 February 2022 | Operation end date: 31 August 2022 |
| Operating National Society: Syrian Arab Red Crescent (SARC) | Operation budget: 745,926 CHF |
| Number of people affected: 250,000 | Number of people assisted: 34,695 |
| Red Cross Red Crescent Movement partners currently actively involved in the operation: International Federation of Red Cross and Red Crescent Societies (IFRC), International Committee of the Red Cross (ICRC) & Norwegian Red Cross | |
| Other partner organizations actively involved in the operation: UN Agencies, International non-governmental organizations (INGOs), Local non-governmental organizations (LNGOs) | |

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, Germany, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden, and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation and other corporate and private donors. The IFRC, on behalf of the Syrian Arab Red Crescent (SARC), would like to extend thanks to all for their generous contributions.

A. SITUATION ANALYSIS

Description of the disaster

On 20 January 2022, an attack by ISg's on Sina'a prison in Al-Hasakeh city resulted in rapidly escalating hostilities with gunfire and explosions reported from the area. Civilian casualties were reported, and up to 75,000 people (15,000 families) were forced to move out from the neighbourhoods where the main hostilities and fighting took place. Most of the displaced people sought safety with family and friends in Al-Hasakeh city and its surrounding neighbourhoods, while others were hosted at five temporary shelters. The pre-crisis conditions in the affected neighbourhoods and host communities were already critical, with low resilience among the population to withstand any additional shocks. The harsh winter conditions exacerbated by the lack of electricity, fuel, and transportation, combined with economic crises that have sent food and basic items prices skyrocketing, the impact of COVID-19 had already depleted the coping capacities among the host communities. Families depending on daily labour for their livelihoods lost their income due to the lockdown and curfews not only in Al-Hasakeh city but also in the governorate at large.

On 24 January, Al-Hasakeh city, all areas surrounding the city as well as areas in Ar-Raqqa and Deir-ez-Zor were placed under a complete lockdown, and movement between cities and towns in the governorate was banned by the de facto authorities. In addition, there was a complete ban on movement in Al-Hasakeh city, including a one-week suspension on humanitarian assistance in Al-Hasakeh city until 31 January. The movement restrictions had a direct impact on access to basic services including basic commodities, health care, education, and livelihoods,

increasing the suffering of the communities that were already dependent on some form of humanitarian assistance before the security incident.

As of 25 January, intense hostilities continued to be reported in the vicinity of Al-Sina'a Prison, including airstrikes and heavy gunfire. An estimated 1,000 families (5,000 people) living in the worst-affected neighbourhoods of Ghweiran and Al Zouhour were facing rapidly diminishing food and water supplies without access to basic services. These families subsequently appealed to humanitarian partners and authorities to help evacuate them to safer areas.

Approximately 15,000 families (75,000 people) have been displaced in Al-Hasakeh city and neighbouring areas with about 3,000 families taking refuge in the Government of Syria (GoS)-controlled area in Al-Hasakeh city centre and about 6,000 families displaced to other neighbourhoods.

On 31 January¹, most of the displaced families 6,500 households (about 32,500 people) returned to their homes in the southern neighbourhoods of Ghweiran and Al Zouhour in Al-Hasakeh city following improved security in the city. This included 1,500 households (7,500 people) from the GoS-controlled areas and 5,000 households (25,000 people) from areas controlled by local authorities.

While most of the persons displaced faced were able to return to their homes within a month, the humanitarian needs remained in the host communities as well as among the returnees. The main obstacles to return included the damage or destruction of homes, shortage of basic services and food items, and restrictions on movement due to ongoing security operations. Exacerbated by the cold winter conditions across Syria, affected people were in need of basic supplies, including food, water, sanitation, household items, and health services including psychosocial support.

Summary of response

Overview of Host National Society

Headquartered in Damascus, SARC has a network of 14 branches across all the governorates of Syria and 73 active sub-branches manned by 11,563 active volunteers and 5,831 staff working across its headquarters, branches, and sub-branches. Al-Hasakeh branch and Qamishli sub-branch have a total of 580 dedicated staff members and active volunteers. SARC is well recognized by the authorities and is one of the key members of the Humanitarian and Disaster Response Committees both at the national as well as governorate levels. Through its network of staff and volunteers, and presence across most of the country, it remains the largest national provider of humanitarian services in Syria. SARC works closely with local communities providing humanitarian assistance to more than five million internally displaced people, affected host communities, and returnees per year.

SARC was one of the very few organizations that had access to the affected area and were able to assist the people affected in the immediate days following the start of the security incident. SARC mobilized 230 staff and volunteers in Al-Hasakeh governorate including from its Qamishli sub-branch soon after the start of the events. The first response following 20 January focused on the safe evacuation of families from the borders of Ghweiran neighbourhood to Al-Hasakeh city centre and the neighbourhoods of Al-Salihiya, Al-Aziziyah, and Tal Hajar. SARC provided first aid and ambulance services and distributed food parcels, bottled water, and household items such as mattresses, blankets, and solar lamps at five collective shelters, and supported the establishment of four collective shelters at Al Othman mosque, Al Mal'ab Al Baladi (Al Bal restaurant), Tal Hajar (Musab Ibn Umair mosque), and Salhiyeh (Al-Mustaf mosque). SARC installed water tanks with a capacity of 2,000 litres each in displacement centres that were filled up daily. Sanitation facilities in the centres were improved. Volunteers provided psychosocial support activities for children including the distribution of colouring books and crayons and undertook health awareness sessions in the displacement centres. Additionally, SARC has deployed two mobile health units that are daily providing medical services at the displacement centres and two locations that are accessible to the people displaced with host families.

SARC provided 161,740 services to people directly affected by the security incident in Al-Hasakeh city with different food- and household items and services noting that some of the people have received multiple items

¹[Syria: Displacement in Al-Hasakeh Governorate, Situation Report No. 1](#)

and services. Among these, 122,000 persons (56,609 men, 64,696 women, 16,174 boys, 8,087 girls) were covered by water trucking in Ghweran neighborhood and other districts affected (Al-Maqaber, Al-Maqasem, and Ghweran Sharqi).

Table 1: Food and household items distributed

| Description | Item | # of units |
|------------------------|---|------------|
| Food items | Food parcels (standard | 38,863 |
| | Wheat Flour | 14,000 |
| | Bottled Water | 2,400 |
| | Plumpy Nuts (ready-to-eat nutrition portions) | 40,200 |
| | High Energy Biscuits | 361,200 |
| Household items | Mattresses | 1,000 |
| | Blankets | 1,650 |
| | Solar lamps | 16,650 |
| | Jerry cans | 642 |
| | Hygiene Kits | 10,250 |
| | Buckets | 650 |
| | Diapers (elderly and persons with disabilities) | 240 |
| | Water tanks | 57 |
| | Sanitary Accessories | 25 |

Table 2: Services provided

| Service | Girls | Boys | Women | Men | Total |
|--|-------|-------|-------|-----|---------------|
| Mobile Health Unit consultations | 630 | 612 | 1,085 | 658 | 2,985 |
| First Aid Services | | | | | 679 |
| Psychosocial support | 1,235 | 2,555 | 1,186 | 9 | 4,985 |
| Health awareness sessions | 83 | 100 | 205 | 82 | 470 |
| Risk reduction and awareness (protection) | 147 | 210 | 35 | 12 | 404 |
| Total | | | | | 10,798 |

It is worth highlighting that in addition to the response to this security incident in Al-Hasakeh city on 20 January through this DREF operation, SARC provided humanitarian assistance to persons affected by hostilities at the border with Turkey and attacks by IS-affiliated groups in Al-Hasakeh governorate at large. Furthermore, through ongoing regular relief operations in Al-Hasakeh governorate, with the support of IFRC, ICRC, and UN agencies, SARC provided humanitarian assistance to 95,000 families (475,000 people).

Overview of Red Cross Red Crescent Movement in country

The IFRC has been present in Syria supporting SARC in the implementation of its humanitarian work across the country since the mid-1990s and established a permanent representation office in 2007. Over the course of the last two decades, the IFRC has provided technical support to SARC in implementing its programmes and supported SARC through its Emergency Appeal mechanism and Disaster Relief Emergency Fund (DREF) mechanisms to effectively provide emergency response throughout the crisis.

This DREF supported lifesaving emergency response to the new humanitarian needs following the population displacement in Al-Hasakeh Governorate, focusing specifically on health (psychosocial support) and water and sanitation (replenishment of hygiene kits). In addition, IFRC provided technical support to SARC for the management of the operation.

The ICRC supports technically and financially SARC's programmes and operations across Syria including in health, water and habitat, economic security, International Humanitarian Law, and restoring family links. Specific to this event, ICRC supported SARC with food and household items, operation of mobile health units, collective kitchens, rehabilitation of temporary displacement centres, and water trucking for the people affected by the displacement

from the start of the response. ICRC also continues to support ongoing operations and programmes in Al-Hasakeh including Al Hol camp.

SARC's Movement partner, the Norwegian Red Cross mobilized urgently needed hygiene kits from prepositioned stocks for distribution to host communities and persons displaced. Other Red Cross Red Crescent Movement partners supporting SARC's regular humanitarian assistance operations in Syria include the British Red Cross, Danish Red Cross, German Red Cross, Norwegian Red Cross, Swedish Red Cross, and Swiss Red Cross.

Overview of non-RCRC actors in-country

The main non-RCRC actors providing humanitarian assistance to the persons affected by the crises include UNHCR, UNICEF, WFP, UNDP, WHO, and UNFPA.

The humanitarian response of UN agencies and national/international organizations focused on food security with 2,560 households reached (distribution of food parcels and hot meals), health with 1,470 consultations and medical services provided (referrals, mobile medical teams during the first three weeks after the incident, reproductive health consultations), nutrition with 634 people reached (nutrition mobile teams and screening), water, sanitation and hygiene with 1,250 people reached (rehabilitation of WASH facilities, provision of potable water, distribution of hygiene items), protection (awareness sessions on Gender-Based Violence (GBV) and prevention of sexual violence and abuse, GBV and reproductive health services)².

There was a close collaboration between the agencies and SARC through existing sub-national coordination mechanisms. WFP and UNICEF supported SARC's response with food parcels and wheat flour (WFP) and hygiene kits (UNICEF).

Needs analysis and scenario planning

The harsh winter conditions exacerbated by the lack of electricity, fuel, and transport combined with economic crises that have sent prices of food and basic items sky-rocketing, the impact from COVID-19 and the impacts from the severe drought and water shortages in Syria with Al-Hasakeh one of the most affected governorates had already eroded the coping capacities among the host communities. Families depending on daily labour for their livelihoods lost their income due to the lockdown and curfews not only in Al-Hasakeh city but also in the governorate at large. Some of these families were already dependent on humanitarian assistance to meet their basic needs. For families already living in poverty, even a short disruption to their daily income had a significant detrimental impact on the possibility of these families to meet their basic needs further eroding their coping capacities.

SARC deployed multi-sectoral teams to carry out needs assessments among the host communities and the displaced families to prioritize the response areas. Needs assessments continued as needed during the initial distributions. SARC's relief and IM teams prepared maps and internal situation updates necessary for the response.

Shelter and household items: The main needs among the persons displaced in temporary centres included heating, clothing, mattresses and blankets, and also solar-powered lamps. The needs among hosting families were mainly mattresses, blankets, and additional household items. As families started to return from host communities and temporary displacement locations their needs were mainly repairs of damaged infrastructures and household items.

Health: Healthcare services to the displaced families were disrupted due to their displacement, this was a particular concern for extra vulnerable groups including the elderly, persons with disabilities, persons with chronic diseases, pregnant women, and children. Overcrowding, inadequate sanitary facilities, and cold temperatures in the temporary displacement centres also raised the risk of respiratory and other infections among residents. Psychosocial support for children and adults alike traumatized by insecurity and displacement was identified as a need.

Water, sanitation and hygiene: Access to safe water and adequate sanitation facilities was a gap both at the temporary displacement centres and in the host communities. In the centres there was a need for more WASH

² Syria, Displacement in Al-Hasakeh Governorate, Situation Report No 2. UN OCHA.

facilities and maintenance of existing ones. There was a shortage of hygiene items among the displaced families and the hosting families.

Based on the initial assessment that was conducted through the Al-Hasakeh branch, providing all ready-made reports, maps (from IM), and numbers of families in the displaced and host families and in coordination and complementarity with the humanitarian response of other partners, the focus of SARC response centered around the following components:

- Access to first aid and health care services including psychosocial support,
- Access to adequate and safe water and sanitation including hygiene kits,
- Provision of food parcels to the displaced people and their host families including regular food parcels and canned food parcels,
- Relief items including blankets, mattresses, solar lamps, jerry cans, plastic sheeting, kitchen sets, winterization for children,
- Risk awareness and risk reduction to mitigate protection concerns.

Risk Analysis

| RISK AREA | CONTROLS MANAGEMENT |
|--|--|
| Staff and volunteer health: lack of COVID-19 personal protective equipment (PPE) for staff and volunteers increases the risk of contracting COVID-19 during the response, resulting in a reduced operational capacity of SARC at the branch and sub-branch levels. | In 1Q 2022, Syria felt the fourth wave of COVID-19 infections caused predominately by Omicron variant. However, the infections remained relatively localized and did not have an impact on the operation. All SARC frontline staff and volunteers involved in the operation have been fully vaccinated against COVID-19 and Personal Protective Equipment were made available to staff and volunteers engaged in the response. |
| Limited or disrupted access to areas and beneficiaries targeted by the operation prevents the delivery of impartial and neutral humanitarian assistance to the most affected and vulnerable populations. | SARC continued coordination and collaboration with local actors throughout the operation. SARC was the first organization that was allowed access to support safe evacuations, provide first aid and ambulance services, and accommodate the displaced in temporary centres. SARC was also the first to access and provide humanitarian assistance to the persons displaced in host communities. |
| Delays in the procurement of hygiene kits due to the lack of availability of certain items or long delivery times by suppliers have an impact on the timely replenishment of the kits. | A rapid check on the availability of items among suppliers and the market price was undertaken early during the response. The DREF was used for replenishment and SARC used prepositioned hygiene kits for a rapid response to the immediate needs of affected households. |
| Shortage of electricity, fuel, and transport/trucking preventing humanitarian assistance and volunteers/staff from reaching the people in need with the required assistance. The unavailability of electricity hampers communication between SARC HQ and the branch teams including sharing information and providing operational updates. | Available fuel was prioritized for the trucking and delivery of humanitarian assistance items between the central warehouse and the areas of displacement. SARC has a framework agreement for trucking service that is used when its own capacity is exceeded. Procurement of fuel for generators to facilitate communication and charging IT equipment was included in the operational budget. |
| Security constraints prevent beneficiaries from being reached with assistance. | SARC continuously monitored the security situation both at HQ and branch/sub-branch levels. Frequent coordination between SARC and ICRC security focal points and the parties to the hostilities. |

B. OPERATIONAL STRATEGY

Proposed strategy

The overall objective of this DREF operation was to replenish hygiene kits that SARC distributed from prepositioned stocks to the persons affected by the hostilities in Al-Hasakeh governorate, both displaced and host communities. The operation also supported SARC to provide psychosocial support to affected people and operational costs for SARC's emergency response.

The first phase of the DREF operation focused on supporting SARC with the mobilization of staff and volunteers and logistical support for the delivery of humanitarian assistance to the affected population. The second phase of the DREF operation was dedicated to the replenishment of relief items according to IFRC international procurement procedures.

Human resources

In Al-Hasakeh, 180 staff and volunteers are involved in delivering a large range of multi-sectoral services to those most in need. A total of 230 staff and volunteers from the branch and HQ were involved in the operation. For the response, SARC deployed a multi-disciplinary team of staff and volunteers with technical expertise including in Water and Sanitation, Relief, Health, and Protection Services. The Disaster Management Department at SARC's HQ had the overall responsibility for the timely and quality implementation of the operation in coordination with other sectoral departments. The IFRC Syria country delegation supported SARC in the planning, monitoring, and reporting of the operation with the IFRC MENA regional delegation based in Beirut providing technical expertise for procurements.

Community Engagement and Accountability (CEA)

CEA was integrated throughout the intervention to ensure maximum and meaningful participation of affected communities. In line with the 'Syrian Arab Red Crescent strategy for the institutionalization of Community Engagement and Accountability (CEA)' is a way of working that recognizes and values community members as equal partners, whose opinions are heard and used to design and guide its work. SARC's main mechanism for community engagement and accountability is through its staff and network of volunteers that are trusted and reliable sources of information within the community and society. Feedback and inputs in response are collected through needs assessments, post-distribution monitoring, community dialogues, engagement with leaders, and through various forms of social media.

Persons and groups with special needs

The initial first aid and health services provided by the mobile health units and emergency medical team focused on the elderly, and persons with chronic illness to ensure no interruption in medication despite the displacement. Safe evacuations to the temporary displacement centers were provided for persons with special needs including persons with disabilities, women, and children, the elderly, and bedridden. Persons with disabilities and the elderly were helped by transporting them to shelter centers or to host communities and distributing specific materials, in particular, diapers.

Planning, Monitoring, Evaluation, and Reporting (PMER)/ Information Management (IM)

SARC HQ monitored and supported the Head of the Branch and Branch Relief Coordinator in the implementation of the operation. Regular situation updates were provided by the Branch to the HQ including the development of the situation, SARC response, and coordination with all stakeholders. Monitoring and follow-up were done mostly remotely between HQ and the Al-Hasakeh branch team.

The planning, monitoring, evaluation, and reporting (PMER) activities included:

- Collection and collation of assessment, registration, and distribution data. Production of maps to support the operational team.
- Procurement plan for the replenishment of relief items for timely and quality compliance.
- Field visits and monitoring from SARC HQ.

Due to the security situation and shortages of fuel, an organized lesson learnt workshop/meeting did not take place. Feedback from the staff and volunteers was collected informally and the learnings from this information will be taken into account in future operations.

C. DETAILED OPERATIONAL PLAN


| | | | | | |
|---|-----|---|--------|-------|--------|
|  | | Health People reached: 4,985 Male: 2,564 Female: 2,421 | | | |
| Indicators: | | | Target | | Actual |
| # of people reached through psychosocial support activities | | | 1,500 | | 4,985 |
| Narrative description of achievements | | | | | |
| <p>The initial needs assessment undertaken by a multi-sectoral team of SARC staff and volunteers identified the main needs and the situation of the internally displaced persons in particular among children and youth. The assessment also took into account the Psychosocial Support (PSS) needs among the affected population. The majority of the displaced were women and children who were not able to attend school due to their displacement as well as safety concerns. The assessment team also observed cases of child labour and persons with disabilities who lacked access to services to address their special needs. SARC mobilized volunteers trained in the provision of psychosocial support and they started to provide services to the persons in need on 24 January. The delivery mechanism was through psychological first aid and recreational and kinetic activities for children and youth. Moreover, SARC implemented awareness sessions about COVID-19 prevention measures as well as protection sessions on violence and neglect. During the sessions, the needs of the persons affected and the services they received were discussed, in addition, participants expressed their concerns. Sessions were implemented in the temporary displacement centers at the beginning of the response. After the people returned to their homes, activities were carried out in the affected neighbourhoods in proper locations and centers.</p> | | | | | |
| <p>Through its network of volunteers and staff, SARC was able to reach 4,985 people (2,555 boys, 1,235 girls, 9 men, 1,186 women) with psychosocial support activities. A total of 11 volunteers (4 men, 7 women) were involved in providing the services to the persons in need. The activities were coordinated with the local administration and partners providing protection services such as UNICEF and local organizations.</p> | | | | | |
| <p>The table below shows the disaggregated number of people reached with psychosocial services by age group and gender.</p> | | | | | |
| Service | Men | Women | Boys | Girls | Total |
| Psychosocial Support | 9 | 1,186 | 2,555 | 1,235 | 4,985 |



Figure 1: SARC response to Al-Hasakeh internal displacement. **Credit: SARC**

Challenges

One of the main challenges was the already vulnerable state of the persons displaced before the security incident. Due to the day-to-day hardships in terms of securing their livelihoods, and education access to necessities including water, food, and sanitation, the persons displaced were already facing multiple stress factors. The additional pressures on the families as a consequence of the hostilities and displacement affected already strained psychosocial well-being. In particular, a large proportion of children that were no longer able to attend school faced challenges. The staff and volunteers, therefore, had an instrumental role in the provision of the PSS services. The initial lack of resources for the mobilization of materials and equipment for the activities was resolved and the volunteers were able to use existing materials and alternative recreational activities.

Lessons Learned

The key lessons learned were building the capacity and providing refresher trainings for the volunteers to be well-equipped to respond to similar incidents. This includes a way to provide PSS to the volunteers some of which were directly affected by the events.



Water, sanitation and hygiene

People reached: 29,710

Male: 13,370

Female: 16,340

Indicators:

| | Target | Actual |
|---|--------|--------|
| # of people reached through hygiene kits ³ | 48,750 | 29,710 |
| # of Hygiene Kits procured | 9,750 | 5,942 |

Narrative description of achievements

The findings from the initial assessment conducted by SARC's Al-Hasakeh branch multi-sectoral team focused on the persons displaced by the hostilities in the temporary centres. Many of them lacked sanitation and hygiene articles required to maintain personal hygiene and preserve their dignity. A secondary assessment was

³ Note: Target estimated based on an average family size of 5 persons and the number of people that can be reached with the replenished hygiene kits. This actual is therefore lower than the number of people SARC reached with the hygiene kits distributed during the response that were already available in its prepositioned stocks.

also conducted to assess needs, and monitor damage, among the host families. According to the findings, the host families provided the displaced families with hygiene and sanitation facilities and articles but their own resources were exhausted rapidly. The coping capacities of the host families were rapidly depleted as some of them hosted and catered to several and large families as their economic situation was already deteriorated due to the economic crises, drought conditions, and high price increases of basic goods and food items. The host community used its scarce resources and reserves. In order not to do harm, these families were also included in the beneficiary selection target criteria.

The initial targeting criteria for the hygiene kits were for families displaced from the Ghweran area in Al-Hasakeh city, the area most affected. Later the criteria were developed to include measures of vulnerability.

The selection criteria for the distribution included the following criteria:

- Persons displaced by the hostilities in the host communities,
- Host communities housing a large number of persons displaced,
- Households with a person with a disability,
- Households without a head of the family,
- Female-headed households.

In response to the needs, SARC mobilized and distributed **10,250 hygiene kits** from prepositioned stocks in Tartous warehouse. Recipients of the hygiene kits were sensitized on the use and contents of the kits at the distribution points.

The hygiene kits had been procured for prepositioning with funding from the Norwegian Red Cross. This DREF operation focused on the replenishment of part of the hygiene kits distributed (please see procurement of Hygiene Kits section below).

Table 3: Number of people benefitting from hygiene kits by distribution location

| Location | Hygiene Kits | Men | Women | Boys (<18years) | Girls (<18years) | Total |
|---------------------------------------|--------------|--------|--------|--------------------|---------------------|--------|
| Ghweran district | 10,000 | 17,500 | 20,000 | 5,000 | 7,500 | 50,000 |
| Temporary displacement centers | 250 | 350 | 400 | 100 | 150 | 10,000 |

SARC at the national and local levels coordinated closely with the national high relief committee and local relief committee and administration as well as response actors in order to ensure an effective response. This included the preparation and installation of necessary sanitation and hygiene facilities at the temporary displacement centres, the provision of water through trucking or with distributions in the centres, and to the most vulnerable areas affected by the crises.

Procurement of Hygiene Kits:

This DREF operation focused on the procurement and replenishment of hygiene kits that SARC distributed during the response. The critical importance of maintaining minimum stocks of prepositioned relief materials is elaborated on in this report. SARC procurement procedures, aligned with IFRC international procedures and quality standards, were followed for the procurement. Prior to the launch of the DREF operation, a rapid market assessment was conducted by SARC to know the actual value of the products available within Syria. The standard contents of the SARC Hygiene Kit include washing powder, 3 bags each containing one kg, Toilet paper (4 rolls), Soap 10 pcs each 100 g, Tooth Paste 3 tubes 100 g each, Toothbrushes 5, Shampoo 2 bottles (250 ml each), shaving razor 5 pcs, sanitary pads 4 bags of 10 pcs each, Shaving gel 1pcs 100 ml, nail scissor 1 pcs, Towels 2 pcs (70cm*30cm), Dishwashing liquid 2 pcs 500 ml each, washing sponge 4 pcs and paper towels 1 box 300 g. It is designed to meet the hygiene needs of a family of five persons for one months.

The tender notice was published in April and the hygiene kits were delivered in June to SARC central warehouse in Tartous. The technical evaluation team verified the submitted samples from the suppliers and the potential suppliers were requested to replace any item that did not meet the quality specifications and inspection. A post-inspection was also undertaken by SARC technical and logistics staff at the warehouse. IFRC's regional Procurement team provided technical expertise and supervision of the process and the IFRC Global Humanitarian Services & Supply Chain Management unit in Geneva verified and validated the process.

The operation originally aimed to replenish 9,750 hygiene kits for prepositioning at SARC central warehouse and readily available for rapid mobilization and response to future crises and disasters. The prices of basic commodities and goods between the time of planning for the response in January and the placement of the tender in June increased by 45%⁴. This was caused by the continued deterioration of the economic drivers in Syria as well as the global uncertainties caused by the outbreak of hostilities in Ukraine at the end of February 2022. The volatility and sharp increase in the global market price of oil and fuel had also a direct impact on transport costs in Syria. Consequently, the price of the hygiene kit also increased during the timeframe of the operation and the total number of hygiene kits that were procured amounted to 5,942 kits. These kits are estimated to benefit a total of 29,710 persons in future disasters and crises events.

Challenges

March 2022 marked the highest ever recorded monthly average reference food basket price in Syria since monitoring started in 2013, with food becoming increasingly unavailable to many households with families adopting negative coping mechanisms to cover their basic food needs, including purchasing basic items on credit, reducing expenditure on essential goods, and selling off household assets⁵. This meant that the market price of the hygiene kit exceeded the available funding, out of a planned 9,750, only 5,942 could be procured for pre-positioning. The fuel crisis and lack of availability of diesel temporarily slowed down the movement of stocks in Syria. SARC has a framework agreement for a trucking service company and also its own fleet for the movement of goods and prioritizes the movement of lifesaving operations and activities.

Lessons Learned

Key learnings include the necessity to project in the planning of the response and budget, price increases and price volatility, and forecast market dynamics including exchange rate fluctuations, and availability versus shortages of fuel. Undertake regular budget versus expenditure reviews jointly with SARC's various departments involved in the response including the operations, procurement, and finance/budgeting team and branches to inform necessary budget revisions.

Strengthen National Society

| Indicators: | Target | Actual |
|--|--------|--------|
| # of NS governorates branches that are well functioning in the operation | 1 | 1 |
| # of volunteers and staff that are debriefed and protected | 180 | 230 |

Narrative description of achievements

This operation supported Al-Hasakeh branch to mobilize its staff, volunteers, and resources to respond to the needs of the displaced and host populations. SARC mobilized 230 volunteers and staff who were actively engaged in the various phases of the operation, including initial evacuations of persons in the areas of hostilities to safe shelters, first aid and medical services, psychosocial support, needs assessments in host communities, distribution of relief items, as well as services in temporary centres. The hostilities in Al-Hasakeh city also had spill-over effects to other areas of the governorate in the form of lockdowns and curfews. The staff and volunteers received regular security briefings to ensure their safety and security in the fieldwork. SARC monitored the security and context situation in the target areas continuously and maintained dialogues with the parties. SARC's volunteers are insured under IFRC's global accident insurance.

⁴ WFP, *vam Food Security Analysis, Syria Country Office, Market Price Watch Bulletin, June 2022 Issue 90*. The price of a standard food parcel is used as a proxy for price volatility and increase of the basic hygiene articles included in the hygiene kits.

⁵ WFP, *VAM Food Security Analysis, Syria Country Office Market Price Watch Bulletin, March 2022*.

COVID-19 protection and prevention measures were also taken into account. Personal protective equipment were distributed to all teams, the teams followed the COVID-19 measures while working and responding for their safety first, and as much as possible with the communities and beneficiaries, providing the needed awareness also to the affected population.

SARC is a member of the national high relief committee supporting the coordination of humanitarian assistance in Syria, including in the areas affected by the hostilities. SARC is also a member of the relief committee at the governorate and district levels. SARC coordinated closely the response to the hostilities with its Red Cross and Red Crescent partners, UN agencies, OCHA, UNICEF, and WFP through clusters and local coordination mechanisms.

Challenges

The main challenges faced during the operation included a lack of emergency stocks in the branch, a developing security situation, and a lack of liquidity at the early phase of the operation. The main emergency relief stocks are stored in SARC's central warehouses and getting the necessary permissions for the movement of stocks can take time. The fuel crises also caused challenges in the transportation of relief items.

Transfer of funds between HQ and the branches took time and a further delay in the payment of operational costs such as volunteer allowances was caused by the lack of liquidity at the banks which made withdrawals of the amounts needed challenging from time to time. Owing to the commitment and dedication of the volunteers the operation continued unhindered and by the end of the operation all outstanding amounts had been settled. The lack of fuel and the complex security situation in the areas for the response prevented frequent monitoring missions from HQ to the branch. However, daily contact was kept between the branch and HQ through the branch management, relief coordinator, and SARC's DM and Operations department at its HQ.

Lessons Learned

Lessons learned have been collected from the staff and volunteers directly involved in the operation. The main lessons from the operation include:

- Strong community engagement and dissemination, communication activities with various stakeholders and communities from the start of the operation about SARC, its mandate, principles, and values ensured uninterrupted access to areas of displacements and host communities.
- Regular budget versus expenditure monitoring can inform timely budget reallocations. The changing security context that hindered regular monitoring from HQ and support from other SARC partners meant that some of the budgeted costs were not utilized in particular costs related to travel and accommodation.
- Regularly provide trainings and build the preparedness capacities of staff and volunteers to respond to situations of sudden and large displacements. This includes mechanisms and channels for reporting.
- Close coordination between logistics and operations coordination facilitates the scheduling for dispatch and transport of relief items and obtaining the needed approvals for the movement of stocks to the areas targeted by the response.

These findings will serve to further strengthen SARC's experience in the internal displacement response for future operations and are already applied in the ongoing cholera response

International Disaster Response

| Indicators: | Target | Actual |
|---|--------|--------|
| Effective and coordinated international disaster response ensured | Yes | Yes |
| # of community feedback reports produced | 2 | - |

Narrative description of achievements

SARC's disaster management department led the operation with technical teams from the health department, WASH and rehabilitation department and in close coordination with SARC's procurement, logistics, and Information Management (IM). IFRC's Syria team, including the Programme Manager, PMER Delegate, and Finance and Administration delegate provided technical and managerial support to SARC as requested. The

IFRC Global Humanitarian Services & Supply Chain Management Unit for the Middle East and North Africa based in Beirut provided close advice and technical support for the procurement of hygiene kits.

CEA was first addressed within the needs assessment where community perspectives around their needs were captured and utilized to support the design of the response. The response strategy was designed based on continuous observations by staff and volunteers involved in the response and feedback from the people affected. SARC was the first organisation to gain access to the host communities following the events indicating the high level of access and acceptance of all parties. Some of SARC's volunteers and staff were among the affected population and had first-hand information about the situation and their needs which informed the response strategy to ensure the humanitarian assistance was effective and efficient. Information of the operation was provided through several channels including door to door by SARC volunteers and staff, community leaders and public announcements. A SARC complaints coordinator in the branch received information requests and complaints that were answered and solve in coordination with the relevant technical team within SARC. Most of the inquiries related to relief materials and registration process and all were answered. Feedback and inputs were also collected through, communicating with the branch, through social media and needs assessments. Despite no specific report produced focusing on community feedback, the recommendations, needs and the response of the communities and leaders were taken into account in the planning and execution of the response.

Challenges

Systematic collection, collation and analysis of information from persons assisted and affected is still a challenge. SARC with the support from its Movement partners is developing a feedback mechanism that allows tracking of feedback through a digital system. This mechanism when fully implemented will enable more detailed documentation. Despite no feedback report being issued as part of this response, the engagement between SARC staff and volunteers with the persons affected ensured that their feedback was taking into account in the operation.

Lessons Learned

The effective use of existing in-country human resources within the IFRC Syria team ensured follow-up and support to SARC for the operation. Maintaining such flexibility is important in a context where rapid mobilisation of staff can be complex.

A feedback mechanism for receiving and managing feedback in a systematic and electronically documented way will support the planning for emergency response operations of similar kind in the future.

Influence others as leading strategic partner

| Indicators: | Target | Actual |
|--|--------|--------|
| # of accountability tools adopted by the NS. | 2 | - |
| # of communication products | TBD | 2 |
| # of Lessons learned workshop. | 1 | - |

Narrative description of achievements

SARC used its existing Monitoring, Evaluation, Accountability, and Learning (MEAL) and IM teams to assist the disaster management team in assessments and data analysis. SARC's disaster relief and IM teams work closely together in terms of assessments and identification of persons to be assisted are undertaken by multi-sectoral teams led by the operations and relief and the IM staff and volunteers supporting with modelling and analysing the data by applying targeting criteria to identify the most vulnerable as recipients of assistance. Regular operations updates between the Al-Hasakeh branch and HQ operations coordination team and technical guidance provided by the HQ ensured accountability in the response. SARC communicated with the beneficiaries directly through household visits by volunteers and through community leaders. The main feedback and requests for information related to how to access humanitarian assistance. A monitoring plan was prepared during the first phase of the response and progress tracking followed in meetings between SARC and the IFRC in-country team.

Closely following the outbreak of hostilities, SARC provided updates on its activities over its social media platforms. Public communication content will be produced and published on IFRC MENA social media platforms and IFRC.org. Information on the operation will be disseminated in coordination with the IFRC and Movement partners in order to highlight the response to the humanitarian needs and the evolving and emerging humanitarian concerns. IFRC in the country and MENA region will provide support to SARC to produce updates for different media channels on the implementation of the operation. Information will also be shared via the IFRC Go Platform.

IFRC and SARC used their social media channels (Facebook, Twitter, and Instagram) to communicate about the situation and SARC's response.

Challenges

Due to the security situation and shortages of fuel, an organized lesson learnt workshop/meeting did not take place. Feedback from the staff and volunteers was collected informally and the learnings from this information will be taken into account in future operations.

Lessons Learned

See sections above.

D. Financial Report

The operating budget and response activities remain unchanged. IFRC provided CHF 745,926 out of which CHF 691,461 (93%) was spent. The balance amount of CHF 54,465 will be returned to the DREF fund. The under-expenditure is mainly due to incentives for volunteers which were mostly covered by other funding resources and the lessons learned workshop which was not organized but replaced with direct feedback from the staff and volunteers involved in the operation. ***The detailed financial report is available below.***

DREF Operation

FINAL FINANCIAL REPORT

| Selected Parameters | | | |
|---------------------|---|-----------|----------|
| Reporting Timeframe | * | Operation | MDRSY007 |
| Budget Timeframe | * | Budget | APPROVED |

Prepared on 15/Feb/2023

All figures are in Swiss Francs (CHF)

MDRSY007 - Syria - Internal Displacement in Al Hasakeh

Operating Timeframe: 11 Feb 2022 to 31 Aug 2022

I. Summary

| | |
|---------------------------------|-----------------|
| Opening Balance | 0 |
| Funds & Other Income | 745,926 |
| DREF Allocations | 745,926 |
| Expenditure | -691,461 |
| Closing Balance | 54,465 |

II. Expenditure by planned operations / enabling approaches

| Description | Budget | Expenditure | Variance |
|--|----------------|----------------|---------------|
| PO01 - Shelter and Basic Household Items | | | 0 |
| PO02 - Livelihoods | | | 0 |
| PO03 - Multi-purpose Cash | | | 0 |
| PO04 - Health | 12,993 | | 12,993 |
| PO05 - Water, Sanitation & Hygiene | 685,647 | 29,771 | 655,876 |
| PO06 - Protection, Gender and Inclusion | | | 0 |
| PO07 - Education | | | 0 |
| PO08 - Migration | | | 0 |
| PO09 - Risk Reduction, Climate Adaptation and Recovery | 34,506 | 661,690 | -627,184 |
| PO10 - Community Engagement and Accountability | | | 0 |
| PO11 - Environmental Sustainability | | | 0 |
| Planned Operations Total | 733,146 | 691,461 | 41,685 |
| EA01 - Coordination and Partnerships | | | 0 |
| EA02 - Secretariat Services | | | 0 |
| EA03 - National Society Strengthening | 12,780 | | 12,780 |
| Enabling Approaches Total | 12,780 | | 12,780 |
| Grand Total | 745,926 | 691,461 | 54,465 |

DREF Operation

FINAL FINANCIAL REPORT

| Selected Parameters | | | |
|---------------------|---|-----------|----------|
| Reporting Timeframe | * | Operation | MDRSY007 |
| Budget Timeframe | * | Budget | APPROVED |

Prepared on 15/Feb/2023

All figures are in Swiss Francs (CHF)

MDRSY007 - Syria - Internal Displacement in Al Hasakeh

Operating Timeframe: 11 Feb 2022 to 31 Aug 2022

III. Expenditure by budget category & group

| Description | Budget | Expenditure | Variance |
|---|----------------|----------------|----------------|
| Relief items, Construction, Supplies | 628,000 | 599,961 | 28,039 |
| Water, Sanitation & Hygiene | 628,000 | 599,961 | 28,039 |
| Land, vehicles & equipment | 32,000 | | 32,000 |
| Vehicles | 32,000 | | 32,000 |
| Logistics, Transport & Storage | | 24,339 | -24,339 |
| Transport & Vehicles Costs | | 24,339 | -24,339 |
| Personnel | 23,800 | 20,743 | 3,057 |
| Volunteers | 23,800 | 20,743 | 3,057 |
| Workshops & Training | 15,000 | | 15,000 |
| Workshops & Training | 15,000 | | 15,000 |
| General Expenditure | 1,600 | 4,217 | -2,617 |
| Office Costs | 1,000 | 545 | 455 |
| Communications | 500 | | 500 |
| Financial Charges | 100 | 3,672 | -3,572 |
| Indirect Costs | 45,526 | 42,202 | 3,324 |
| Programme & Services Support Recover | 45,526 | 42,202 | 3,324 |
| Grand Total | 745,926 | 691,461 | 54,465 |

Contact information

Reference documents

Click here for:

- [Emergency Plan of Action \(EPoA\)](#)

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

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For Performance and Accountability support (planning, monitoring, evaluation and reporting enquiries)

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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.