

# SYRIA CRISIS

## EMERGENCY RESPONSE UPDATE



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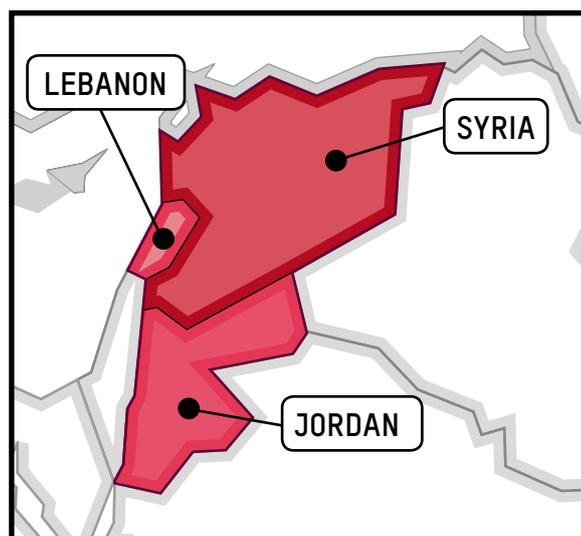
## AN OXFAM OVERVIEW: MARCH 2014

*"Syria has become the great tragedy of this century – a disgraceful humanitarian calamity with suffering and displacement unparalleled in recent history."*

António Guterres, UN High Commissioner for Refugees, 3 Sep 2013.



Oxfam aid worker Sally El-Mouallem leads children in an event to mark global hand-washing day at Za'atari camp in northern Jordan. Such activities help teach children who have been forced from their homes in Syria about the importance of good hygiene and keeping clean. Photo: Sam Tarling / Oxfam



**MARCH 2014 MARKS THE THIRD YEAR SINCE THE START OF THE CONFLICT IN SYRIA.** And the statistics make sobering reading. During these three years more than 100,000 people have been killed and 9.3 million are in need of humanitarian assistance. Around 6.5 million people have fled their homes and are now living in temporary accommodation, schools or other shelter across Syria. More than 2.4 million refugees – half of them children<sup>1</sup> – have fled into neighbouring countries.<sup>2</sup>

Often traumatised, people have been forced to leave families, homes, jobs and communities in fear of their lives. Many left with nothing but the clothes they wore. For others, any money they had has gone on food or rent. Despite many people being highly skilled, most cannot find work. A lot of families can't send their children to school, or get regular health care. The impact is also being felt on host communities, with the influx of so many families putting a massive strain on services, utilities, housing and schools.

Oxfam has been scaling up its emergency programme in the region since 2012. We are helping refugees who have fled into Jordan and Lebanon with basic needs from supplying clean water to providing money to pay for food, hygiene essentials and shelter. We're working with families in camps, unofficial settlements and in rented accommodation, supporting both refugees and the communities that host them.

In 2013, Oxfam started working in Syria itself, trucking water to those who have no regular source and repairing damaged infrastructure to restore water supplies to more than half a million people in both government and opposition-held areas.

<sup>1</sup> Figures in the previous points can be found here: UNICEF bi-weekly Humanitarian Situation Report 15-28 November, 2013  
<sup>2</sup> NHCR Syria response portal: <http://data.unhcr.org/syrianrefugees/regional.php>

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**SINCE OUR RESPONSE BEGAN** we estimate that we've reached close to a million people on the ground – 600,000 people in Syria and 330,000 refugees in Lebanon and Jordan. And at the same time we are continuing to campaign for a permanent ceasefire and an end to the bloodshed.

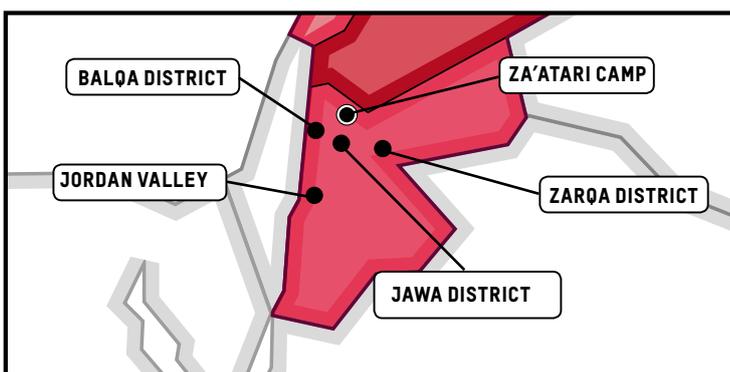
## WHERE WE'RE WORKING: JORDAN

The effort of the Jordanian government and public in welcoming refugees has been considerable. Currently Jordan is hosting over half a million refugees. The majority are not living in refugee camps, but are dispersed across the country in rented accommodation or tented settlements.

So far during the current response, we have helped over 125,000 people as part of our integrated programmes, designed to provide people with the support they actually need. This can include: providing water, sanitation and hygiene kits to prevent the spread of disease; distributing cash or vouchers to buy food or pay rent; or working to ensure a safe environment – especially for women and girls, who face increased dangers having been displaced from their homes.

As the crisis continues, demands will rise for services like health and education, and put increased pressure on water supplies and housing. And much of the impact will fall on local Jordanians. This is why our programmes have been designed to reach both refugees and host communities.

Our work currently covers the refugee camp at Za'atari, as well as tented settlements and host communities in Jawa, the Jordan Valley, Balqa and Zarqa districts.



Eleven-year-old Malek proudly holds up a wall tile she painted as part of our project to teach children about the importance of hygiene. The activity enables children to express themselves, gives them a sense of ownership of the shared washing and toilet areas. After getting paint on their hands, they learn about the need to wash properly, which prevents the spread of disease. Photo: Rachel Cawood/Oxfam

## BUILDING THE PERFECT WASH BLOCK

Oxfam has installed wash blocks in three districts in Za'atari camp. We consulted refugees throughout the construction process, resulting in reduced vandalism and facilities that have been widely praised for their design.

- ▶ **TILES:** Rather than just bare concrete surfaces we have used large tiles to cover floors and cubicle walls to make the blocks easier to clean. We encouraged children to decorate the tiles, which increased the sense of community ownership and pride in the facilities, so they have been better looked after. The tile project also teaches children about hygiene in a fun and engaging way.
- ▶ **TOILETS FOR PEOPLE WITH SPECIAL NEEDS:** A large number of refugees have disabilities, including conflict-related injuries. In each block there is one specially designed toilet for people with disabilities and the elderly.
- ▶ **SOLAR PANELS:** Parts of the camp don't have electricity and at night are very dark. Oxfam has put up solar lights outside the blocks to keep people safe.
- ▶ **TRANSPARENT SHEETS:** Plastic sheets are used in the roof of wash blocks to provide skylights so that it is brighter inside.

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*Jordan continued*

### ZA'ATARI REFUGEE CAMP

At the end of 2013, Za'atari camp had become the fourth biggest population centre in Jordan.<sup>3</sup> It now houses around 107,000 Syrian refugees<sup>4</sup> – over three times more than the camp was originally designed for. Oxfam is helping to provide safe water and sanitation.

A camp this large is divided into 12 districts, and we are currently working in three of them. We supervise water and sanitation, and oversee rubbish management and the cleaning and maintenance of wash blocks (which have toilet, washing and laundry facilities). We also co-ordinate the distribution of hygiene kits, and activities that promote good hygiene practices such as public events, educational materials, and child-to-child schemes.

Working closely with community leaders, we can identify vulnerable households and refer families requiring support, such as health and legal advice, to agencies that can help. Refugee leaders also tell us about problems they are facing, and we work together to find solutions. This includes encouraging refugees to work for Oxfam promoting good hygiene practices.

Projections estimate that many refugees will be in the camps for years to come. Therefore, we are looking at more permanent infrastructure and services that need to be put in place, including a water system, rubbish collection and maintenance committees.

<sup>3</sup> [www.irinnews.org/report/99045/analysis-politics-and-power-in-jordan-s-za-atari-refugee-camp](http://www.irinnews.org/report/99045/analysis-politics-and-power-in-jordan-s-za-atari-refugee-camp)

<sup>4</sup> UNHCR March 2014 <http://data.unhcr.org/syrianrefugees/settlement.php?id=176&region=77&country=107>

### ZA'ATARI PROGRAMME KEY ACHIEVEMENTS IN 2013

- ▶ Built 48 wash blocks, including 318 toilets, 288 bathing areas, 72 laundry areas, and 100 water points, serving up to 15,600 people.
- ▶ Installed 270 portable latrines as a temporary measure.
- ▶ Distributed 50 commodes for disabled users.
- ▶ Provided 17x 95,000 litre and 10x 2,000 litre water tanks.
- ▶ Installed 10 hand-washing facilities in the market area.
- ▶ Built 24 toilets in school playgrounds.
- ▶ Constructed 12 cubicle latrines at border crossing areas.
- ▶ Distributed hygiene materials to 96,000 people across the camp.

### COPING WITH WINTER

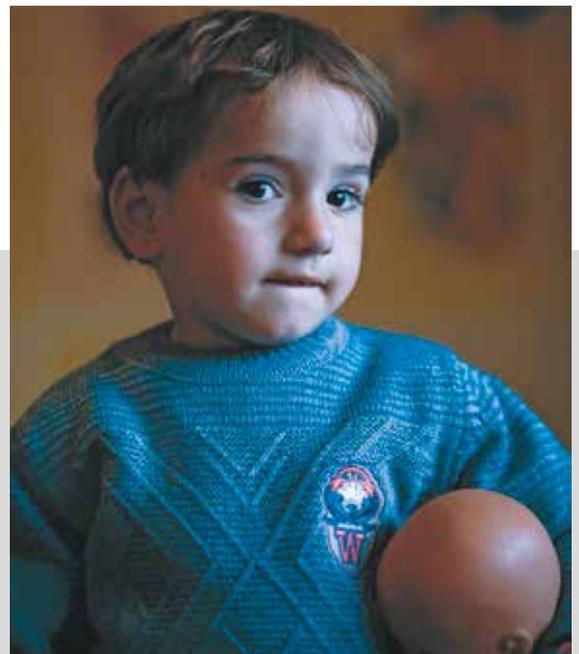
Winter in Jordan and Lebanon can be harsh, and many recent Syrian arrivals may have only the thin summer clothes that they fled in, which offer little warmth as temperatures plummet. Many people are unable to afford blankets or fuel, and those living in tents may be sleeping on just a bare mat or thin mattress on the cold winter ground.

Getting supplies to people during these months is crucial to save lives, so Oxfam has distributed winter kits that included blankets, gas heaters, and four months' of fuel for families living in poor quality accommodation. For those camped out in tents, the kits included blankets, plastic sheeting and clothes for children.

Matching your donations with



In the UK, Oxfam's winter appeal, '12 Days of Giving', raised more than £1m to provide winter support to Syrian refugees, and these donations will be matched by the UK government.



Jemaa Sikar, two, wears new winter clothes bought by his mum, Khalidyeh, with a \$40 voucher supplied by Oxfam. They live in a small, unheated room in a three-storey building that's home to 13 refugee families in northern Lebanon. They have been here since fleeing the conflict in Syria one year ago, which was the last time Khalidyeh was able to afford clothes for her five children. She said: "Thank you so much. Because of you the children were given these clothes. Without you maybe no one would have helped." Photo: Sam Tarling / Oxfam.

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*Jordan continued*

### PLANS FOR 2014

At the moment water is supplied by trucks, which is expensive. Oxfam has completed a plan for a water system to supply the entire Za'atari camp, pumping water to feed the wash blocks and tap stands. Installation should begin in summer 2014.

A further hygiene kit distribution for 20-30,000 people is planned, accompanied by hygiene promotion activities. We are also looking to introduce rubbish management and recycling activities in all three Oxfam districts, along with forming and training 41 water and sanitation committees to maintain and clean 100 wash blocks.

We are supporting and advising the body with the responsibility for overseeing operations, the United Nations High Commission for Refugees (UNHCR), on implementing the new Za'atari camp governance system that will determine how facilities and resources are managed, and how decisions are made in the camp. Oxfam is consulting with refugees to ensure the voices of women and vulnerable groups are represented in the design and implementation of this system.

### HOST COMMUNITIES

Although Za'atari camp is very large, 80% of Syrian refugees in Jordan – more than 350,000 people – are living outside the camp in host communities around the country. This could mean renting rooms, garages or unoccupied buildings, or living in unofficial settlements in tents or constructing their own shelters out of wood, cardboard and plastic sheeting.

Providing assistance to people so widely spread and living in such diverse circumstances is difficult and costly. Oxfam teams have overcome the logistical challenges to deliver:

- ▶ access to safe drinking water for 3,685 families by providing water filters and hygiene items. These distributions are also accompanied by sessions on water conservation and hygiene promotion.
- ▶ cash transfers to more than 1,500 vulnerable families – mainly those who are not receiving financial support from UNHCR – who are struggling to afford safe housing or meet basic needs. Cash is versatile and enables people to pay for whatever they need – food, soap, clothes, rent or medical bills. Oxfam deposits cash into an account and issues people with ATM cards that they can use to access cash at a time and place convenient for them.

### WATER: OXFAM'S SOLUTION

Water scarcity is already an issue in Jordan. The country has few significant natural water sources, and its existing water infrastructure is old, inefficient and prone to leakages. The arrival of many thousands of refugees is placing additional stress on an already ineffective system. So we are working to find long-term solutions that will benefit everyone and reduce mounting tensions.

We are bringing together Jordanian community organisations and Syrian refugees to co-design principles for sharing water. We are also conducting a study to better understand the water market, and initiating a pilot project alongside government water departments to identify and reduce leaks in the system. Additionally, we are discussing longer-term engagement plans with the water and sewerage authorities and municipal leaders.



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## WHERE WE'RE WORKING: LEBANON

Lebanon is about the size of Yorkshire. However, its existing population of just over four million has grown by nearly 25% over recent years due to the influx of Syrian refugees. At the end of 2013, there were over 898,000 registered Syrian refugees, according to UNHCR, with an additional 46,000 awaiting registration, and claims by the Lebanese government put actual refugee numbers even higher.

For a country that is suffering from acute socio-economic problems and political instability, and that has not yet fully repaired its own services and infrastructure after a succession of wars, the impact of the Syria crisis has been enormous.

In January 2013, we began scaling up humanitarian assistance to Syrian refugees in Lebanon, and by March this year we had reached more than 205,000 vulnerable people. However, people are not living in clearly identifiable camps. They are living in rented rooms, garages and outbuildings, or in unofficial tented settlements, often in remote areas.

Our initial response was focused on helping people, many of whom had fled with nothing, to cope with the cold weather, by distributing stoves, fuel and vouchers for non-food items. Working with local partners, as the year progressed our programme has expanded to cover cash and voucher distribution, and water, sanitation and hygiene promotion.

## GETTING FEEDBACK

To ensure the ongoing quality and effectiveness of our work, we seek regular feedback from people who have been part of the programme to continue to improve our response.

Mazen Ali Bouqai and his extended family arrived from Syria in February 2013. At first, the family survived on the few savings they had brought with them and Mazen got casual work as a truck driver. But a few months later they found they were no longer eligible for UNHCR assistance. In September, Mazen and his family received food and hygiene vouchers as part of an Oxfam-funded project. To assess the effectiveness of our work, Oxfam provides a number of ways for people to feedback, including follow-up interviews with a sample of participants. Oxfam's Monitoring and Evaluation Officer (pictured) interviewed Mazen about his experience. He reported that the distribution was well organised, staff were respectful and welcoming, the administration process was straightforward, and the shops where he could spend the vouchers were helpful and didn't inflate their prices even though they knew the voucher distribution was happening. *"The food and hygiene items we bought with our vouchers lasted us for about two months, so they helped us survive."*

## WATER, SANITATION AND HYGIENE SUPPORT

During 2013, we:

- ▶ Provided 3,200 hygiene kits (accompanied by hygiene promotion and awareness sessions), toilet cleaning kits, and 840 environmental cleaning kits, and distributed household, communal and municipal waste bins.
- ▶ Built and repaired over 1,100 toilets, ensuring that each is shared by no more than 20 people.
- ▶ Installed over 720 water tanks in communal areas.
- ▶ Delivered 10 million litres of water through water trucking, providing refugees with clean water for drinking, cooking and washing.
- ▶ Constructed or repaired 70 shared bathing facilities, and provided families with jerry cans and water storage containers.
- ▶ Plan to reach 6,000 families by April 2014 through further hygiene kit distributions.



Mazen Ali Bouqai is interviewed by Oxfam's Monitoring and Evaluation Officer to gain valuable feedback to help Oxfam assess the quality of its programmes. Photo: Oxfam

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### *Lebanon continued*

We are providing vulnerable households with cash (for rent) and vouchers (for food, hygiene items and kitchen utensils). This has provided a lifeline for families whose savings are running out and who are struggling to meet their basic needs. Cash gives families dignity and choice, and over 8,000 households have been helped by the scheme to date.

During 2013, we helped to provide 5,659 families in tented settlements, collective shelters, rented accommodation and host communities in Tripoli and Bekaa with access to safe water, sanitation and hygiene facilities. This included water trucking, providing water tanks, constructing and repairing latrines and bathing facilities. We continue to work alongside community health volunteers who are responsible for co-ordinating the maintenance of such shared facilities, as well as monitoring and reporting on disease and public health outbreaks such as scabies, lice or diarrhoea. Currently, there are more than 180 community health volunteers working with us.

## WHERE WE'RE WORKING: SYRIA

The government of Syria estimates that 35% of water treatment plants have been damaged during the conflict and there are concerns over the quality of drinking water and pollution or contamination of water sources.

Since mid-July 2013, Oxfam has had an office inside Syria, working alongside ICRC, UNICEF, Syrian Arab Red Crescent and other agencies, responding to the urgent need for water. We are working in co-ordination with the Syrian Ministry of Water Resources, which controls the country's centralised water systems. Syria's water installations are regionally located with piped networks distributing water across large areas. Despite the conflict, local water boards continue to function in some areas regardless of who is in control, government or opposition.

We judge that working from inside Damascus is currently a key way we can reach as many people in need as possible, and we are closely monitoring the impartiality of our work.

### PLANS FOR 2014 ACTIVITIES IN SYRIA INCLUDE:

- ▶ **REPAIR WATER SUPPLY NETWORKS:** repair and refurbishment of key water works and water distribution systems in eastern Hama.
- ▶ **IMPROVE THE SUPPLY OF WATER:** by trucking water and providing materials, equipment and repairs in Damascus and surrounding areas.
- ▶ **IMPROVE RUBBISH MANAGEMENT AND SEWAGE DISPOSAL:** distribute rubbish bins and organise rubbish collection in targeted areas, prioritising collective shelters with minimal sanitation facilities.
- ▶ **PROVIDE WATER, SANITATION AND HYGIENE FACILITIES IN COLLECTIVE SHELTERS AND SCHOOLS:** provide 500 toilets and repair 200 others in collective shelters and public buildings; distribute 200 toilet cleaning kits; build or repair 200 shower facilities.
- ▶ **INCREASE SKILLS:** for Ministry of Water Resources and water sector staff on water and sanitation emergency response.
- ▶ **PROVIDE HOUSEHOLD WATER CONTAINERS** for displaced families so they can store drinking water safely.



Our representative in Damascus, Wael Ibrahim, checks the Oxfam generators on arrival. Two of these have been installed in water processing plants and are now treating and pumping out an additional 712,000 litres an hour. Photo: Oxfam

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### *Syria continued*

Since 27 November 2013, Oxfam, together with the ministry and the local water boards, has been delivering safe, clean water to over an estimated 500,000 people. This is thanks to the installation of multiple truck-sized generators that power two water treatment plants in Damascus city and the surrounding province (Rif Damascus).

These generators are the first of 18 to be installed, and are powering plants connected to two springs that have been supplying Syrians with water since ancient times. The new generators enable the huge water processing plants to treat and pump more than 700,000 additional litres of water per hour, uninterrupted by power outages.

Our engineers are working closely with Syrian counterparts to design technical solutions to improve water supplies in areas that are in particular need such as Hama, Idlib and Damascus. This will increase the water available to those affected by the conflict or who have been displaced without adequate water supplies.

Working inside Syria is challenging due to insecurity and bureaucracy, with staff deployment, travel and logistics all requiring many levels of clearance. These challenges will continue, however we do still manage to work within the constraints. For example:

- ▶ we filmed and translated into Arabic the training we provide on water tank installations to make sure local engineers in inaccessible areas can still use them.
- ▶ despite the conflict, we have been able to clear essential equipment through the border with Lebanon, including the generators, and other essential water equipment.



A boy pauses as he carries water back to his new home in a school on the outskirts of town.  
Photo: Sam Tarling / Oxfam

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## HOW WE WORK

There are ways of working that define all our activities across the region.

### PROTECTION - KEEPING PEOPLE SAFE

Oxfam aims to ensure all its humanitarian programmes are 'safe programmes' that avoid causing inadvertent harm and are conflict sensitive. Whatever we do and wherever we work, our staff apply this approach, and it has significantly contributed to the quality of our programmes.

We are also pro-active in conducting assessments of local problems and raising awareness of organisations that can provide support in areas such as gender-based violence, paying school fees, rent or eviction problems, and medical services. In Jordan, we work with a local partner, ARDD-Legal Aid, to offer support sessions and legal entitlement advice for refugees and host community members. In Lebanon, we organise sessions that bring together refugees and host communities to discuss and resolve issues, reduce tensions and promote integration. We have also set up a referral mechanism by which refugees can be connected to specialist medical, legal and child support services.

### MONITORING AND EVALUATION - ENSURING OUR PROGRAMMES ARE EFFECTIVE

We put in place measures to ensure our programmes are effective and are meeting people's needs. We have feedback mechanisms such as a free telephone feedback hotline in Jordan, which are widely communicated. When we carry out a distribution of hygiene kits or cash and vouchers, we have a staffed desk where participants can comment on the process and items received, and we interview every tenth person on the way out. We also arrange home visits to speak with a sample of the participants to check how well the assistance given met their needs. We always ensure that our teams hear the feedback, and adjust their plans accordingly. For example, in Jordan the feedback hotline receives up to 450 calls a week. We doubled the number of sanitary towels in the hygiene kits after a number of women reported that they didn't have enough for all the women and girls in their family.

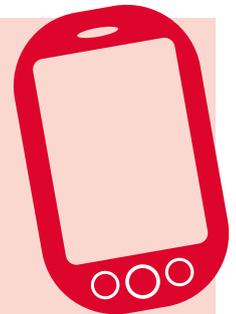
### USING MOBILE TECHNOLOGY

We used mobile phones to survey 300 refugees in Za'atari camp and host communities to understand the issues that made them feel most insecure or vulnerable. We used this information to plan our work on the ground and our policy work in influencing governments and other organisations.

We trained staff from Oxfam's local partner and volunteers (Syrian refugees living in Amman) how to conduct survey interviews, on the survey methodology, and on using the technology. For security reasons the handsets were used without SIM cards, with GPS turned off, and we didn't capture names or photos. This protected participants' identities and data, saved battery life and ensured the handsets could only be used for the survey. Using a mobile tool called Mobenzi to collect the responses, the data could be uploaded and analysed quickly, turned into graphs and charts and shared using a secure URL. While paper-based surveys can take up to six weeks to collate these mobile results were available in 15 minutes.

The survey revealed that people find it hard to get information about services available and their eligibility. The usual way they hear about things is word of mouth, but they would prefer to receive a text message as it is fast, more accurate, they can keep the message to refer back to, and they can forward it on. As a result we are looking at how our programme can encapsulate this.

Such has been the success of this mobile survey mechanism that we have taken the same technology to use in our Typhoon Haiyan response in the Philippines.



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*How We Work continued*

### **GENDER – PUTTING WOMEN'S RIGHTS AT THE HEART OF OUR WORK**

Oxfam is committed to promoting gender equality in all our programmes. We know that emergencies affect men and women differently due to gender roles and responsibilities, which, in turn, create different expectations. Also cultural norms and practices may prevent women's free movement and their ability to take advantage of available services or resources.

In Lebanon, Oxfam works with a local organisation called Najdeh to provide support to refugee women living in Palestinian camps (this includes many Palestinians who were refugees in Syria who have had to move on again). We aim to empower women by combating gender stereotyping in the Palestinian and Lebanese communities, which involves challenging conservative communities' culture and traditions.

Najdeh runs workshops to raise awareness of gender-based violence and women's rights; helps women who have suffered domestic violence to get support such as legal advice and counselling; provides safe space for women to talk and share experiences; and holds workshops on child protection (educational, social and health issues) for both mothers and fathers.

In Jordan, a survey we carried out in Za'atari camp revealed that people are highly dependent on aid. But women, who usually have to care for the family, are rarely heard when they raise concerns about how aid is organised, planned and delivered. They also said they had time and energy to invest in making things better. As a result, we are empowering women to take on leading roles, and ensuring that their views are included in the design of the UNHCR's future governance plan for the camp.



In refugee camp situations we always take account of the differing needs and expectations of women and men. In Za'atari camp, we have been working to give women a greater say in the plans for the future. Photo: Anastasia Taylor-Lind/Oxfam

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## CAMPAIGNS

*“For many refugees, hope of returning to Syria sometime soon is dwindling. They are living in limbo, battling each day to survive, with little idea of what the future holds. That must change. Syrians deserve better than this.”* Andy Baker, Syria Crisis Response lead for Oxfam.

As the conflict has escalated in Syria, we have not only increased our humanitarian work across the region, we have also vigorously campaigned for the rights of all people affected by the crisis: to ensure that their voices are heard; for the delivery of a strong humanitarian response in Syria and the wider region; and for governments around the world to use their influence to find a political solution to the crisis. We work with partners and with those people affected to lobby governments, and to raise the profile of the crisis in the media and other avenues.

### WHAT WE'VE DONE

- ▶ In 2013, Oxfam and partners mobilised over 100,000 people to call for urgent progress on inclusive peace talks to find a political, non-military solution to the conflict. We generated high-profile media coverage around the G8 summit and UN General Assembly to focus on the hopes of ordinary Syrians and demand talks.
- ▶ We encouraged international donors to increase desperately-needed funding for the response including through our analysis of each country's 'fair share'. It was recorded that our reports had helped governments make the argument in favour of spending on Syria despite challenging domestic economic conditions.
- ▶ We successfully influenced national debates – including in parliaments – on arms transfers into Syria that would further fuel the conflict.
- ▶ Although the second round of the Geneva peace talks failed to reach a conclusion in February, we have continued to work with international and national partners to lobby states and the UN to invest in a formal mechanism for wider civil engagement – especially by women – in the process. We are planning a trip with women's leaders in March to lobby the UN in New York.
- ▶ Working closely with UN and other operational partners, we helped to strengthen the quality of the response in Syria's neighbouring countries. This included pushing for better programme co-ordination and increased responsiveness to refugees' needs by highlighting the plight of refugees through research.

**WE HAVE COMMISSIONED** independent research so we can understand the opinions and concerns of those affected by the crisis. For example in Lebanon we asked 260 households about their living conditions, sources of income and expenditure patterns, coping mechanisms and perceptions of life in Lebanon. The survey showed that many families were spiralling deeper into debt, living in cramped conditions, with few job prospects and dwindling hope for the future. A similar survey conducted in Jordan in early 2014, found that 65% of people feared that they would not be able to return to Syria.

This enabled Oxfam to make recommendations that a number of factors must inform any future plans, including:

- ▶ more efficient and transparent criteria for the distribution of resources
- ▶ creating projects addressing marginalised communities to help rebuild trust in the state
- ▶ establishing camps or ensuring housing for refugees
- ▶ ensuring the proper distribution of aid
- ▶ improving security.



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*Campaigns continued*

### PRIORITIES FOR 2014

- ▶ Standing alongside a wide range of other humanitarian and human rights agencies as part of the #WithSyria campaign, we will ensure that the crisis is not forgotten by the public or national governments. It will push leaders to do everything they can to influence all parties involved in the conflict to end the bloodshed and urgently improve humanitarian access for the many millions of people desperately in need of aid inside Syria.
- ▶ We will continue to work closely with governments and other organisations in Syria and the wider region delivering the humanitarian response to ensure that long-term approaches are developed. Even if the conflict were to end tomorrow, people who have been so devastatingly affected by the crisis would still need assistance for years to come.
- ▶ We will push for an inclusive political process and work to support Syrian civil organisations, including women's groups, to engage in and influence negotiations.



Children release balloons in Za'atari refugee camp to mark three years since the start of the Syria crisis. Syrian voices joined a coalition of 117 humanitarian and human rights groups including Oxfam to simultaneously launch a pledge for world leaders to commit to making this the last anniversary marked by bloodshed. Photo: Chris de Bode/Save the Children.

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