TABLE OF CONTENTS

Executive Summary ........................................................................................................1
Humanitarian Context .....................................................................................................3
Syria ERF overview 2012 - 2014 .................................................................................5
Chapter 1: Information on Contribution .....................................................................6
Chapter 2: Allocation Overview ....................................................................................7
  2.1 Allocation Strategy ...............................................................................................7
    Syria .........................................................................................................................9
    Jordan .....................................................................................................................9
    Lebanon ...............................................................................................................10
    Iraq .......................................................................................................................11
  2.2 Allocation Breakdown ..........................................................................................12
  2.3 Fund performance ...............................................................................................13
Chapter 3: Allocation results by sector/by country .................................................15
Chapter 4: Accountability and Risk Management ....................................................26
  Accountability framework .........................................................................................26
  Monitoring and auditing ...........................................................................................26
Chapter 5: Decentralization .........................................................................................28
Case study - a Syrian refugee in Jordan .....................................................................29
Glossary of Acronyms .................................................................................................31
The Syria Emergency Response Fund (ERF) since its establishment in 2012 has become a valuable instrument for scaling up the humanitarian operation, increasing humanitarian access through funding projects in hard to reach areas, strengthening our partnerships with local and international NGOs where close to 70 per cent of the funding went to local and international NGOs, and complementing the overall humanitarian response under the Syria Humanitarian Assistance and Response Plan (SHARP) and the Regional Response Plan (RRP).

The guiding principle of the Fund is to allow timely emergency and/or gap filling responses through consultative and collaborative approval processes. The Syria ERF has been extremely proactive in responding to emerging needs inside Syria and in the neighbouring countries.

The Syria ERF has been an effective tool for responding to immediate life-saving requirements, filling humanitarian gaps and injecting resources into urgent but underfunded priority projects. To date, the Syria ERF has been able to mobilize some US$81 million, out of which US$76 million has been disbursed, reaching around 14 million beneficiaries in the affected countries. The remaining balance of the Syria ERF of US$ 3 million was transferred to the new Fund in Syria and allocated for projects inside Syria. In 2014, the Syria ERF received a total of US$ 23.1 million, in addition to the balance of US$ 15.6 which was carried over from 2013. Seventy five projects were funded with a value of US$ 32 million. Fifty one per cent of the total funding in 2014 went to projects inside Syria while Lebanon received 21 per cent, Jordan 19 per cent and Iraq 9 per cent.

As a result of the increasing operational complexity and scale of the Syria crisis, effective of 1 July 2014, USG/ERC Amos announced the reorganization of the “regional” Syria ERF and established separate country-based pooled funds. Four separate ERFs have begun to support humanitarian response activities in Syria, Lebanon, Jordan and Turkey. The newly established funds in Syria, Lebanon and Jordan are focusing on using the funds in accordance with each country’s context, needs and priorities while the Turkey Humanitarian Pooled fund focuses around cross-border operations to enable partners to expand the delivery of humanitarian assistance in Syria.

In 2015, the ERF in each country will continue its role as a strategic tool that increases and strengthens field outreach and partnerships. Notwithstanding that the needs inside Syria are greater and demands more resources, the newly established Funds equally need the attention of the donors. Sufficient funding is critical to enable these mechanisms to make a difference in responding effectively and efficiently and in a timely manner to the needs of the affected people.

A note of gratitude and appreciation for the collaborative support from the Regional Refugee Coordinator, implementing partners, sector working groups, technical Review boards and members of the Advisory Board. Thank you for coming together to meet the enormous challenges of last year.

A special thank you also goes to our donors for their generous contributions. Without your contribution, the Fund would not have been able to respond to the growing emerging needs of the crisis-affected population whether inside Syria or in its neighbouring countries.
In this regard, I am pleased to present the annual and closure report of the Syria ERF for the year 2014, with the hope that the newly created country-based ERFs in the region continue to effectively and efficiently provide life-saving humanitarian assistance to people who are most in need, and in line with strategic responses, national plans and their respective priorities.

Mr. Yacoub El Hillo
UN Resident and Humanitarian Coordinator
Syria

Mr. Edward Kallon
UN Resident and Humanitarian Coordinator
Jordan

Mr. Ross Mountain
UN Humanitarian Coordinator
Lebanon
The Syria Emergency Response Fund (ERF) was established in March 2012 to support humanitarian response in Syria and the neighbouring countries through flexible and coordinated funding. Since its establishment, the ERF has been managed by the Regional Humanitarian Coordinator (RHC), supported by an ERF Unit based in Amman. The Fund had two windows: (i) 60 per cent for Syria and (ii) 40 per cent for the region (i.e. Jordan, Lebanon and Iraq). Under this arrangement, the RHC had overall authority and accountability over the ERF, including the responsibility for signing off on grant agreements with implementing partners. Inside Syria, ERF allocations were programmatically led and overseen by the Humanitarian Coordinator (HC). Outside Syria, ERF funds were mostly allocated through calls for proposals (i.e. country envelopes) issued by the RHC in consultation with the HCs in the neighbouring countries. The RHC also chaired the Fund’s Advisory Board (AB), which met every six months to set, assess and adjust the Fund’s strategy.

Since its establishment in 2012, the Syria ERF has mobilized US$ 81 million in contributions and pledges, targeting 14 million people in need and funding 214 projects, totalling US$76 million in value.

Sixty seven percent of the funds were disbursed to Non-Governmental Organisations (NGOs), both national and international, making them the key implementing partners of the Syria ERF. Moreover, by mid-2013, the ERF Advisory Board had recognised the crucial role of National NGOs (NNGOs) inside and outside Syria, and the need to build their capacities and provide them with the necessary coaching to enhance their skills in project management, project proposal development, budget preparation, and monitoring and reporting. One challenge identified regarding NNGOs was their limited participation in existing sector coordination structures, which reduced their access to the ERF. Nonetheless, the funding figures show that the share of NNGOs steadily increased from 5 per cent in 2012 to 26 percent in 2014.

The Syria ERF strategy for 2014, which was revised and endorsed by the Advisory Board in February 2014, focused on: (i) responding to supporting life-saving activities and filling critical funding gaps; (ii) supporting logistics and coordination services to increase the operational capacity, outreach and access of humanitarian partners; and (iii) providing assistance to people in hard-to-reach areas.

Seventy five projects, for a total value of at US$ 32 million and covering a wide range of emergency response activities in four countries (Iraq, Jordan, Lebanon and Syria), were funded in 2014. The WASH sector received the largest share of funds, which amounted to 23 per cent of the total funding for 2014, followed by Emergency Shelter with 22 per cent and Health with 17 per cent.

During the year, the ERF launched two calls for proposals; the first call was launched in Jordan to address some of the strategic priorities within different sectors. Accordingly, 13 projects were funded in Jordan for a total value of US$3.3 million. A second call was launched in Lebanon to respond to water scarcity during the summer, whereby 15 projects were funded for a total value of US$ 4.3 million.

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i. Unless otherwise specified, contribution figures were taken from UN OCHA’s Contributions Tracking System (OCT) database http://oct.unocha.org/
In June 2014, considering the increased operational complexity and scale of the Syria crisis, Valerie Amos, the Under-Secretary-General for Humanitarian Affairs and Emergency Relief Coordinator (USG/ERC), decided to decentralize the Syria ERF by establishing three separate ERFs in Syria, Jordan and Lebanon. A fourth Fund was established in Turkey – Humanitarian Pooled Fund -- to support the delivery of cross-border humanitarian assistance into Syria under the aegis of UN Security Council Resolution (UNSCR) 2139 of February 2014.

In order to facilitate the phasing out of the multi-country Syria ERF from OCHA’s Regional Office for the Syria Crisis in Amman, a clear plan was jointly developed with the Humanitarian Financing Units (HFUs) in Syria, Lebanon and Jordan for a smooth transfer of responsibilities. The plan outlined the role of each office in the management and closure of the ongoing projects, and allocating the remaining funds in the three countries.

The end of December 2014 marked the end of the transition period that followed the decentralization decision of the USG/ERC, and the multi-country window of the Syria ERF ceased to exist. Well into February 2015, the ERF unit in Jordan continued providing its support to the newly established Fund in Lebanon, by covering the management aspect of the existing projects, and providing guidance and advice for a smooth transition of operations. The three funds in Jordan, Lebanon and Syria are now fully operational in terms of their human resources, clear Fund Strategy Papers that define clear programmatic focus and funding criteria in view of the relevant strategic response plans.
HUMANITARIAN CONTEXT

In the last four years, since the start of the Syria crisis, violence has reportedly led to the death of 191,000 people, including well over 8,800 children. The number of people in need of assistance has grown to over 12.2 million, including 7.6 million Internally Displaced Persons (IDPs), more than 4.8 million living in hard-to-reach areas and over 240,000 who are trapped in besieged areas. As the crisis continues, humanitarian needs inside Syria and the region are increasing across all sectors while affected populations are now experiencing grave conditions in all aspects of their lives. The result of the ongoing crisis is further massive population displacement and growing humanitarian needs.

In addition, Syria’s development situation has regressed almost by four decades. Since the onset of the crisis in 2011, life expectancy is estimated to have shortened by almost 13 years (Q4, 2013) and school attendance dropped more than 50 per cent. Syria has also seen reversals in all 12 Millennium Development Goal indicators. The Syrian economy has contracted by an estimated 40 per cent since 2011, leading to the majority of Syrians losing their livelihoods. By the end of 2013, an estimated three in four Syrians were living in poverty, and 54 per cent were living in extreme poverty.

Humanitarian access to people in need in Syria remains constrained by shifting frontlines, administrative and bureaucratic hurdles, violence along access routes and general safety and security concerns, especially in areas under the control of terrorist groups listed in United Nations Security Council (UNSC) resolution 2170 and 2178. It is increasingly difficult for Syrians to find safety, including by seeking asylum. These difficulties have resulted in a marked decline in the number of newly arriving registered refugees and in their ability to access international protection.

Over 3.8 million refugees have fled Syria to neighbouring countries: Egypt, Iraq, Jordan, Lebanon and Turkey, an increase of more than 1.5 million people since the end of 2013. Among these refugees are 1.9 million children.

The crisis in Syria is placing immense strains on neighbouring countries. Turkey is now the largest Syrian refugee hosting country in the world, while Lebanon and Jordan now have the highest per capita ratios of refugees worldwide. They, like the other major host countries of Iraq and Egypt, have been the largest providers of financial resources for the response. Syrian refugees, many of whom have been displaced multiple times before reaching safety in neighbouring countries, struggle to meet their basic needs, and host countries’ public services are challenged to offer basic services such as health, education and other communal services. An estimated 30 per cent are living in extreme poverty. These extreme vulnerabilities place pressure on the communities that host them, and refugees are perceived as a cause of increasing rental and shelter costs as well as a source of downward pressure on salary and remuneration.

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iii. Overview of 2015 Response Plans for Syria Crisis 22 March 2015
UN agencies, International NGOs (INGOs) and their national partners have been the primary modality for delivery of humanitarian assistance in Syria and across the region. Their operations have been quick, have rapidly scaled up, and are flexible to evolving demands, in addition to being based on established accountability mechanisms.

In Syria, international humanitarian agencies are limited by insecurity and bureaucratic obstacles that hinder their access and presence across the country, in addition to the limited number of NNGO partners, particularly in certain areas. The Syrian Arabic Red Crescent Society (SARC) is the main implementing partner for humanitarian actors (UN agencies and INGOs) inside Syria.

* The increase of close to half a million of registered Syrians in Turkey between November and December 2014 is the result of an update in the reporting of the registration by the Turkish authorities. The reported update reflects the extensive activities and resources committed by the national authorities to encourage and promote registration in a concentrated effort in order to ensure the registration of the Syrian refugees already present in the territory in the last quarter of 2014, and strengthen systems and capacity to facilitate future registration efforts.
SYRIA ERF OVERVIEW 2012 - 2014

Allocations by Country

Allocations by Type of Recipient

Top 5 Recipients in Neighbouring Countries

LEBANON
- 1,249,177 UNRWA
- 1,231,461 Comitato Internazionale per lo Sviluppo del Popoli (CISP)
- 600,419 American Near East Refugee Aid (ANERA)
- 1,761,980 Developmental Action Without Border (Nabaa)
- 1,750,000 International Orthodox Christian Charities (IOCC)

IRAQ
- 492,791 Kurdistan Reconstruction and Development (KURDS)
- 550,199 Harakur
- 540,945 Brotherhood Association Humanity of Human Rights (BAHHR)
- 499,046 Peace Winds Japan
- 487,764 WHO

JORDAN
- 749,779 Oxfam
- 1,192,173 World Vision International
- 987,318 UNRWA
- 2,250,000 2,249,977 Jordan Health Aid Society (JHAS)
- 2,167,013 Agency for Technical Cooperation and Development (ACTED)

Top 10 Recipients in Syria

WHO
- 5,521,069
UNRWA
- 4,192,109
Department of Ecumenical Relations and Development
- 2,387,335
UNICEF
- 2,251,022
IOM
- 2,200,000
Syrian Arab Red Crescent (SARC)
- 2,187,013
UNHCR
- 1,852,189
Terres des Hommes (TdH) Italy
- 1,746,813
Developmental Action Without Border (Nabaa)
- 1,629,977
Comitato Internazionale per lo Sviluppo del Popoli (CISP)

Contributions by Donor Countries

Number of Projects in Syria By Governorate*

* Some projects are covering multiple locations.
CHAPTER 1: INFORMATION ON CONTRIBUTIONS

In 2014, the Syria Emergency Response Fund received a total of US$ 21.1 million from seven different donors: Germany, Sweden, Morocco, Colombia, Montenegro, Denmark and private donors through the United Nations Foundation (UNF).

Contributions made in 2014 were less than those made in the previous years. US$ 81 million donor contributions were received since the Fund’s establishment in 2012. The Syria ERF received US$ 27.8 million in 2012, US$ 29.9 million in 2013 and US$ 23.1 million in 2014.

The generosity of our donors enabled us to respond to urgent humanitarian needs in a timely manner, and ensured the continuation of our rapid assistance and high quality programming. Availing the necessary funds has greatly reduced the suffering of the crisis-affected communities, and prevented further resort to negative coping mechanisms.

CHARTS OF CONTRIBUTIONS BY DONOR

Contributions per donor in 2014

<table>
<thead>
<tr>
<th>Donor</th>
<th>Amount (USD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Germany</td>
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<tr>
<td>Sida</td>
<td>5.8</td>
</tr>
<tr>
<td>Morocco</td>
<td>4.0</td>
</tr>
<tr>
<td>India</td>
<td>2.0</td>
</tr>
<tr>
<td>Brunei Darussalam</td>
<td>1.0</td>
</tr>
<tr>
<td>Colombia</td>
<td>0.2</td>
</tr>
<tr>
<td>UNF</td>
<td>0.0</td>
</tr>
</tbody>
</table>

Contributions by Quarter

<table>
<thead>
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<th>2014</th>
</tr>
</thead>
<tbody>
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<td>1</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Q4</td>
<td>1</td>
<td>5</td>
<td>4</td>
</tr>
</tbody>
</table>

Millions (USD)
CHAPTER 2: ALLOCATION OVERVIEW

2.1 Allocation Strategy:

The ERF funding strategy for 2014 focused on delivering the following: (i) supporting life-saving activities and filling critical funding gaps; (ii) supporting logistics and coordination services to increase the operational capacity, outreach and access of humanitarian partners; (iii) bringing assistance to people in hard-to-reach areas. The ERF unit worked on enhancing and building the capacity of new and existing humanitarian partners authorized to operate in Syria and neighbouring countries (Iraq, Jordan and Lebanon).

Altogether, and guided by the humanitarian response plans in the four countries, the Fund in the region aimed to provide flexible and timely resources to partners, thereby expanding the delivery of humanitarian assistance, increasing humanitarian access, and strengthening partnerships with national and international NGOs.

As of December 2014, the ERF has received cumulative contributions totalling US$81 million, of which US$ 32 million have been allocated to 75 projects responding to life-saving and emerging needs, reaching more than 4.5 million affected people. This included IDPs, host communities and other vulnerable populations in Syria, as well as refugees in camps/non-camps and vulnerable host communities in camps and in urban settings in Jordan, Lebanon and Iraq. Some US$38 million out of a grand total of US$ 81 million from the Syria ERF has been allocated to activities inside Syria between June 2012 and December 2014. By decision of the AB, the ERF allocates 60 per cent of available funding to activities inside Syria. Funding inside Syria is allocated on a rolling basis to address time critical needs and response gaps. ERF funding has been also used to leverage humanitarian access of partners delivering assistance in hard-to-reach and besieged areas.
Two allocation modalities were introduced in the Syria ERF; the rolling basis and the call for proposals. The rolling basis is considered as more appropriate to address critical gaps and emerging needs. The call for proposals was defined based on availability of resources and on the priority needs identified in those countries. The allocation papers were developed in coordination with the concerned sector leads and the OCHA Country Offices (CO), and they define the focus of the call, its workflow and time frame.

Throughout the life of the Fund, there was an evident increase in the funding for projects inside Syria, while Jordan and Lebanon continued to be more or less within the same percentage of funding. However, there was a major increase in the funding for Iraq in 2014 due to the increase of needs and the evolving security situation. On average, around half of all funding has gone to projects in Syria. The largest share (56 per cent) was recorded in 2012 when US$4.5 million out of US$ 8 million was earmarked for the humanitarian response in the country. The volume increased dramatically the following year reaching US$17.6 million, and decreased slightly in 2014 to US$16.1 million.

The ERF focused on funding projects by using the strategic objectives listed in the strategy of the fund and targeting the highest priority needs as determined by the sectors. Life-saving humanitarian assistance remained the fundamental element of the Syria ERF. The portfolio of projects aimed to deliver humanitarian assistance in a coherent and targeted manner, addressing the pressing needs of the refugees and funding interventions that aim at enhancing the coping mechanisms of refugees.

The ERF team with the support of OCHA COs focused on ensuring maximum efficiency and effectiveness of all the funded projects, through targeted measures to strengthen programme management, staff capacity and audit oversight.
Syria:

In Syria, the fund focused on supporting life-saving activities, filling critical funding gaps, and bringing assistance to people in need located in hard-to-reach areas, including in opposition-controlled and contested areas. The ERF in Syria continued working on enhancing the capacity of new and existing implementing partners authorized to operate in Syria with 25 percent of the fund channelled to NGOs and the Syrian Red Crescent. Furthermore, in February 2014, the maximum grant per project for ERF funding inside Syria was raised from US$ 500,000 to US$750,000.

Funding inside Syria was based on sector priorities which fell within the Syria Humanitarian Assistance Response Plan (SHARP). All projects were, therefore, reviewed by the respective sectors in terms of their strategic and technical compliance. They were then recommended for funding to the Review Board which was composed of heads of agencies who had knowledge of the country priorities and needs. Such oversight bodies in the review of all projects proposals ensured that there were no overlaps or duplication of resources, since the emphasis was put on covering funding gaps and responding to the most critical needs in identified geographic locations.

All projects inside Syria were given top priority by all levels of the review process in order to ensure timely response.

In 2014, US$ 16.2 million was allocated to 27 projects reaching around 5 million beneficiaries in different geographical areas in Syria. The bulk of the funding during that year went to support health projects. In health, the projects focused on supporting timely and targeted delivery of life-saving emergency assistance through the provision of insulin, polio vaccination and haemodialysis sessions to displaced patients in Aleppo. The second sector that received the largest share of ERF funds was WASH. The ERF-funded WASH projects aimed at supporting the rehabilitation of public infrastructure and the provision of WASH services to IDPs.

Jordan:

The ERF funding in Jordan focused on addressing the unforeseen needs of the refugees residing in camps or within hosting communities. Furthermore, the fund was considered as an effective tool in filling critical funding gaps in the Regional Response Plan 6 (RRP6).

The portion of ERF funds allocated to Jordan grew significantly from just seven projects in 2012 to 26 in 2013 and 17 in 2014. Between 2012 and 2014, US$ 14.8 million from the Syria ERF was allotted to activities in Jordan, representing 19 percent of all the Syria ERF funding. Allocations to projects in Jordan remained stable in 2013 and 2014, at respectively US$6.5 and US$7.2 million. NGOs were the main implementing partner of the ERF in Jordan, receiving 92 percent of the cumulative allocations during the period 2012-2014. INGOs accounted for 78 percent of all funding allocations, while NNGOs represented 14 percent. UN agencies carried the remaining 8 percent of funding.

To better enhance the capacity of the NNGOs, the ERF unit conducted two ERF orientation sessions in March 2014, one in Arabic and one in English, and encouraged several NNGOs to attend. Out of 51 participating partners, 17 NNGOs actively participated in this training.
In-camp projects addressed WASH, Health and Protection needs, and contributed to improving the harsh living conditions of refugees. These projects showed a long-term, sustainable positive impact on the beneficiaries.

In 2014, two ERF projects demonstrated sustainability of life-saving interventions: World Vision implemented the second phase of roads construction and rehabilitation in Zaatari refugee camp; this project made access to certain districts in the camp possible, especially during the rainy season. This project through road constructions enabled other humanitarian agencies to reach beneficiaries especially for emergency and life-saving interventions. Another example is the procurement of incubators for the camp clinic that is managed by the Jordan Health Aid Society, where approximately 20 deliveries take place every day, and the need for incubators is always constant.

The geographical coverage of the projects’ activities took into consideration the distribution of refugees in the country. Approximately 70 percent of the allocations targeted the northern and eastern governorates, including the refugee camps.

One of the arising issues during the year was the increase in rent prices, affecting urban refugees and increasing the need for immediate cash assistance. In close collaboration with the relevant sectors, the Fund was able to respond to these urgent needs; indeed, six of 17 funded projects included cash-assistance delivery mechanisms.

Although only three national NGOs received ERF funding in 2014, nearly all the INGOs implemented their projects in partnership with national NGOs/CBOs in target communities, ensuring local ownership of the programmes and providing INGOS with the necessary information on and access to local communities.

Under the cross-border component, and to facilitate cross-border operations via Al-Ramtha border crossing under the United Nations Security Council Resolution 2165 (2014) and 2191 (2014), the ERF was able to respond to the request of the Jordanian authorities to rehabilitate and upgrade the equipment and infrastructure at the border crossing, through a project implemented by IOM.

**Lebanon:**

With the aim to support the implementation of the Regional Response Plan 6 (RRP6), the Syria ERF in Lebanon targeted Syrian refugees, vulnerable Lebanese populations, and Palestine Refugees from Syria (PRS), affected by the Syria crisis alike.

Given the particular importance and complexity of the response to the Syria crisis in Lebanon, the ERF played a crucial role in funding life-saving and urgent humanitarian needs, injecting money into prioritized as well as underfunded sectors, to the benefit of all affected communities and broader social stability.

Moreover, the Syria ERF in Lebanon focused on strengthening the capacity of NNGOs by increasing their access to funding. In February 2014, induction training on the ERF was conducted in Lebanon for two groups of INGOs and NNGOs: a total of 75 participants (51 participants from 30 INGOS/UN Agencies, 24 participants from NNGOs) were divided into two groups depends on the

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iii. RRP6 Mid-year review figures: 1,500,000 Syrian refugees; affected Lebanese; 1,500,000 50,000 Palestine refugees from Syria; 50,000 Lebanese returnees 20,000 Lebanese Returnees
language as one of the two sessions was dedicated to Arabic speakers. The purpose of this training workshop was to ensure that both National and International NGOs are interested in the ERF have full understanding of the Fund (guidelines, procedures, strategy and focus).

In 2014, more than 85 percent of the funds in Lebanon were dedicated to responding to the expected water scarcity issue facing Lebanon following an unusual dry and mild winter. The humanitarian community, in coordination with the relevant water authorities and in line with the Ministry of Water and Energy’s Strategic Plan, developed preparedness and response plans to mitigate and address the humanitarian impact of water scarcity.

“The ERF funding was a turning point for our local NGO. We had the feeling that before getting this fund, donors might not trust our capacity as a local NGO. Now we have become partners of the UN agencies and we are involved in the coordination just like any other international NGO, we give our inputs on our interventions... Adding on ERF funding to our profile allowed us to apply to other funds as well. I think nothing is impossible for national NGOs now.”

LRC (NNGO)

To support the plan, the Humanitarian Coordinator launched a call for proposals for the Emergency Response Fund in July. 15 projects from four NNGOs, 10 INGOs and one UN agency were approved, for a total value of US$ 4.4 million and benefitting over 240,000 people. Eight out of the 14 recipient NGOs were first time-recipients of ERF funds. The projects aimed at increasing water supply, managing demand, and reducing the pressures on the most vulnerable communities in Lebanon (Lebanese, and Syrian and Palestine refugees).

Iraq:

During 2014, 12 projects were funded on rolling-basis. The projects responded to urgent humanitarian needs of the Syrian refugees who had fled Syria into the Kurdistan Region of Iraq (KR-I). The Syria ERF had not begun to fund projects in Iraq until late October 2012. Since then, the country has received US$ 7 million in allocations from the ERF, amounting to 9 percent of all the funding.

Of the 12 projects, the ERF was able to support three national implementing partners and seven international organizations. On an exceptional basis, the Regional Humanitarian Coordinator approved the funding of two UN agencies (UNFPA and WHO), to address the health needs of the refugees. The prevalent sector that was addressed in Iraq’s response was Water, Sanitation and Hygiene (five projects), while the rest of projects addressed Education, Emergency Shelter/ NFI, Food Security, and Protection needs.

The total value of these projects reached US$4.2 million, serving up to 282,000 beneficiaries. Implementation faced some delays, especially during the summer months when armed conflict in Iraq caused a mass influx of IDPs to the Kurdish governorates. This unexpected turn of events directed the efforts of the implementing partners to the urgent needs of the IDPs, and to compensate for this interruption, the projects were extended.
2.2 Allocation Breakdown:

**Agency type/number of projects**

- Red Cross/Red Crescent: 4%
- NNGO: 19%
- UN: 33%
- INGO: 44%

**By Allocation type**

- Call for proposals: 27% (14 projects)
- Rolling Bases: 73% (61 projects)

**Location**

- Syria: 51%
- Lebanon: 21%
- Jordan: 19%
- Iraq: 9%

**By Cluster**

- Water Sanitation and Hygiene: 23%
- Emergency Shelter and NFIs: 22%
- Multi - sector Support to Refugees: 13%
- Health: 17%
- Education: 4%
- Logistics: 4%
- Emergency Telecommunications: 1%
- Camp Coordination / Management: 1%
- Coordination and Support Services: 1%
- Protection: 7%
- Food Security: 6%
- Early Recovery: 1%
2.3 Fund Performance:

The Fund provided a very useful tool to quickly provide funding to humanitarian actors to respond to urgent needs as they arise, or fill critical gaps in the response and funding. The Syria ERF has been an outstanding tool for NGOs, UN Agencies and donors, providing a reliable channel for the rapid funding of interventions that are considered the most critical, allowing an almost real-time response to unforeseen needs, and providing a timely gap-filling mechanism. The ERF has demonstrated its capacity to prevent the deterioration of the situation, such as the case of responding to winterization and water scarcity in Lebanon.

The ERF was accessible by all humanitarian actors in the four countries, it was easy to approach, and the application and the award processes were transparent and straightforward, especially for NGOs. However, the ERF occasionally observed some challenges in the capacities of NGOs to approach the fund. To respond to this challenge, a strategy was adopted to empower the NGOs in coordination and decision making processes, in order to increase their access to other sources of direct funding. To this effect, the ERF team conducted various bilateral sessions and capacity building workshops in Jordan, Lebanon and Iraq.

The ERF provided a valuable instrument that enabled humanitarian organizations (particularly NGOs) to leverage access and deliver assistance to hard-to-reach, besieged and opposition influence areas inside Syria. In the neighbouring countries (Jordan, Lebanon and Iraq), the Fund allowed national and international NGOs to address acute humanitarian needs of refugees and host communities, in urban settings as well as in rural areas (e.g. Informal Settlements in Lebanon). Developing partnerships with NGOs was also seen as a way of fostering the sustainability of interventions and coherence with the resilience-building approach in countries like Jordan and Lebanon.

The Syria ERF worked on strengthening the leadership of the RHC along with the Humanitarian Coordinators in each of the countries covered under the Fund, by increasing the strategic allocations of the Fund to respond to critical needs and gaps. The RHC, supported by an Advisory Board, determined allocations to prioritized activities and countries, the Advisory Board had oversight of the Fund and comprised representatives of donors, NGOs (national and international), and UN agencies to ensure decisions reflected views across the humanitarian community. All the funded projects were well coordinated with the sector leads in order to avoid duplication and address gaps, and ensure organizations were working together to achieve common objectives.

The ERF team consolidated its efforts with the support of the OCHA COs to develop more effective partnerships among all humanitarian actors, especially with NGOs. As a result of these efforts, the percentage of the funding allocated to NGOs increased from 20 percent in 2013 to 26 percent in 2014.

ICVA’s review of NGO’s performance with the Syria Pool fund

During November and December of 2014 the International Council of Voluntary Agencies (ICVA) conducted a review of NGOs experience with the Syria-related pooled funds.

Alongside OCHA, ICVA is the co-chair of the Inter-Agency Standing Committee’s (IASC) Task Team on Humanitarian Financing and member of the Pooled Fund Working Group.

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iv. In Lebanon, for example, the CO worked closely with the sub-national coordination bodies in order to guarantee a balanced and well-coordinated geographical coverage.
The review analysed NGOs' experiences with the Syria-related pooled funds, both before and after the restructuring of the Regional Emergency Response Fund (ERF) into country-based pooled funds (CBPFs).

The review focused on the accessibility, flexibility, timeliness, and the process of applications; including the allocations, disbursements, reporting and audit processes.

The final report illustrated that the ERF has proven to be a key funding mechanism for difficult-to-fund sectors and areas of intervention, such as in the case of the Palestinian refugees who were affected by the Syrian crisis, and it has also shown the Fund's readiness to target unforeseen needs in a preventive manner, as in the case of the water scarcity over the summer of 2014 in Lebanon and winterisation in Jordan.

The overall experience of the NGO community with the Regional ERF has been positive. The Fund is perceived as very useful for filling critical gaps and complementing existing projects with additional or expanded activities. The Syria ERF has claimed its place as a key funding mechanism for difficult-to-fund sectors and areas of intervention, such as in the case of secondary-displaced Palestinian refugees affected by the Syrian crisis. In some contexts, the ERF has also proven its potential for targeting unforeseen needs in a preventive manner, as in the case of the water scarcity over the summer of 2014 in Lebanon and winterisation in Jordan.

The ERF mechanism is perceived as accessible and its allocation processes are generally rated as transparent and straightforward. NGOs generally agreed that the Fund is the easiest of all donors, especially in terms of flexibility and responsiveness to emerging needs.

From the participating NGO's perspective, the Fund has played an indirect role in enhancing the participation of NNGOs, the seed money that some NNGOs has received from the Fund, increased their access to other funding sources and strengthened their participation in coordination and decision-making structures.

The Syria ERF is identified as pivotal for the NGO response systems in a context where the bulk of humanitarian financing is channeled through UN agencies. With the exception of ERF allocations that are primarily given to UN agencies in Syria, NGOs have collectively been the Fund's main recipients, receiving two-third of the Fund grants. An increased access to ERF funding has reportedly played the role of "seed money" for NNGOs, empowering them to participate in coordination and decision-making structures and increasing their access to other sources of direct funding.

While strengthening the capacity of local organizations was not a strategic objective per se, the ERF has played an indirect role in enhancing local organizations' participation in the humanitarian response through ERF financing. NNGOs and smaller INGOs highlighted their appreciation of the Regional ERF management team's training and capacity-building activities carried out from 2012 onwards, across the region.

In June 2014, in view of the evolution of the Syria crisis and the escalation of humanitarian needs in the neighbouring countries, Under-Secretary General and Emergency Relief Coordinator (ERC) Valerie Amos established independent ERFs in Jordan and Lebanon, refocusing the objective of the existing Syria ERF. At the same time, the HPF in Turkey was created under the aegis of UN Security Council Resolutions S/RES/2139 and S/RES/2165, with the objective of contributing to funding the cross-border humanitarian assistance in Syria.
# CHAPTER 3: ALLOCATION RESULTS

In 2014 the Regional Syria ERF funded 75 projects in four countries amounting to US$ 32 million; the details of the projects, objectives and achievement are listed below:

## Health

### All countries / Number of projects: 10

**Targeted beneficiaries: 2,331,332**

<table>
<thead>
<tr>
<th>Country</th>
<th>Number of projects</th>
<th>Targeted beneficiaries</th>
<th>Implementing Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Syria</strong></td>
<td>5</td>
<td>2,015,293</td>
<td>Al Ihsan NGO, Danish Red Cross, UNDP, and WHO</td>
</tr>
<tr>
<td><strong>Jordan</strong></td>
<td>2</td>
<td>35,979.00</td>
<td>Jordan Health Aid Society and The Royal Health Awareness Society</td>
</tr>
</tbody>
</table>

Five ERF projects supported the timely and targeted provision and delivery of coordinated life-saving emergency assistance by providing healthcare services, and promotion of equal access to healthcare services for the most affected population groups as follows:

- Providing insulin to 12,833 insulin dependent diabetics through The Syrian Arab Red Crescent (SARC) hospitals, clinics and mobile clinics.
- Supporting polio vaccination of 1.5 million children in (Deir-ez-Zor, Hasakeh, Aleppo and Hama).
- Providing more than 12,500 haemodialysis sessions to 793 vulnerable internally displaced patients in Aleppo through a national NGO.

The two projects provided medical services for refugees in Zaatari camp, and in off-camp locations covering the northern and eastern governorates of the country. These projects, implemented by NGOs, were clinic based, and targeted Syrians and vulnerable Jordanians living in their catchment areas.

Throughout the implementation of the projects, one clinic for non-communicable diseases (NCDs) was established serving 900 beneficiaries who suffer from NCDs. Comprehensive reproductive health needs, as well as antenatal, and postnatal needs of 35,000 Syrian refugee women were addressed. 544 Syrian women in Zaatari camp had access to safe deliveries by skilled physicians, and intensive medical care was provided to 35 newborns inside the camp.
### Lebanon

**Planned Budget:** US$ 57,650.00

**Number of projects:** 1

**Targeted beneficiaries:** 60

**Implementing Partner:** Medical Aid for Palestinians

Although it was one of the main underfunded sectors in 2014, the Health sector was not prioritized in Lebanon for ERF. Only one Health project submitted under the rolling basis allocation was approved for funding. MAP project focused on the tertiary healthcare needs of the PRS in Lebanon, covering the in-patient treatment cost of 60 beneficiaries in Lebanese hospitals; costs that are rarely covered for refugees in Lebanon.

### Iraq

**Planned Budget:** US$ 973,319

**Number of projects:** 2

**Targeted beneficiaries:** 280,000

**Implementing Partners:** UNFPA and WHO

Given the large number of Syrians who fled to the northern governorates of Iraq, and the deficiencies in the governmental health services, the projects were able to provide a wide range of medical services to refugees inside the camps and in urban settings of Kurdistan Region.

Reproductive health kits were distributed in the seven camps benefitting 12,000 women. 107,800 consultations took place. 50,000 women in reproductive age were treated. 200,000 patients including about 15,000 suffering from chronic diseases received appropriate quality medications. Of the 58,422 individuals receiving services inside the camp, about 2,500 patients were referred to specialized health facilities.

In addition to the above, the projects addressed maternal healthcare, prevention of waterborne diseases, mental health and psychosocial support, improvement of child healthcare as well as the improvement of health emergency services.

### Food & Agriculture:

### Syria

**Planned Budget:** US$ 1,108,017

**Number of projects:** 2

**Targeted beneficiaries:** 197,500

**Implementing Partners:** Syrian Arab Red Crescent and Terres des Hommes - Italy

The projects aimed at providing life-saving assistance to meet the immediate food needs of the most vulnerable crisis-affected groups. 146,025 IDPs in Aleppo, Damascus, Rural Damascus and Lattakia received bread bags over a period of six months. Additional 10,295 vulnerable families (51,475 individuals) received food parcels in Idleb, Hama, Homs and Damascus.
### WASH:

**Planned Budget: US$ 10,238,403**

<table>
<thead>
<tr>
<th>Country</th>
<th>Number of projects</th>
<th>Targeted beneficiaries</th>
<th>Implementing Partners</th>
<th>Planned Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>All countries</td>
<td>27</td>
<td>1,841,253</td>
<td>Gruppo di Volontariato Civile, IOM, Premiere Urgence, Secours Islamique France, and WHO</td>
<td>US$ 3,047,750</td>
</tr>
<tr>
<td>Syria</td>
<td>5</td>
<td>950,750</td>
<td>Gruppo di Volontariato Civile, IOM, Premiere Urgence, Secours Islamique France, and WHO</td>
<td>US$ 828,493</td>
</tr>
</tbody>
</table>

The ERF aimed at supporting the rehabilitation of public infrastructure and providing of WASH services to IDPs.

87,747 IDPs and affected people were provided with clean drinking water in Rural Damascus.

Two boreholes in Rural Damascus that had been providing contaminated water were rehabilitated to provide safe water to 20,300 IDPs in Rural Damascus. Water and sewerage networks were repaired in Aleppo.

WASH facilities of 10 public schools in the most neglected areas in the north of the country were either rehabilitated or constructed. Currently, this project managed to serve 2,350 students and 50 teachers, and is expected to serve a larger number in years to come.

Informal Tented settlements (ITS) scattered across the Jordan Valley needed crucial support to address their water needs and storage capacities. The activities entailed the distribution of water storage tanks, water filters, chlorine kits, drinking water vouchers, hygiene kits/vouchers and water trucking.
Lebanon

**Planned Budget:** US$ 4,357,731

**Number of projects:** 15

**Targeted beneficiaries:** 730,115


The presence of refugees in the local community has put pressure on existing infrastructure and resources, including water. Water supply and waste management in areas hosting Syrian refugees has deteriorated and WASH sector has been working with the water authorities and the municipalities to ensure continuous access to safe water at the level of households and basic sanitation facilities.

Over 2014, the major focus of the ERF in Lebanon was on the access of the vulnerable communities to safe water. 85 percent of the allocated funds in Lebanon were dedicated to respond to the unexpected water scarcity following an unusual dry and mild winter. The humanitarian community, in coordination with the relevant water authorities and in line with the Ministry of Water and Energy’s Strategic Plan, developed preparedness and response plans to mitigate and address the humanitarian impact of water scarcity. To support the plans, the Humanitarian Coordinator launched a call for proposals for the Emergency Response Fund on 17 July. 15 projects from four NGOs, 10 INGOs and one UN agency were approved for a total value of USD 4,357,731.05 benefitting over 240,000 people. Eight out of the 14 benefiting NGOs were first time-recipients of ERF funds. The projects aimed at increasing the water supply, managing demand, and reducing the pressures on the most vulnerable communities in Lebanon alike (Lebanese, and Syrian and Palestine refugees) and targeting the most prioritised areas by the WASH community in Bekaa and Akkar.

Iraq

**Planned Budget:** US$ 2,004,429

**Number of projects:** 5

**Targeted beneficiaries:** 141,160

**Implementing Partners:** French Red Cross, Harikar, Kurdistan Reconstruction and Development, Peace Winds Japan, and Premiere Urgence.

The 5 projects targeted refugee camps in the three northern governorates of Iraq. The large number of refugees moving into the safe areas of Kurdistan region required the construction of proper grey water, and rain water drainage networks, WASH facilities, and promotion of healthy sanitary practices among the refugees in these camps. The number of beneficiaries was estimated based on the current number of camp residents at the time of developing the proposals, but the actual figures vary depending on the movement of refugees from and to camps.
Emergency shelter and NFIs: Planned Budget: US$ 7,844,236

**All countries / Number of projects: 17**  
**Targeted beneficiaries: 216,906**

**Syria**  
Planned Budget: US$ 4,474,388

**Number of projects: 8**  
**Targeted beneficiaries: 160,613**

Implementing Partners: Adventist Development and Relief Agency, Armadilla S.c.s. Onlus, Circassian Charity Association, Damascus People Participation, Department of Ecumenical Relations and Development, IOM, and UNHCR.

ERF provided emergency life-saving essential non-food supplies to families in need through eight projects which resulted in the provision of summer clothes and water thermoses to 9,709 IDPs in Rural Damascus, Quneitra and Homs governorates and hygiene kits to 48,701 IDPs in Aleppo.

**Jordan**  
Planned Budget: US$ 2,777,598

**Number of projects: 7**  
**Targeted beneficiaries: 27,990**

Implementing Partners: Intersos, Danish Refugee Council, Lutheran World Federation, Medair, Mercy Corps, Nippon International Cooperation for Community Development, and UNRWA

Comprising the bulk of 2014 allocations, 7 projects addressed the emergency shelter needs of Syrians, Jordanians, and PRS.

4 of the 7 projects included a cash component. 3 partners issued ATM cards to the beneficiaries and charged them depending on the frequency of the payments, while one project relied on cash-in-hand distribution.

While Syrians living in the camps were being provided with basic NFIs upon arrival, those who settle in urban contexts were facing increasing difficulties in accessing basic items like mattresses and blankets.

To reduce the adoption of negative coping strategies, cash programming in Jordan’s context has proved to be the most flexible, cost-effective and dignified tool to meet the essential needs of refugees and hosting communities alike, while augmenting their access to basic services. The majority of families in the target off-camp locations live in crowded inadequate shelters with a complete lack of NFI materials.

The breakdown of households that received cash assistance is the following: 900 PRS, 994 Syrian refugees, and 426 vulnerable Jordanians. On average, each household consisted of 5 members.
<table>
<thead>
<tr>
<th>Country</th>
<th>Planned Budget: US$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Iraq</td>
<td>592,250</td>
</tr>
<tr>
<td>Jordan</td>
<td>498,288</td>
</tr>
<tr>
<td>Syria</td>
<td>466,520</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Iraq

**Planned Budget: US$ 592,250**

**Number of projects:** 2  
**Targeted beneficiaries:** 38,803

**Implementing Partners:** Danish Refugee Council and Youth Activity Organization

One project addressed the winterization needs of the refugees living outside the camp in Suleimaniyah governorate. Reliance on Kerosene for heating is very common in those parts of Iraq; therefore, the project managed to provide 2,100 Syrian Refugee families with 420,000 litres of Kerosene (200 per family).

The second project provided the essential areas of 4 refugee camps with shades, and shaded structure. The installations ensured the protection of refugees from the sun in the hot summer months, as well as protection from rain in winter.

### Jordan

**Planned Budget: US$ 498,288**

**Number of projects:** 2  
**Targeted beneficiaries:** 13,061

**Implementing Partner:** World Vision International

The intervention was part of a wider Disaster Risk Reduction (DRR) Project in Zaatari refugee camp, representing the second phase of Zaatari roads’ rehabilitation that the ERF had funded.

The project was well coordinated with the camp management and UNHCR serving the entire population of the camp, in addition to humanitarian workers, service providers and guests, with proven sustainable results. The quality of the works was verified through monitoring visits, and interviews with the camp management authorities.

### Syria

**Planned Budget: US$ 466,520**

**Number of projects:** 1

**Implementing Partner:** UNDSS

The project aimed to strengthen the operational capacity of active partners by providing security support to humanitarian operations in Aleppo and Qamishli. The project was implemented by UNDSS, and entailed recruitment of security staff, and reinforcement of the security measures in the premises of 2 UN hubs.
Protection:

All countries / Number of projects: 5

Targeted beneficiaries: 35,003

Jordan

Planned Budget: US$ 573,800

Number of projects: 2

Targeted beneficiaries: 10,135

Implementing Partners: Fundacion Promocion Social de la Cultura and Noor Al-Hussein Foundation / Institute for Family Health

The first project, implemented by a national NGO, aimed to provide critical gender based violence (GBV) prevention and response services, as well as reproductive health (RH) care including Family planning (FP), counselling and service provision in 2 fully operational clinics in Jarash and Ajlun governorates. 1,200 Women, Girls, Men and Boys (WGMB) were screened for SGBV in the two locations and 288 life skills activities took place; each session targeted 10-15 WGMB. 100 individual SGBV counselling sessions were conducted each month targeting 250 women, in addition to 48 group counselling sessions. 1,800 RH services were provided to 250 WGMB including Persons With Disabilities (PwDs), and 96 awareness sessions on RH issues were conducted.

The second project targeted PWDs with the aim of improving the physical conditions of Syrian refugees and vulnerable Jordanians, by providing 525 of the target groups with assistive devices (new/repaired/adapted) according to the identified individual needs of the PwD assessed. In addition, 25 specialized physiotherapy sessions for the Syrian refugees inside Za’atri refugee camp were organized.

Lebanon

Planned Budget: US$ 500,000

Number of projects: 2

Targeted beneficiaries: 21,220

Implementing Partners: Resource Center for Gender Equality and the Danish Refugee Council

In Lebanon, the registration figures show that 73 percent of the registered refugee population consists of women and children, many of whom had been internally displaced inside Syria before crossing into Lebanon, which increased their vulnerability. Therefore, the Review Board, along with OCHA, was very keen on strengthening the gender marker section in all of the calls for proposals.

To this end, the last fund allocation in Lebanon under the Syria ERF focused on Protection with two projects addressing the protection needs of women and adolescent girls. The endorsement of the projects followed the annual 16 Days of Activism against Gender Violence campaign which focused on three key areas:
• Addressing protection needs of adolescent girls through prevention and response to early marriage;
- Engaging men and boys in preventing gender-based violence and promoting gender equality; and
- Addressing impunity and reinforcing access to justice and protection for SGBV survivors.

The campaign saw high-level advocacy initiatives and highlighted the increased needs in an underfunded sector in Lebanon in 2014, which was partially addressed by two ERF projects of $500,000 upon request from the GBV Sector Lead in Lebanon.

The ERF grants allocated in December 2014 will guarantee the support to a large number of Syrian, Lebanese and Palestine women in Lebanon through Four women centers supported by DRC in addition to a Safe House managed by ABAAD.

### Iraq

**Planned Budget:** US$ 427,187  
**Number of projects:** 1  
**Targeted beneficiaries:** 3,648  
**Implementing Partner:** Agency for Technical Cooperation and Development

Under this project, 1,800 children and youth participated in organized educational and recreational activities that were conducted in 2 child and youth friendly spaces in 2 refugee camps. 500 children and youth received psychosocial support in designated child protection units, in addition to awareness raising campaigns that targeted the communities.

### Education:

**All countries / Number of projects:** 3  
**Targeted beneficiaries:** 5,300  
**Planned Budget:** US$ 760,868

### Jordan

**Planned Budget:** US$ 395,986  
**Number of projects:** 1  
**Targeted beneficiaries:** 2,700  
**Implementing Partner:** Association of Volunteers for International Services

Under the education sector, one project was endorsed to assist 800 children through school-kits distribution, and enrol 400 in informal education activities. The project included also a cash component whereby 700 individuals were assisted with regular and urgent cash. The cash component contributed to the decrease of child labour cases, and to sensitizing parents and children of the importance of education. Families of the targeted beneficiaries received psychosocial and counselling support, as part of raising awareness on the basic rights of their children.
Syrian and Palestinian children in Lebanon face many obstacles to learning: financial difficulties compelling families to recourse to child labour, differences between the Lebanese and Syrian curriculum, language barriers, lack of school readiness, lack of transportation to schools, and other incurred costs such as uniforms. In 2014, several means were used to address the education needs of the children refugees in Lebanon through different programmes: Formal Education (first and second shifts); Accelerated Learning Programme (ALP) and remedial classes after school.

In cooperation with Stitching War Child (War Child Holland - WCH) one of the most successful ERF recipients in Lebanon, the ERF was able to provide ALP and remedial classes to 600 children living in the Palestinian camps and gatherings in Lebanon. The project helped WCH to fill their funding gap and ensure the continuity of their education programmes.

The project embarked on granting access to primary education and psychosocial support for the benefit of 250 Syrian refugee children living in the urban settings of Iraq-Kurdistan Region. The education services were provided in a newly established learning centre that has the capacity to welcome 6 classes of 20-25 students, with adequate sanitation infrastructures and a playground. In addition, 100 children between 3 to 18 years old benefited from psychological support, focusing on children victims of trauma.
Logistics:  

**Planned Budget: US$ 1,557,107**

All countries / Number of projects: 3

**Targeted beneficiaries: 276,000**

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**Syria**  

**Planned Budget: US$ 1,357,107**

**Number of projects: 2**  

**Targeted beneficiaries: 275,000**

Implementing Partners: WFP and Syrian Arab Red Crescent

Two projects aimed at strengthening coordination and distribution of humanitarian assistance in Syria through providing support to the Syrian Arab Red Crescent (SARC). SARC procured 13 trucks through the ERF to support delivery of essential services to the most affected people in Aleppo, Deir Ezzor and Homs. Office equipment was also provided to support humanitarian workers and SARC volunteers in their daily operations.

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**Jordan**  

**Planned Budget: US$ 200,000**

**Number of projects: 1**  

**Targeted beneficiaries: 1,000**

Implementing Partner: IOM

Under the UN SCR 2165, the Ramtha border is the main crossing point between Jordan and Syria for all cross-border operations. This project supported urgent upgrades to this vital route, to facilitate the increasing movement of humanitarian aid convoys to the population in resistance-controlled governorates of southern Syria, since humanitarian aid delivery into southern Syria from Damascus is not possible at this stage.
Multi sector support to refugees

All countries / Number of projects: 6

Targeted beneficiaries: 168,765

Syria

Planned Budget: US$ 2,737,728

Number of projects: 4

Targeted beneficiaries: 100,615

Implementing Partners: Armadilla S.c.s. Onlus and UNRWA

The projects aimed to enhance the nutrition, health, mental and emotional wellbeing of IDPs among Palestine refugees through the implementation of the four projects that yielded the following results:

In cooperation with a national and international NGOs, 900 families (45,000 IDPs) were provided with summer NFIs in order to cope with their summer needs. The same families also received food parcels over a period of three months.

270 children, of whom 80 percent are disabled, attended recreational and educational sessions.

Additional 74 children with disabilities received rehabilitation sessions, while 15 vulnerable women received psychosocial support services.

One project was completed and 3 projects are still ongoing because they commenced towards the end of 2014.

Jordan

Planned Budget: US$ 500,000

Number of projects: 1

Targeted beneficiaries: 68,150

Implementing Partner: Agency for Technical Cooperation and Development

This project addressed the priorities of the WASH and Coordination Support Services sectors, and targeted households on the verge of eviction in two off-camp locations. Emergency cash payments were made to 1,130 vulnerable Jordanian and Syrian families and 12,500 WASH NFIs kits were provided to 12,500 households in Al-Azraq camp.

Iraq

Planned Budget: US$ 131,396

Number of projects: 1

Targeted beneficiaries: 8,568

Implementing Partner: Intersos

This project addressed the Protection and education sectors equally. It helped in the improvement of the physical and psychosocial wellbeing of adolescent refugees. By constructing sport facilities inside 2 of the refugee camps, the direct beneficiaries of this project reached 650 refugees.

Recreational and awareness raising activities, including a life-skills education programme, were introduced and they benefitted 200 families in both locations.
CHAPTER 4: ACCOUNTABILITY AND RISK MANAGEMENT

Accountability framework:

Accountability and risk management are critical components of Country-based Pooled Funds. As the level of operational, financial and reputational risks are considered to be substantial in Syria and the region, the Syria ERF started developing an Accountability Framework based on a comprehensive risk management model, which aims to link principles of partners due diligence, performance and capacity assessment throughout the project cycle. Given the re-focusing of the Syria ERF and the establishment of new ERFs in Jordan and Lebanon, new Accountability Frameworks are being drafted for the individual Funds.

Monitoring and auditing:

Project monitoring has been an ongoing activity that started with the establishment of the fund in 2012; consequently, a monitoring plan was developed and updated on a regular basis.

Depending on the accessibility to the projects’ sites, and as the security situation allows, monitoring visits were undertaken with the aim of developing a better understanding of the activities and their level of progress. The visits also enabled the ERF team to measure the impact of the projects on the beneficiaries through group or individual interviews, and/or home visits.

Throughout the reporting period, the ERF conducted several monitoring visits to the projects’ sites in Jordan, Iraq and Lebanon. The majority of the monitored projects demonstrated a strong commitment to results and involvement of national actors (NGOs, CBOs and community leaders), and the beneficiaries expressed a high level of satisfaction with the projects’ outcomes. Special attention was paid to projects that were extended, and to those that were implemented by new applicants to the ERF. During the reporting period, 26 projects were monitored in Lebanon, 10 in Jordan, and eight in Iraq, while in Syria, six were physically visited, and seven others were remotely monitored. Some of the projects that were monitored in 2014 had received funds in the previous year.

The plan for Jordan comprised monitoring visits to additional 13 projects, but due to the lengthy approval process by the Jordanian authorities, on average, the implementation of these projects was delayed for three months; therefore, the visits were postponed until the beginning of 2015.

The deteriorating security situation, especially in Syria and some parts of Iraq, made field monitoring nearly impossible.

In Lebanon, two projects were not physically monitored due to a security incident that occurred on the same day of the visit. However, the ERF team conducted meetings with those two implementing partners to get a briefing on the progress of the work in addition to receiving progress reports. In November, despite the security restrictions in several areas in Lebanon including Bekaa and Akkar, the ERF Fund Manager with the support of OCHA Lebanon was able to monitor ten WASH
projects. During the visits, partners pointed out the importance of the ERF in filling a critical gap, not only during the summer but also for the winter, before wells and boreholes fill up. The ERF projects helped alleviate tensions between communities in some locations, whilst, in others, they were able to provide water to refugees in Informal Tented Settlements (ITSs). NGO partners also pointed out that the process had strengthened the relationships and coordination among the different stakeholders.

In 2014, the ERF Unit commissioned and facilitated the audit of 44 projects that were operationally and financially completed (Syria: 8, Jordan: 12, Lebanon: 13, and Iraq: 11).

According to the Jordanian Authorities regulations’ the projects must be approved by the Ministry of Planning and International Cooperation, after the proposal is endorsed by the relevant line ministry/ies. This lengthy and bureaucratic process is considered a major setback in starting the implementation, and addressing the needs on time. The commencement of 12 out of the 17 projects was delayed for three months on average; in addition to the postponement of delivery, the administrative procedures to extend these projects required extra effort and time from the partners as well as the ERF staff.
In June 2014, considering the increased operational complexity and scale of the Syria crisis, the Under-Secretary-General for Humanitarian Affairs, Valerie Amos, decided to set up three separate Emergency Response Funds in Syria, Jordan and Lebanon. The USG/ERC’s decision to reorganize the Syria ERF aims at: (i) ensuring the ERF mechanism is fit vis-à-vis the operational complexity and scale (present and foreseeable) of the Syria crisis; and (ii) empowering the recently appointed senior Humanitarian Coordinators (HCs) for Syria, Lebanon and Jordan to use the ERF in accordance with each country’s context and priorities.

In addition, a pooled fund was created in Turkey - Humanitarian Pool Fund - focusing on funding cross-border projects, managed by the OCHA office in Gaziantep and led by the Deputy/Regional Humanitarian Coordinator. It was also agreed that the Jordan ERF may also fund cross-border projects.

In practice, the reorganization of the Fund is an opportunity to bring the ERF into closer alignment with Global Country-based Pooled Fund Guidelines and Policies, as well as leveraging on respective country-level strategic response plans.

In 2015, the priority of the Jordan, Lebanon and Syria ERFs will be to ensure the implementation of the Global Guidelines for CBPFs, in order to strengthen the accountability and effectiveness of their management.

The Syria ERF will maintain its programmatic focus on (i) supporting life-saving activities and filling critical funding gaps of the Syria Response Plan (SRP); (ii) supporting logistics, coordination services and related activities aiming to increase the operational capacity, outreach and access of humanitarian partners; (iii) increase / build the capacity of new and existing implementing partners authorized to operate in Syria; and (iv) bringing assistance to people in opposition-controlled and contested areas whenever and as much as possible.

The ERFs in Jordan and Lebanon will focus on supporting life-saving activities and filling critical funding gaps in the response to refugees and host/vulnerable communities, in complementarity to the Countries’ Response Plans. Given the complex environment in Syria and the region, projects in 2014 generally faced challenges that included access/security related issues as well as delays in approvals of projects by local authorities resulting in a number of no-cost extension requests.

To ensure projects are implemented to achieve set objectives on time, new risk management tools will be introduced in 2015 together with the introduction of the Grant Management System (GMS). The management of the CBPF in newly established Funds will be implemented using a risk-based approach to ensure that a thorough analysis of risks is undertaken and adequate assurance modalities are identified to mitigate these risks. Such an action will mitigate any likely risk occurrences, and will be done by undertaking due diligence activities and a comprehensive capacity assessment of applicants to the Fund.
SUCCESS STORIES

A Syrian refugee in Jordan

If someone told me that my house in Yarmouk had even one pillar still standing, I would go back home", remarks Danaiv, a Palestine refugee who fled the conflict in Syria a year and a half ago with her husband and their four children - seven year old twin girls, an 11 year old boy and a 3 year old baby. Their home in Syria was bombed, forcing them to seek safety in Amman, Jordan, where the family of six lives in a cramped one bedroom apartment. "The space is so little but house rent in this city is very expensive. That is what we can afford", Dana explains.

With just one modest income to support them, life in Amman is very difficult. The family struggles to meet their most basic needs, including making sure their children have enough to eat. Placing even more pressure on the family, one of their daughters suffers a neurological disorder which requires costly medication.

Similarly, Amina, 42, also a Palestine refugee, was forced to flee Syria to Jordan six months ago. On top of the distress of displacement, Amina is also coping with being separated from her family. Her elderly husband and her daughter were unable to enter Jordan, and had to flee instead to Egypt. Amina is living with a relative in Jordan, and works as a house maid for her neighbours. With what little income she is able to earn, she supports her ailing husband and daughter in Egypt. This is a far cry from the good life Amina and her family had lived in Syria, where she had worked as a teacher while her husband had worked in a hospital. "We lived a fine life as a family. Now we live like beggars" she says.

Unfortunately, Dana and Amina's stories are not unique. More than 15,000 Palestine Refugees from Syria (PRS) are being assisted by UNRWA's humanitarian relief, health and education services in Jordan. The food and NFI cash assistance UNRWA distributes is critical to ensure the most vulnerable families are able to meet their minimum essential needs in very difficult circumstances. Without this support their situation would be even more precarious.

Many more families may be forced to resort to negative coping mechanisms, such as withdrawing children from school or skipping meals, with potentially long-lasting effects. In the absence of an enabling environment for livelihoods interventions in Jordan, providing targeted cash assistance is the most dignified, flexible, and cost-effective tool to meet the essential needs of PRS, like Dana and Amina.

iv. All names used in this story have been changed to protect the identities of individuals
First team of women cleaners in Deir Ezzor.

No one in Deir Ezzor expected to see women cleaners dressed up in uniforms, and doing the job which has been always a specialty of men, and which is still not socially accepted by the community.

The project “Activating the role of the local community in creating a clean and environment in the city of Deir Ezzor” which was given the name of “We are committed to our city Deir Ezzor” to attract the participation of the community and which is implemented by the United Nations Development Programme in cooperation with the Chamber of Commerce and Industry of Deir Ezzor, broke that rule, through this female team led by a college student who is keen to achieve a big objective that is to restore the livelihoods of her city’s affected community and to maintain the cleanliness of the city to ward off the spread of epidemics and diseases. The project aims to provide urgent jobs for 320 workers, to create a clean environment, and to prevent any potential outbreaks in communities hosting displaced people, as well as, strengthening the role of volunteers, who numbered more than 400 and who have contributed to raise awareness of the public health issues.

Samarra Mohamed Taha Yaseen is a 3rd year Sociology student. She says that she heard about the project through friends and she was enthusiastic to volunteer in order to achieve her dream to clean her city Deir Ezzor by herself, even without getting paid for that, hoping that her city would be clean as before.

Samarra adds that a female workers team has been formed to clean the schools and might clean other places as well.

Khadija Hussein Ramadan, one of the workers in the female cleaning team says that the concept of cleanliness is connected to culture and education. The project, however, has achieved an ambition shared by all female workers, such as having a clean city to prevent the spread of diseases and epidemics. The project has offered job opportunities for these female workers, which enabled them to restore their disrupted livelihoods.

Perhaps the most success achieved by the United Nations Development Programme from the perspective of women’s team, is how this project changed the people’s attitude towards the work of this team, and that it empowered the volunteer work and partnerships between all parties, to maintain a safe and clean environment for the communities hosting IDPs, and for the Governorate as a whole.
## Glossary of Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>AB</td>
<td>Advisory board</td>
</tr>
<tr>
<td>AECID</td>
<td>The Spanish Agency for International Development Cooperation</td>
</tr>
<tr>
<td>ALP</td>
<td>Accelerated Learning Programme</td>
</tr>
<tr>
<td>ATM</td>
<td>Automatic teller machine</td>
</tr>
<tr>
<td>AUSAID</td>
<td>The Australian Agency for International Development</td>
</tr>
<tr>
<td>CBO</td>
<td>Community Based Organization</td>
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<tr>
<td>CBPF</td>
<td>Country-Based Pool Funds</td>
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<tr>
<td>DFID</td>
<td>The Department for International Development</td>
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<tr>
<td>DRR</td>
<td>Disaster Risk Reduction</td>
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<tr>
<td>ERF</td>
<td>Emergency Response Fund</td>
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<tr>
<td>FCS</td>
<td>Funding Coordination Section</td>
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<tr>
<td>GBV</td>
<td>Gender Based Violence</td>
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<tr>
<td>GMS</td>
<td>Grant Management System</td>
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<tr>
<td>HC</td>
<td>Humanitarian Coordinator</td>
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<tr>
<td>HFU</td>
<td>Humanitarian Financing Units</td>
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<tr>
<td>IDP</td>
<td>Internally Displaced Person</td>
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<tr>
<td>INGO</td>
<td>International Non-Governmental Organizations</td>
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<tr>
<td>IOM</td>
<td>International Organization for Migration</td>
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<tr>
<td>ITS</td>
<td>Informal Tented Settlements</td>
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<tr>
<td>KRI</td>
<td>Kurdistan Region of Iraq</td>
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<tr>
<td>MAP</td>
<td>Medical Aid for Palestinians</td>
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<tr>
<td>NCD</td>
<td>Non-communicable diseases</td>
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<tr>
<td>NFI</td>
<td>Non-food Items</td>
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<tr>
<td>NGO</td>
<td>Non-Governmental Organization</td>
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<tr>
<td>NNGO</td>
<td>National Non-Governmental Organization</td>
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<tr>
<td>OCHA</td>
<td>The United Nations Office for the Coordination of Humanitarian Affairs</td>
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<tr>
<td>PRS</td>
<td>Palestinian Refugees in Syrian</td>
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<tr>
<td>PWD</td>
<td>Persons With Disabilities</td>
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<tr>
<td>RB</td>
<td>Review Board</td>
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<tr>
<td>RH</td>
<td>Reproductive Health</td>
</tr>
<tr>
<td>RHC</td>
<td>Regional Humanitarian Coordinator</td>
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<tr>
<td>RRP</td>
<td>Refugee Response Plan</td>
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<tr>
<td>SARC</td>
<td>Syrian Arab Red Crescent</td>
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<tr>
<td>SGBV</td>
<td>Sexual Gender Based Violence</td>
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<tr>
<td>SHARP</td>
<td>Syria Humanitarian Assistance Response Plan</td>
</tr>
<tr>
<td>SIDA</td>
<td>The Swedish International Development Cooperation Agency</td>
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<tr>
<td>UN</td>
<td>United Nations</td>
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<tr>
<td>UNDP</td>
<td>United Nations Development Programme</td>
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<tr>
<td>UNDSS</td>
<td>United Nations Department for Safety and Security</td>
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<tr>
<td>UNF</td>
<td>United Nations Foundation</td>
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<tr>
<td>UNFPA</td>
<td>United Nations Population Fund</td>
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<tr>
<td>UNHCR</td>
<td>Office of the United Nations High Commissioner for Refugees</td>
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<tr>
<td>UNRWA</td>
<td>United Nations Relief and Works Agency for Palestine Refugees in the Near East</td>
</tr>
<tr>
<td>UNSCR</td>
<td>United Nations Security Council resolution</td>
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<tr>
<td>USG/ERF</td>
<td>Under-Secretary-General for Humanitarian Affairs and Emergency Relief Coordinator</td>
</tr>
<tr>
<td>WASH</td>
<td>Water, Sanitation and Hygiene</td>
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<tr>
<td>WCH</td>
<td>War Child</td>
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<tr>
<td>WFP</td>
<td>World Food Programme</td>
</tr>
<tr>
<td>WGMB</td>
<td>Women, Girls, Men and Boys</td>
</tr>
<tr>
<td>WHO</td>
<td>World Health Organization</td>
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