



OUR WORK IN SYRIA

IMPACT REPORT

2018-2021



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INTRODUCTION

Who we are & what we do

Human Appeal is a humanitarian and development organisation inspired by Islamic values. In a world full of suffering and injustice, we're a global agent of change. You can find us in 17 countries, working to create lasting impact and a just, caring, sustainable world. When natural disasters strike, humanitarian emergencies erupt from conflict and deep-rooted inequalities bar the most vulnerable from lifting themselves out of poverty, we're there.

Through the provision of immediate relief and the establishment of self-sustaining development programmes, we aim to invest in real, effective solutions to complex humanitarian problems. By establishing firm and loyal grassroots relationships with local, national, and international partners, we are able to access some of the most hard-to-reach places in the world, at their most vulnerable of times, allowing us to help people that most other organisations are unable to reach.

Human Appeal believes that establishing stable healthcare, education, and livelihood programmes paves the way for empowered, self-serving communities. We also recognise that the provision of food, medical aid, and emergency shelter in times of humanitarian crisis is essential for the immediate preservation of life. As such, we value the importance of a multi-dimensional aid approach, and dedicate our time to both emergency relief and long-term development.



Our work in Syria

Human Appeal has been active in Syria since 2011, opening our field office in Gaziantep, Turkey, in 2013. For ten years, we've been improving access to maternal, paediatric and primary healthcare, delivering nutrition assistance, championing the right to education, and providing emergency relief, including food aid and seasonal winter support.

In this report, we show the impact of our work in Syria over the past three years utilising impact data, programme highlights and real stories from those we've supported. We reflect on the complex challenges faced by the most vulnerable Syrian communities at pivotal moments of the ongoing conflict, and document the work through which we have achieved the alleviation of suffering in times of crisis.

And we haven't acted alone. We've joined forces with global institutions as well as local actors to achieve common goals. In this report, we show how such partnerships can achieve greater impact and lasting change.

Finally, excellence, accountability and transparency are core values at Human Appeal, and are intrinsic to the way we work. We therefore detail the robust monitoring, compliance and safeguarding mechanisms at the forefront of our operations that ensure we remain accountable to the people we support, as well as to our donors, partners and ourselves.



OUR SECTORAL PRIORITIES IN SYRIA

2018-2021



HEALTH



FOOD SECURITY
& NUTRITION



EMERGENCY
RELIEF



SHELTER



WATER,
SANITATION
& HYGIENE



EDUCATION

OUR IMPACT IN NUMBERS



655,302

vulnerable people
supported



27

humanitarian and
development projects
delivered



6

sectors prioritised



8

global institutions
worked with



5

partners joined
forces with



\$4m+

in institutional
funding received

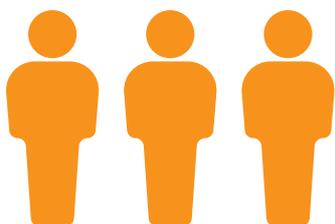


OUR WORK IN 2018



13.1m people in need of
humanitarian assistance
inside Syria

(HNO: 2018, UN OCHA)



6.2m people
internally displaced

(HNO: 2018, UN OCHA)

Humanitarian context

In 2018, a staggering 13.1 million people needed humanitarian support, with more than 6 million displaced (UN OCHA, 2018) and 6.5 million food insecure (WFP, 2018). Despite a reduction in hostilities in parts of Syria, civilians continued to bear the brunt of intense fighting in several locations including Eastern Ghouta, with sustained violence contributing to the world's largest displacement crisis. Over 484,000 people required urgent medical assistance, putting extra strain on an already overstretched health infrastructure, and almost half of all health facilities were either partially functioning, or not functioning at all (UN OCHA, 2019). High levels of poverty were evident across governorates, triggered by mass population movements; the widespread destruction of agricultural infrastructure; increasing debt; and limited livelihood opportunities.

Programmatic priorities

In 2018, we set the following core objectives:

1. To strengthen the provision of maternal and paediatric health services to IDP and host communities in western rural Aleppo.
2. To mitigate growing nutrition needs amongst pregnant and lactating women (PLWs) and children under 5 (CU5).
3. To support education initiatives targeting out-of-school children and those at risk of dropping out, particularly amongst IDP communities.
4. To mitigate food insecurity amongst IDP and host communities, and during emergencies, via the provision of regular food aid campaigns.
5. To enhance seasonal resilience amongst IDP communities via the provision of winterisation support in the form of NFIs.

Sectoral priorities

HEALTHCARE

FOOD SECURITY
AND NUTRITION

EMERGENCY
RELIEF

EDUCATION

Our impact

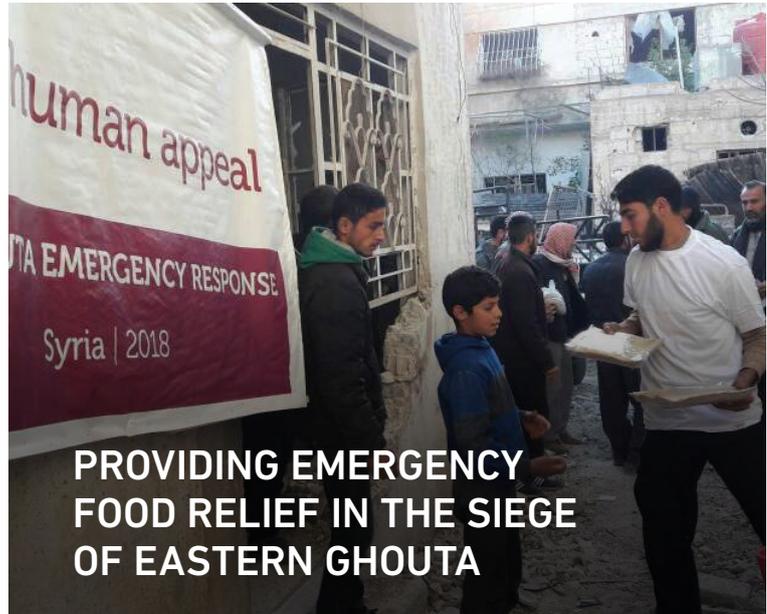


275,819
beneficiaries
reached in total



9 humanitarian
and development
projects
implemented

Programme highlights



PROVIDING EMERGENCY FOOD RELIEF IN THE SIEGE OF EASTERN GHOUTA

The Syrian government imposed a siege on Eastern Ghouta in 2013, after an anti-government protest in 2011 led to its designation as a rebel stronghold. After a failed attempt at de-escalation in 2017, hostilities again began to rise and erupted in early 2018. Home to almost 400,000 people, the Syrian regime and allied forces launched a violent offensive on the city, which caused hundreds of fatalities within a matter of days. After a fierce seven-week offensive, between 12,000 and 13,000 people fled the region, reported as the largest one-day exodus in the country's then seven-year conflict.

At the height of the emergency in April, Human Appeal Turkey mobilised rapidly and we partnered with Circle of Health International (COHI) to help alleviate acute food insecurity amongst communities affected by the violence. Over the course of six days we delivered emergency food aid including 3,000 cooked meals and 5,166 bags of bread. In total, we were able to reach 35,664 vulnerable people.



NUTRITION ASSISTANCE FOR PREGNANT WOMEN AND CHILDREN IN ALEPPO

Disrupted health systems, the destruction of infrastructure and food shortages due to accessibility, availability and affordability, have compounded poor nutrition in northern Syria among pregnant and lactating women as well as children under five.

In 2018 more than 3 million children under 5 required nutrition support, including nearly 20,000 children suffering from severe acute malnutrition (SAM).

With funding from the World Food Programme (WFP) we contributed to the reduction of mortality among children CU5 and PLWs due to undernutrition in northern Syria. We achieved this through the screening and treatment of moderate acute malnutrition cases, reaching 810 women and children. We also received an in-kind donation of vitamins through our partner Vitamin Angels, providing micronutrients to approximately 40,000 people.



PROMOTING SEASONAL FARMING RESILIENCE IN IDLIB WITH UN OCHA

The Syrian conflict has devastated Syria's agriculture industry, more than halving livestock and crop production. Many processing factories and agricultural facilities such as industrial zones, food plants, greenhouses, irrigation canals and pumps have been damaged in conflict areas, resulting in a huge recession in food and agricultural productivity and widespread loss of livelihoods.

In 2018, we partnered with UN OCHA to increase farmers' resilience to the harsh winter weather by promoting sustainable livelihoods and food security for rural communities. We provided 1,500 vulnerable, skilled farmers with winter agricultural kits in Kafr Takharim, Bidama, and Darkush, and we provided 200 wheat farmers in Jisr al Shuqur with seeds, fertilizer, pesticides and fuel for irrigation, enabling them to overcome changing weather patterns and earn a sustainable income.

A SMART PROSTHETIC ARM FOR REYYAN

In 2018, Human Appeal Turkey were able to give a young Syrian girl, Reyyan, a smart artificial limb after she was critically injured by airstrikes at her home in Syria.

"We were playing hide-and-seek with my friends; my brother saw a bomber aircraft. He told us to get down... but we didn't. When the bomb hit in the city of Aleppo, Reyyan received extensive injuries to her head, arm and legs." Her father explained, "As soon as I got outside, I saw the children; most of them were burnt. At the hospital, my other daughter and my niece passed away, and my son received surgery at once."

Young Reyyan was transferred to a hospital in Turkey for her immediate treatment. Once she was discharged, her father explained, an organisation met with the family. "They had a look at Reyyan and said that they would take care of everything, including treatment and medical care. They told us not to worry; they would do whatever it took. That organisation was Human Appeal."

Reyyan was admitted to Guven Hospital in Ankara. With Human Appeal's support, her traumatic brain damage was treated and she strengthened and rehabilitated her weakened arm muscles to prepare them for the prosthesis. Reyyan was supported with physiotherapy to help her to walk on her injured leg and we were able to provide her with a smart prosthetic arm with a four-way palm, which will be upgraded as she grows. Her doctor explained, "Because we completed the rehabilitation process successfully, she responded very quickly when we first fitted the prosthetic arm. She was so excited on the day that she was going to receive the prosthesis."

The prosthesis will be upgraded from two channels to four or six after 2026. This project was instrumental in transforming Reyyan's life after the life-changing trauma she had experienced.

"I just want to be able to walk back to my mother's side," said Reyyan. "I want to thank everyone who helped to get me this prosthesis".

"I just want to be able to walk back to my mother's side. I want to thank everyone who helped to get me this prosthesis."

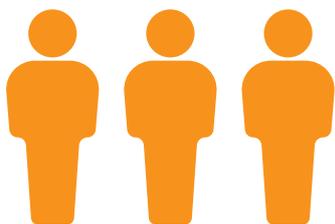


OUR WORK IN 2019



11.7m people in need of
humanitarian assistance
inside Syria

(HNO: 2019, UN OCHA)



6.6m people
internally displaced

(HNO: 2019, UN OCHA)

Humanitarian context

Over nine years of conflict devastated the lives of millions of Syrians, with a staggering 83 per cent living below the poverty line (UN, 2019). Ongoing violence left the economy in ruins, and decimated homes, hospitals, schools, and markets, leading to loss of life and widespread loss of livelihoods. More than 13 million Syrians lacked sufficient access to healthcare (WHO, 2019) and 2.1 million school-aged children were not in education (UNICEF, 2019). More than 11 million people needed humanitarian assistance in 2019, and 6.6 million Syrians were internally displaced, with many living in makeshift shelters, tents, or damaged buildings unfit for habitation (UN OCHA, 2019).

Programmatic priorities

In 2019, we set the following core objectives:

1. To continue the provision of maternal and child health services amongst IDP and host communities in western rural Aleppo.
2. To increase capacity to respond to health needs in hard-to-reach areas via the provision of a mobile clinic.
3. To mitigate the prevalence of preventable diseases via the delivery of child vaccination programmes.
4. To mitigate food insecurity amongst IDP and host communities via the provision of regular food aid campaigns.
5. Promote seasonal resilience amongst IDP and host communities via the provision of winterisation support in the form of NFIs and emergency food aid.

Sectoral priorities

HEALTHCARE

FOOD SECURITY
AND NUTRITION

EMERGENCY
RELIEF

Our impact



172,674
beneficiaries
reached in total



10 humanitarian
and development
projects
implemented

Programme highlights



PREVENTING DISEASE THROUGH CHILD VACCINATION

The Syrian conflict has caused widespread destruction and loss of life, but there are also other serious side effects of the war that go unnoticed. One such side effect is the growing number of children in many parts of Syria who have not been vaccinated against preventable diseases, leading to outbreaks of once controlled illnesses such as measles, tetanus and rubella.

In 2019, we were able to deliver a multi-antigen vaccination programme for children under five years old across ten villages in Big Orem and Shaykh Ali, in coordination with the Syrian Immunization Group (SIG). Due to our public awareness campaign about the importance of vaccination as well as the influx of newly-displaced families at the time of implementation, we were able to overachieve our target number of vaccinations by 200 percent, immunizing a total of 5,068 boys and 4,920 girls.



IMPROVING ACCESS TO PRIMARY HEALTHCARE IN HARD-TO-REACH AREAS

Mass population movements due to upsurges in violence have led to the worst displacement crisis in the world. Inside Syria, more than 6 million people are displaced from their homes, with many living in informal settlements and camp settings, without access to healthcare. Their situation is compounded by a lack of skilled health professionals and regular attacks on facilities, which has caused more than 50 percent to shut down, leaving displaced communities without access to critical medical services.

In 2019, we were able to provide life-saving and life-sustaining services to conflict-affected and displaced people struggling to access healthcare in western rural Aleppo. With funding from Americares, we set up a mobile clinic and travelled to affected communities directly, providing treatment for acute illnesses, awareness sessions, life-support and first aid, screening and treatment for malnutrition, and referrals to hospitals for serious cases. We prioritised internally displaced people and other vulnerable populations, particularly women and children, and reached 9,081 people.



MITIGATING FOOD INSECURITY THROUGH REGULAR FOOD AID CAMPAIGNS

In 2019, we helped to mitigate food insecurity in northern Syria through regular and seasonal food aid campaigns. During Ramadan and the Islamic month of Dhul Hijjah, we enabled conflict-affected communities to fulfil their religious obligations by breaking their fast or receiving Qurbani meat.

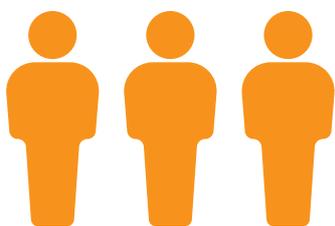
During the month of Ramadan, we contributed to increasing access to food services for the most vulnerable households in northern Syria. This was primarily through e-vouchers, the provision of hot meals and nutritious food parcel distributions. These interventions directly benefited 20,382 people. We further provided cash e-vouchers and hot meals to 7,650 beneficiaries at Al-Imaan Hospital and Umal Kubra. During Eid al-Adha, Qurbani meat distributions in Syria saw 10,115 vulnerable people benefit directly. This intervention aimed to provide 2.5 to 3kg meat shares per IDP family.

OUR WORK IN 2020



11.06m people in need of
humanitarian assistance
inside Syria

(HNO: 2020, UN OCHA)



6.1m people
internally displaced

(HNO: 2020, UN OCHA)

Humanitarian context

Increasing hostilities in northwest Syria continued into 2020, displacing almost 1 million people caught in the midst of devastating violence. Many forced to flee had been displaced for the fourth or fifth time, and 70 percent were women and children. In a statement issued on 17th February 2020, the UN described how “indiscriminate” airstrikes targeted overcrowded displacement camps, hospitals, schools, residential areas, mosques and markets.

To make matters worse, the first recorded case of COVID-19 in Syria put additional strain on an already overwhelmed and under-resourced healthcare system, and vulnerable communities affected by chronic displacement were unable to adequately protect themselves from transmission due to lack of hygiene and sanitation facilities. COVID-19 mitigation measures further led to increased unemployment and worsened the ongoing economic crisis, causing food prices to skyrocket

Programmatic priorities

1. Continue and strengthen the provision of and access to primary, nutrition, maternal, paediatric and gynaecological health services amongst vulnerable IDP and host communities.
2. Continue the provision of emergency health support to those in hard-to-reach areas via mobile clinics.
3. Mitigate the transmission and impact of COVID-19 on people's health at the community level.
4. Mitigate growing food insecurity amongst IDP and host communities via the provision of regular food aid campaigns.
5. Promote seasonal resilience amongst IDP and host communities via the provision of winterisation support in the form of NFIs and emergency food aid.

Sectoral priorities

HEALTHCARE

FOOD SECURITY
AND NUTRITION

NON-FOOD
ITEMS

EMERGENCY
RELIEF

Our impact



206,809
beneficiaries
reached in total



8 humanitarian
and development
projects
implemented

Programme highlights



IDLIB EMERGENCY FOOD RESPONSE

As the Idlib offensive showed no sign of stopping, at the start of 2020 we mobilised to provide emergency humanitarian assistance to newly displaced families escaping the violence. With funding from Human Appeal France, Spain, and the UK, we provided ready-made food items for those travelling to safety and seeking shelter near the Turkish border. Many found themselves forced to live out in the open, on roads and under trees, with no adequate form of shelter and left directly exposed to the harsh winter weather.

We provided nutrient-rich food packs for families of six that included essential survival items such as water, olives, biscuits, hummus, cheese, nuts, noodles, soup and other ready meals, jam, bread and cutlery, helping to meet immediate food needs. We were able to reach 2,787 families with emergency food packs, helping a total of 16,605 people who had lost everything.



ENHANCING COMMUNITY RESILIENCE TO COVID-19 IN IDLIB & ALEPPO

Internally displaced communities are some of the most ill-equipped to protect themselves against coronavirus. The overcrowding of camps and informal settlements and lack of sanitation facilities are making it impossible for the most vulnerable to practice distancing or safe hygiene. That's why since the first recorded case of COVID-19 inside Syria, Human Appeal has mobilised to support efforts to control the virus. We began delivering essential family hygiene packs directly to the most vulnerable IDP communities across Idlib containing PPE and items to improve safe hygiene practices such as handwashing soap, household cleaning materials and detergent. In partnership with UN OCHA and Qatar Charity we've also set up three community-based isolation centres in Idlib and Aleppo to improve access to COVID-19 isolation and supportive therapy services.

With global statistics indicating the 95 percent of confirmed COVID-19 cases can improve with adequate isolation and supportive care, the centres are acting as a first line of defence to help alleviate the burden on existing health facilities in the region, and increase their capacity to receive patients requiring intensive healthcare. Each isolation centre is fully staffed, furnished and equipped to cope with the increasing numbers of suspected and confirmed cases of COVID-19 and provide round the clock care. Each centre consists of six tents with capacity for 48 beds, oxygen tanks, water storage facilities and solar power sources. The centres were equipped to support 1,500 people over the course of the first phase of the project, including 150 children.



SEASONAL WINTER SUPPORT FOR NEWLY DISPLACED FAMILIES IN IDLIB

We targeted the most vulnerable people who had been newly displaced as the result of repeated violence in northwest Syria which escalated starting from December 2019 and continued until early March 2020. The escalation of violence during the winter months led to increased poverty, family separation, loss of lives and livelihoods, shelter and WASH needs as well as increased vulnerability to protection risks. Most displacements came from the southern parts of Idlib (Maarrat and Nouman), northern parts of Hama and western Aleppo countryside.

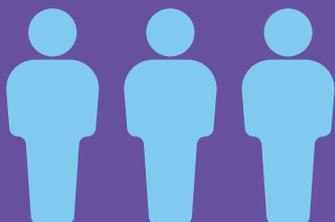
We provided emergency winterisation support through non-food items and shelter reinforcement kits for displaced Syrian families including warm blankets, plastic sheets to waterproof temporary shelters, waterproof shoes, raincoats and children's clothing via in-kind support and cash vouchers. We were able to reach 5,555 people who had fled home with what little they could carry.

A NEW STRATEGIC DIRECTION IN 2021



13.4m people in need of humanitarian assistance inside Syria

(HNO: 2021, UN OCHA)



6.2m people internally displaced

(HNO: 2021, UN OCHA)

Promoting community resilience

As the Syrian conflict shows no sign of stopping and humanitarian needs continue to grow, we're adapting the way we respond to crises. We'll continue to be on the ground providing emergency relief for vulnerable Syrians for as long as it's needed, but we want to ensure that the communities we serve are equally assisted to achieve long-term stability so they can rebuild their lives. By forming productive partnerships with local organisations, sector clusters and global institutions, such as UN OCHA and the Turkish Red Crescent, Human Appeal is investing in development that supports community resilience and the early recovery phase.

Programmatic priorities:

Our ongoing core programmatic commitments:

1. Emergency response
2. Regular food aid campaigns
3. Ongoing provision of maternal and child health and nutrition services
4. Winterization
5. Vaccination programmes

Additional commitments:

1. Build capacity to implement sustainable WASH interventions for targeted IDP communities.
2. Develop and implement long-term housing solutions for IDP communities with acute shelter needs.
3. Build capacity and expertise to support long-term community resilience via livelihoods and income generative programming.
4. Improving access to health services amongst IDPs at the community level through the provision of Primary Health Centres (PHCs).
5. School rehabilitation and reconstruction in underserved locations.
6. Devise and run Back-To-Learning (BTL) campaigns in targeted locations with Psychosocial (PSS) activities for children.

Programme highlights so far

REBUILDING COMMUNITIES WITH SAFE, SECURE BRIQUETTE HOMES

In response to the growing displacement crisis in northwest Syria, Human Appeal is building one of the most developed shelter initiatives for displaced families in Idlib. Starting in 2021, we'll be constructing a community village of 1,000 briquette houses to home displaced families currently living in tents and other inadequate shelter across the region. Each home will have four rooms – a kitchenette, bedroom, private bathroom with a toilet, and a foyer. Families will have their own water storage facilities, including a 1,000 litre tank for general, everyday use, and a tank specifically for drinkable water, meaning women and girls will no longer have to travel great distances to fetch water. Families who will benefit from the initiative will no longer bear the burden of how to heat their tents in the bitter winter months as the briquette homes will naturally provide much greater insulation and protection from the elements. Moreover, they will be pre-wired for electricity, including the installation of lighting and sockets, future-proofing them to be connected to a mains solar power source once installed. Inside the village, there will be a school so children will have uninterrupted access to a stable and secure, well-equipped learning environment to gain valuable skills, and a mosque to enable the community to fulfil their religious obligations.

COMMITMENT TO PARTNERSHIPS & LOCALISATION

Joining forces with partners to achieve lasting impact

Since 2018, we've partnered with five organisations, including Orange and the Syrian White Hands, to deliver vital healthcare, clean water, nutrition assistance and education initiatives.

As our operations inside Syria have grown and adapted, so has our commitment to providing emergency and development aid through grassroots organisations by forming productive local partnerships. Human Appeal believes that collaboration across civil society and with other humanitarian actors leads to greater quality impact through the sharing of local knowledge, expertise and resources, and we'll continue to seek out opportunities to join forces with community-led actors as we adapt our programming to best meet complex and fluid needs.

You can read all about our rigorous partner vetting procedure in the final section of this report.

Impact highlights from our partner work



PROMOTING FOOD SECURITY, SHELTER AND EDUCATION WITH WHITE HANDS

Starting in 2020, we have partnered with Beyaz Eller (White Hands) to mitigate food insecurity amongst internally displaced communities in rural Aleppo through seasonal food aid campaigns. During the month of Ramadan, we delivered 310 nutritious family food parcels, supporting 1,566 people. The food parcels contained over 40kg of long-life, staple foods including sugar, rice, oil, chickpeas, beans, pasta, flour and more. In August 2020, we also delivered fresh Qurbani meat to 10,400 people in displacement camps in Azaz, northern rural Aleppo, providing a total of 13,725kg of fresh sheep meat.

In 2021, we have continued our partnership to provide food aid during the month of Ramadan and for Qurbani, and we're also expanding our partnership activities to meet increasing shelter and education needs. Over the course of six months, we'll be working together to construct apartments for IDP families without shelter, ensuring they have a safe, stable and secure home after many years in displacement. Our education initiative will also see two primary schools in Afrin be rehabilitated, providing more than 600 children with access to learning.



PRIMARY HEALTHCARE & CLEAN WATER FOR IDPS WITH THE TURKISH RED CRESCENT

In 2020, we began our long-term partnership with the Turkish Red Crescent to implement two vital development programmes that support a community of 36,000 newly settled IDPs in Mashad Ruhin. First, we built and established a primary healthcare facility to provide the community with access to vital lifesaving and life-sustaining healthcare services. The facility provides sexual, reproductive and paediatric health services, mental health and psychosocial support, basic trauma care and essential medicines for 6,000 people based in Mashad Ruhin, as well as 30,000 IDPs in adjacent settlements. Next, we've recently provided access to clean, safe water to the whole community by drilling a water well, water tower and pipe network. The water from the well is collected in a reservoir and pumped directly to homes where it is stored in an 800 litre water tank for everyday use, meaning families now have their own uninterrupted access to running water without having to leave home. The well not only provides clean mains water to 1,228 houses, or more than 8,000 people, but also services other public buildings within the community, such as mosques, schools and Human Appeal's new Primary Healthcare Centre. The project has also generated livelihood opportunities for young men and women who have been employed and trained on borehole operations and maintenance to encourage community ownership, ensure long-term sustainability of the project. Thanks to increased access to water, the newly settled community are also at decreased risk of contracting COVID-19 along with water-borne diseases like cholera and diarrheal disease. Women and girls who no longer have to travel to fetch water will be able to spend more time on building skills that will continue to empower them.

GLOBAL COLLABORATION & INSTITUTIONAL FUNDING

Collaborating with other global actors is a productive pursuit when it comes to reaching the most at-risk communities. It can reduce duplication of effort and wasted resources, promote skilled institutional responses and simplify emergency response. Increasing complexity surrounding humanitarian action only compounds the importance of collaboration and partnerships for improving the speed, quality and effectiveness of humanitarian response.

We're proud to have worked with eight global organisations and institutions in Syria since 2018, including the World Health Organisation (WHO), the UN Office for the Coordination of Humanitarian Affairs (UN OCHA), Americares, and the United Nations Children's Fund (UNICEF). Through these partnerships, we have been able to tackle food insecurity, champion the right to education, and provide life-saving health services to those who need it most.



8 global donors
worked with



4,188,964 USD
received in grants



373,000
beneficiaries
reached



15 institutionally
funded projects
implemented

Highlights from our work



IMPROVING ACCESS TO MATERNAL & PAEDIATRIC HEALTH SERVICES WITH UN OCHA

Since 2014, we've partnered with UN OCHA to improve displaced communities' access to lifesaving and life-sustaining maternal, paediatric and general healthcare services in northwest Syria. Originally located in Big Orem Aleppo, in August 2019 we were forced to relocate the hospital to Sarmada in Harim, Idlib due to being targeted by airstrikes. Al Imaan Hospital for Women and Children is the only facility of its kind in the area and supports a population of around 100,000 people, the majority of whom are displaced. The vital services the facility provides include comprehensive emergency maternal, obstetric and neonatal care, the provision of essential medicines, and major and minor surgeries. Our hospital staff have also successfully been delivering education initiatives to improve child nutrition by increasing rates of breast and complementary feeding, most recently adapted to the context of the COVID-19 pandemic.

Our attached mobile clinic has been a lifeline for displaced people in hard-to reach areas and those who do not have the means to travel to a health centre or hospital, such as heavily pregnant women and new mothers. Through the mobile clinic we've been able to provide reproductive healthcare services across IDP camps in Idlib, including antenatal and postnatal care, as well as deliver health and nutrition education campaigns directly to communities most in need. In response to influxes of newly-arrived IDPs, in early 2020 we expanded our operations and established a primary healthcare centre in Little Hir Jamus. The centre is equipped to provide similar services to our mobile clinic, with the addition of a dedicated psychosocial support service for trauma-affected families. Between July 2020 and January 2021 alone, Al Imaan Hospital, mobile clinic and primary healthcare centre supported 45,132 people and safely delivered 2,908 babies.



PROVIDING EDUCATION OPPORTUNITIES FOR AT-RISK CHILDREN WITH UNICEF

Starting in 2018, we partnered with UNICEF to deliver much-needed education support for conflict-affected children out of school as well as those at risk of dropping out in northern Syria. In coordination with the education directorates in Idlib and Aleppo governorates, we delivered 16 community-based 'Back to learning' campaigns promoting the importance of enrolment, attendance and learning. Through group-based sessions and direct household visits for the most vulnerable, we provided teachers, parents and their children with ways to access education and mapped available services. We also raised awareness on protection issues, including the effects of early marriage, child labour and child recruitment.

In the second phase, we rehabilitated, reconstructed and furnished 85 classrooms within 11 temporary learning spaces, enabling almost 5,000 children aged 7-14 to access learning opportunities. By constructing accessible toilets and ramps, we were able to ensure children with disabilities could attend school. To mitigate drop-out rates, we provided enrolled students with daily transportation, school supplies and psychosocial support to overcome trauma. 110 teachers were provided with professional development training, materials and financial incentives to ensure they were fully supported to provide quality education.



DELIVERING COMMUNITY-BASED VACCINATION PROGRAMMES WITH WHO

In 2020, we joined forces with the Syrian Immunization Group (SIG), a consortium within the health cluster co-chaired by WHO and UNICEF, to respond to the growing demand for vaccines amongst increasing numbers of IDPs in north west Syria. The immunisation programme targeted children under one year of age, school-age children and women aged 15-49.

Between January and July 2020, we helped to support two vaccination centres in northwest Syria to carry out WHO's Expanded Programme of Immunization (EPI), reaching 10,501 people with the tetanus vaccine. Through this collaborative effort, we helped to tackle the precarious immune status of children and women of childbearing age in internal displacement and stop the spread of preventable diseases.

EXCELLENCE, COMPLIANCE, TRANSPARENCY & ACCOUNTABILITY

Our values inform our unique identity as a faith-based charity. They define how Human Appeal serves the most vulnerable people, and they form a framework to keep us accountable to our supporters, staff, partners, and the people we support. Our values help us to achieve our vision and to increase the effectiveness of our organisation.

Below are some of the mechanisms integrated in our programming through which we strive for excellence, ensure compliance and remain transparent as we work to help some of the most vulnerable communities in the world.

Monitoring, evaluation and learning

Monitoring, evaluation and learning (MEAL) are essential to our ability to implement quality programming that meets beneficiary needs and ensures we remain compliant. It is an important mechanism by which we practically apply our commitment to continual improvement through the documentation of our impact, evaluation against smart indicators and integration of learnings into future projects.

The MEAL team at Human Appeal Turkey helps to ensure programme quality via its:

- Support to the Human Appeal Turkey project cycle
- Support in effective decision-making
- Recommendations on how to improve Human Appeal Turkey activity
- Promotion of transparency in projects
- Upholding of reporting procedures
- Creation and delivery quality M&E plans

Safeguarding, Preventing Sexual Exploitation and Abuse (PSEA)

We work with some of the most vulnerable people in the world. Deep-rooted inequalities, conflict and sustained poverty all create conditions that leave people at risk of exploitation and abuse. It is therefore extremely important that we conduct our programming with the strictest sensitivity and proactivity to these conditions to safeguard all those who we support.

Human Appeal Turkey has a Preventing Sexual Exploitation and Abuse (PSEA) focal point and we are an active member of the PSEA network managed by the UN. The PSEA focal point attends regular network meetings, staying up to-date on new information, safeguarding mechanisms and methods. The focal point regularly delivers PSEA training to all Human Appeal staff in Turkey and Syria to ensure they know how to recognise and act on any potential PSEA incident and that PSEA policies and procedures are actively implemented.

The dedicated PSEA network hotline number for reporting incidents is displayed in all Human Appeal facilities in Syria, along with the Human Appeal HQ-monitored whistleblowing reporting mechanism **speakout@humanappeal.org.uk**.

Complaints procedure

Receiving feedback and rapidly identifying shortcomings are essential to upholding our commitment to excellence and accountability. Human Appeal Turkey provides a number of methods by which staff members, volunteers and project beneficiaries can safely make complaints. These include:

- Feedback & Complaints boxes – Complaints boxes are monitored by the MEAL Team leader accompanied by the field Project Coordinator.
- WhatsApp number
- Dedicated email address
- In-field MEAL team
- Via the dedicated complaints and feedback section present in all beneficiary questionnaires.
- Directly to the on-site Project Manager.

All complaints received are recorded in a secure log. The complaint is addressed with the concerned department and a thorough investigation is conducted. Swift and appropriate action is then taken when necessary with oversight by the MEAL Officer. If the complaint is sensitive (e.g. PSEA), it is shared directly with the relevant focal point and Head of Mission.

Partner vetting procedure

Whilst forming positive local and cross-border partnerships is a productive pursuit, not all organisations are created equal. We recognise that the partners we work with are an extension of Human Appeal and directly impact the vulnerable communities we serve, and so we hold them to the same strict quality and ethical standards as we hold ourselves. Our potential partners are subject to a rigorous vetting procedure.

The vetting process begins with the partner selection process by the country office. The country office is required to fill out the partner selection form provided by HQ in order to ensure a clear and transparent partner selection following the below stages:

Stage 1: Completion of Partner Selection form and case for a new partner.

Stage 2: Screen Check and approval from the Director of Programs and CEO.

Stage 3: Full Partner Due Diligence and Partnership Agreement completed.

Stage 4: Quarterly updates for the trustees on any new partners selected.

The field office is required to give significant reasons why a new partner is required and provide an initial assessment using six criteria which include scrutiny of technical expertise, legal status, financial and human resource processes, programme management, external relations and reputation. A Partner Evaluation and Assessment Tool centralised at HQ is used to evaluate the capacity of candidates.

Only after due diligence and the partnership agreement are completed can the partnership commence. The field office is required to send detailed quarterly updates about the newly selected partners so their performance is continually monitored and assessed.



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