



Whole of Syria Protection Response: Who We Are (April 2018)

Across Syria, the Protection Sector is working to improve the protection environment of millions of people facing protection risks and needs. In 2018, the protection sector aims to provide 9.7 million protection interventions to people affected by the conflict all across Syria. The protection sector welcomes new protection partners and actors who support programming in Syria to help those in need. The following document introduces briefly who we are and provides key contacts.

The Whole of Syria response has three main operational response centres, in *Amman*, *Damascus* and *Gaziantep*. Damascus operations support sub-national response centres in several locations¹. Between these hubs, the protection sector and its areas of responsibilities, including *child protection*, *GBV* and Humanitarian *Mine Action*, provide assistance to 238 sub-districts in Syria.

The protection sector would welcome you to reach out to sector and hub coordinators to engage in coordination, operational and training support. The sector colleagues are also available to members and external actors to provide briefings, data analysis and visualization, and formal and informal exchanges on the protection response and related advocacy.

The Whole of Syria protection sector can be contacted through Clare Askew (askew@unhcr.org), Capucine Maus de Rolley (capucine.mausderolley@nrc.no) and Ambika Mukund (mukund@unhcr.org).

An interactive response dashboard, based on monthly 4W inputs of partners across all hubs, is now available online (click [here](#)).

Whole of Syria Response Hubs

Protection Working Group (PWG) – Amman, Jordan

The Jordan Hub Protection Working group comprises General Protection, Child Protection, GBV and Humanitarian Mine Action. There are currently 27 active members that meet on a monthly basis alternating between coordination and technical thematic discussions. Currently the WG is in the process setting priorities for the creation of technical working groups (TWiGs) to further the guidance and support to members endeavoring to undertake the delivery of increasingly specialized protection interventions. TWiGs focus on topics such as data sharing and protection, AAP, case management, service mapping and referral pathways, and third party monitoring of protection interventions. A comprehensive service mapping data collection exercise has been completed and the Protection Sector is working closely with the Health Sector to map all protection and related health services to lay the groundwork for a referral pathway. Protection Monitoring Initiative (PMI) was established in mid-2017, resulting in strengthened protection data and analysis. The PMI releases monthly reports analyzing the situational context and population movement in southern Syria including return movement and displacement, looking also at reasons for return and obstacles face.

¹ Aleppo, Homs/Hama, Latakia/Tartous, Sweida and with new initiatives in Qamishly and Damascus/ rural Damascus

The PWG coordinators are active members of the Inter Sector Working Group, increasing potential for inter-sectoral programming and considerations of protection across other sectors. The PWG coordinators are available to all sectors for consultation on sector-specific protection risk analyses and provision of training tools on protection mainstreaming. For further information or support, the group is led by UNHCR (Stephanie Ferry), co-Led by IRC (vacant) and supported with information management by Matthew Richard. They can be reached through the following emails: ferry@unhcr.org; dennis.ardis@rescue.org; Richard@unhcr.org. GBV is led by Pamela Di Camillo; dicamillo@unfpa.org and co-led by Helen Shipman; helen.shipman@ri.org. Child Protection is led by Susan Andrew (sandrew@unicef.org). Humanitarian Mine Action is led by Gianmarco Morassutti Vitale (GianMarcoM@unops.org).

Protection and Community Services Sector (PCSS) – Damascus, Syria

The Protection and Community Services Sector (PCSS) gathers more than 50 protection and community services actors inside Syria to ensure an effective response to the protection needs of affected population, by coordinating preparedness, needs assessments, response activities and by sharing best practices and harmonized approaches to address protection challenges. The Sector also provides advice to the HC and the HCT on protection advocacy and interventions, and assists other Sectors to mainstream protection principles and standards in their humanitarian response.

The PCSS is led by UNHCR and has 21 members who meet on a monthly basis in the Damascus-based Protection Sector Working Group (WG). Members include UN agencies, NNGOs and INGOs. The sector has two AoRs of expertise: Child Protection (CP), led by UNICEF with 17 members, and Gender- Based Violence (GBV) led by UNFPA with 24 members. Several members are active in all AoRs of the Sector. During the past year, the number of protection partners engaged in the sector steadily increased, particularly amongst national NGOs, signaling also the expansion of operational coordination structures at field / sub-national level. Increasingly, the sector has provided support to the sub- national level, with Protection, CP and GBV operational Working Groups in major areas of operation (Aleppo, Homs, Tartous, Qamishly, Sweida, Rural Damascus). Some technical and cross-cutting coordination fora are connected to the PCSS: a Technical Working Group on Housing Land and Property (HLP) under the leadership of UNHCR, UN-Habitat and NRC gathering expert actors from the Protection, Shelter, Early Recovery Sectors to identify, analyze and provide advice and technical support on the emerging HLP issues; a Psychosocial Support and Mental Health (MHPSS) Task Force co-chaired by UNHCR, WHO and IMC to address specific aspects in this technical domain.

During the course of 2017, the Protection Sector and its AoRs, managed to provide 6.56 million protection interventions/ services to persons in need in 195 sub-districts and 1,605 communities/neighbourhoods (urban areas), including 8 besieged and 150 hard-to-reach Areas. With respect to 2016, this represents an increase of 30% in terms of reached communities and an increase of 11% in terms of service provided. 32% of the interventions were comprehensive protection services including awareness on protection topics, legal counseling/ assistance, various forms of psychosocial support, targeted material support for persons in vulnerable situations to prevent protection risks, including persons with disabilities, community-mobilization initiatives, capacity building. 20% were child protection activities, including psychosocial support specifically targeted to children, information and awareness on child protection issues, specialized child protection services including case management, capacity building on child protection for partners and authorities. 12% were services and activities to prevent and respond to GBV, including awareness on GBV with communities (male and female), small socio-economic support directed particularly to women and adolescent girls,

psychosocial and other responsive support to GBV survivors, also integrated with reproductive health (RH) interventions.

In 2018 the Sector intends to consolidate its presence and continue to offer the above mentioned community-based protection services with further geographical expansion of facilities and outreach. Interventions will continue to be provided through Community Centers offering integrate protection services (102 Community Centers and 17 Satellite Centers in April 2018); Child Protection Services (174 Child Friendly Spaces and 3 Drop-in Centers in April 2018); Women and Girls Safe Spaces (36 in April 2018). Services will be expanded particularly where gaps are identified, including in newly accessible areas and areas of spontaneous return.

The Sector also intends to increase mobile outreach capacity to respond more effectively to sudden emergencies. This includes the expansion of the number of Outreach Volunteers (2,190 in April 2018) and Mobile Units (50) associated to the Community Centres; Child Protection Mobile teams (30 in April 2018), GBV (34) and integrated GBV/RH Mobile teams (39 in April 2019).

Legal assistance focused on civil documentation will remain essential and will expand in the field of House Land and Property. The Sector will continue to Invest in standard-settings, harmonization of practices and procedures, and better used of available data and information when provided by the partners. It will continue to invest in information management capacity and to offer various forms of support to the partners in data collection, consolidation, and analysis. It will support capacity building for mandated authorities, sector partners/ protection service providers and humanitarian partners. Finally, the Sector will continue to promote principles of protection/ gender/ GBV mainstreaming and will retain its role in advocating that the principle of centrality of protection remains a reference for the HCT and humanitarian actors in Syria.

For further information, or support, the sector is coordinated by Elisabetta Brumat who can be reached at brumat@unhcr.org. The Child Protection AoR is coordinated by Bee Khan (kbkhan@unicef.org). Francesca Paola Crabu (crabu@unfpa.org) coordinates the GBV AoR.

Syria Protection Cluster (Turkey) – Gaziantep, Turkey

The Syria Protection Cluster (Turkey) is made up of the Protection Cluster as well as three Sub-Clusters: Child Protection, GBV and Humanitarian Mine Action. 121 organizations participate in the Cluster and Sub-Clusters: 30 international NGOs, 77 Syrian NGOs, seven UN agencies and five coordination bodies. The Cluster meets twice a month, with the Sub-Clusters meeting once a month.

In 2017, the Cluster expanded protection monitoring and enhanced coordination and the knowledge base on HLP, and explored further activities related to cash in protection and conflict resolution. The Cluster and its Sub-Clusters focused on protection capacity development, expanding current initiatives targeting humanitarian workers and local authorities. In 2017, the Protection Cluster in Gaziantep exceeded its target for number of persons who receive capacity building to implement protection interventions for prevention and response, reaching over 4,000 women and men. The GBV Sub-Cluster's capacity building initiative includes a training of trainers, learning sessions, and ongoing coaching as well as technical support, involving 13 members of the AOR.

Through the Protection Monitoring Task Force, the Cluster launched monthly monitoring in March 2017, following a pilot conducted in December 2016. From March to December 2017, thirteen members of the Protection Cluster in Gaziantep conducted 5,955 interviews in eight governorates, 22 districts, 57 sub-districts, and 276 communities. From January to April 2018, twelve members conducted 1635 interviews in seven governorates, covering 21 districts, 50 sub-districts, 166

communities. The Protection Monitoring Interactive Dashboard and quarterly narrative reports have provided information on the range of protection risks and threats facing civilians, which can be referenced by geographical area and which helps to inform partners' programming. In addition, seven ad-hoc reports from 2017, covering topics such as the impact of December 30 ceasefire agreement, evacuation from Al-Wa'er, displacement towards Menbij, evacuation of Madaya and Az-Zabadani, movement from Arsal, and screening and sponsorship procedures in Aleppo and Ar-Raqqa. The protection monitoring reports and dashboard, along with other relevant Cluster documents are publicly available [here](#).

In 2017, the Protection Cluster also refined and finalized its emergency response package, which enhances field coordination and provides minimum service packages in an integrated manner to affected communities. The Protection Cluster in Gaziantep formed a Housing, Land, and Property Technical Working Group which gathers cluster coordinators and HLP practitioners to strategize about preventing and resolving HLP issues faced. This group ties in with HLP actors in other hubs through regional discussions.

In 2018, the Cluster will build on its 2017 achievements, with a continued focus on expanding emergency response capacity, as well as strengthening community-based protection interventions, expanding protection monitoring, and further developing the knowledge base on HLP and civil documentation. The Cluster will also focus on reinforcing the integration of protection with other priority sectors, such as shelter, food and health. From January to March 2018, 72 Protection Cluster and Sub-clusters members with 26 implementing partners, provided 578,717 protection services in 77 sub-districts.

For further information, please contact the Protection Cluster Lead, Victoria Shepard (UNHCR) shepard@unhcr.org. The Child Protection Sub-Cluster is led by Sam Sesay (UNICEF) sbsesay@unicef.org and Ahmad Salem ahmad_salem@wvi.org (World Vision International). The GBV Sub-Cluster is led by Margherita Maglietti (UNFPA) maglietti@unfpa.org and Fulvia Boniardi (Global Communities) fboniardi@globalcommunities.org, and the Humanitarian Mine Action Sub-Cluster is led by Heba Najjar (UNMAS) heban@unops.org.

Whole of Syria Areas of Responsibility (Technical Expertise)

Child Protection Area of Responsibility (AOR)

There are over 60 child protection organizations, including UN, INGO, national NGOs and government departments operating in 13 governorates. The Child Protection Area of Responsibility works to prevent and respond to abuse, neglect, exploitation and violence against children. As of December 2017, child protection interventions were available in 168 sub-districts and during 2017 nearly 680,000 boys and girls participated in psychosocial support programs, almost one million individuals were engaged in awareness raising initiatives at community level on child protection issues, and 10,000 women and men were trained on the foundations of child protection, community-based child protection approaches and specialized service interventions.

The Child Protection AOR's work is in line with the No Lost Generation strategic framework and is driven by two operational priorities: i) strengthening the quality of community-based child protection interventions and (ii) expanding the availability of quality specialized child protection services, including case management. This includes systematizing efforts to build a sustainable child protection workforce as a way to scale up reach. Advocacy and evidence generation on child

protection concerns underpin these priorities.

Contacts for the AOR are: Turkey Child Protection Coordinators: Sam Sesay (sbsesay@unicef.org) and Abdikadir Dakane Abdi (Abdikadir_Abdi@wvi.org) Syria Child Protection Coordinator: Bee Khan (bhkhan@unicef.org); Jordan and WOS Child Protection Coordinator: Susan Andrew (sandrew@unicef.org); WOS Child Protection Information Management Specialist: Nabil Jarmozi (nal-jarmozi@unicef.org).

GBV Area of Responsibility (AOR)

The gender-based violence sub-sector in Syria is comprised of more than 70 partners including, UN, INGO, Syrian NGO and government agencies operating in all 14 governorates and 133 sub-districts. The sector works to prevent and respond to abuse, neglect, exploitation and violence against women and girls through strengthening community-based GBV programming. This includes activities such as the provision of specialized GBV services for survivors, psychosocial support and various prevention and mitigation activities, such as awareness raising and mainstreaming GBV into other sectors. In addition, the sector works on strengthening the capacity of service providers to respond to gender-based violence issues across the country.

Contact Information:

Gaziantep GBV Coordinators: Margherita Maglietti (UNFPA) maglietti@unfpa.org; Fulvia Boniardi (Global Communities) fboniardi@globalcommunities.org; Damascus GBV Coordinator: Francesca Paola Crabu crabu@unfpa.org; WOS GBV Coordinator and Amman Hub coordinator: Jennifer Miquel (UNFPA) miquel@unfpa.org, Rebecca Sonntag (UNFPA) Sonntag@unfpa.org

Mine Action Area of Responsibility (AoR)

The overall objective of the Humanitarian Mine Action sector is to reduce the impact of explosive hazards in Syria on civilians, through explosive hazard survey, marking and clearance, risk education, victim assistance activities, as well as advocacy to lift access restrictions for humanitarian mine action in Syria. UNMAS coordinates the activities of the 24 international and Syrian organizations that make up the Mine Action Sub Cluster under a 'Whole of Syria' approach.

Risk education campaigns through NGO partners and ministerial counterparts remains the most widespread protection activity in Syria. Over 2.47 million people have been reached in 2017. Training of trainers are also provided to school teachers and humanitarian workers to expand the level of coverage. The MA AoR also work closely with the other clusters to include risk education within other activities and to provide advisory and training support to humanitarian workers deployed in affected areas.

Contamination impact surveys are conducted in certain areas, enabling the sector to advise communities and humanitarian actors of potential hazards in their project locations. The need for large scale explosive hazard survey, marking and removal in areas potentially contaminated remain a critical humanitarian priority, while the number of victims of explosive incidents is raising day by day. The need for further physical rehabilitation, self-care and socio-economic integration support to victims of explosive hazards is increasing. Over 1,200 survivors of explosive hazard incidents have been provided with victim assistance services in 2017 by the sector.

Contact Information

For further information, contact: WoS coordinator Sonia Pezier (soniap@unops.org), Southern Syria Coordinator, Gianmarco Morassutti Vitale (GianMarcoM@unops.org); North West Syria Coordinator, Heba Najjar (heban@unops.org); Northeast Syria sub working group coordinator, Jim Pansegrouw (gpansegrouw@immap.org); Information Management Officer, Sathish Kadkothnalli Basavaraju (sathishkb@unops.org).