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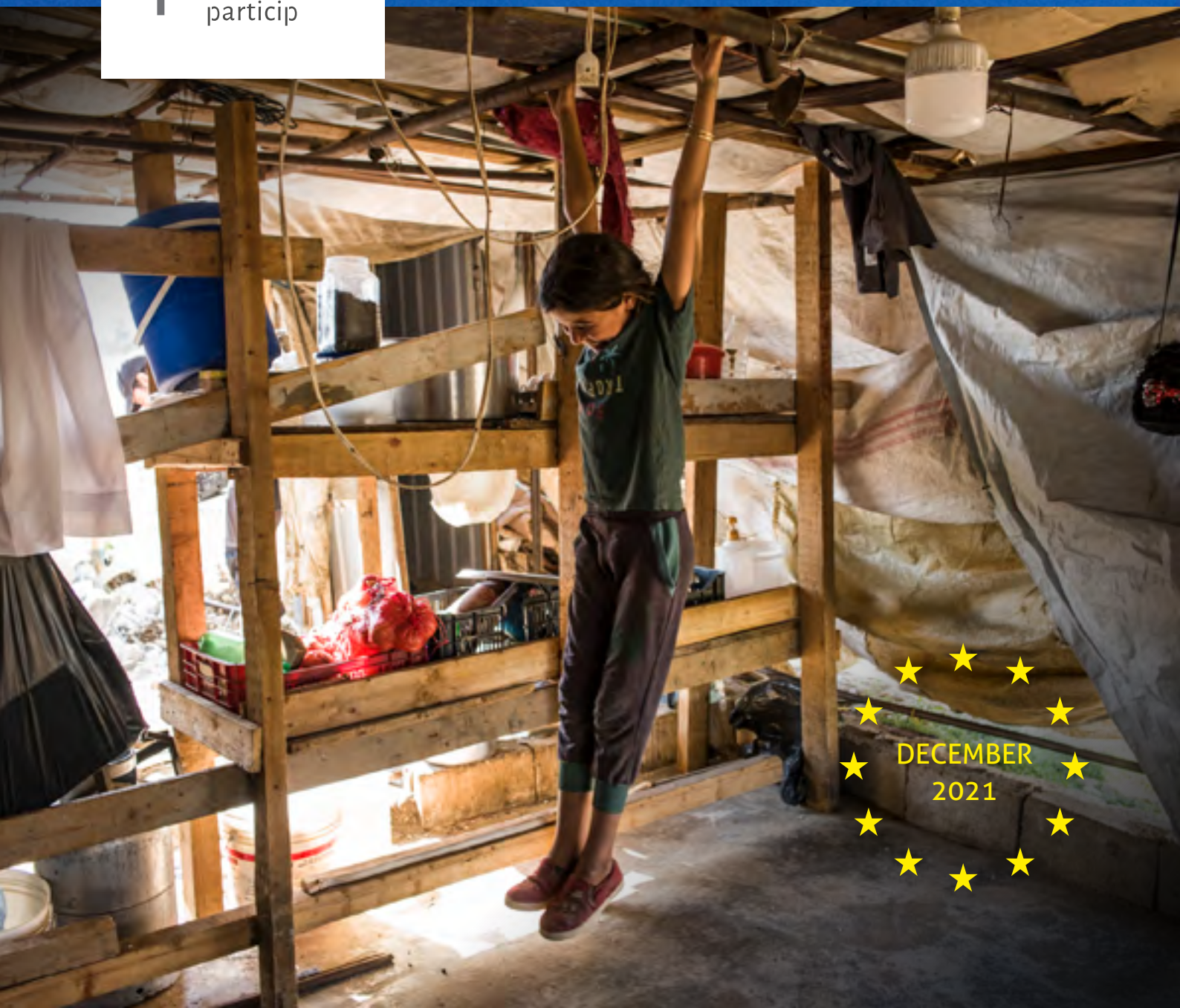
A project
implemented
by Particip
Consortium



EU REGIONAL TRUST FUND IN RESPONSE TO THE SYRIAN CRISIS

Key Findings from the 9th Results Report

Special edition with COVID-19 results





The Trust Fund to date

As of September 2021, there are still 5.6 million Syrian refugees and 6.2 million internally displaced persons (IDPs) in the region as a consequence of the Syrian crisis. In addition to facing the **humanitarian** and economic crises linked to the Syrian war, the COVID-19 pandemic has added another layer of complexity to the **challenges Syria and its neighbouring countries are experiencing**. The impact of the pandemic in the region is deepening hardship for those most in need, i.e., Syrian refugees, Palestinian refugees from Syria and Palestinian refugees residing in Lebanon and Jordan, as well as, vulnerable host communities and IDPs.

The **EU Response to the Syrian crisis, the EU Regional Trust Fund** - hereinafter the Trust Fund - has mobilised EUR 2.3 billion from 21 Member States, Turkey and the United Kingdom since 2014. From this, EUR 2.24 billion has been adopted as Action Documents. 120 projects have been contracted, of which 107 are of non-humanitarian in character.

The Trust Fund works with international organisations, EU Member State Agencies and development banks, Non-Governmental Organisations, Partner

Governments of Jordan and Serbia and International Financial Institutions. The Trust Fund has structured interventions in seven priority sectors i.e., **Basic and Higher Education, Livelihoods, Health, WASH, Protection, Social Cohesion**, and one cross-cutting sector on **Advocacy and Development Alliances**.

These actions continue to be delivered in three focus countries: **Lebanon, Jordan and Iraq**. **Turkey** has also been the recipient of substantial funding from the Trust Fund, while others have been supported with a lower number of interventions, such as the Western Balkans, Armenia, Egypt and Syria.

Since March 2020, the rapid EU **response to the COVID-19 pandemic** in the region has reached EUR 165.7 million, including the Corona Package, with EUR 54.7 million for Lebanon and Jordan. Apart from eight actions of the **Corona Package**, the Trust Fund has actively supported the realignment of additional health, protection, education, and livelihoods actions to better respond to the emerging challenges amid the pandemic.



This **9th edition of the Results Report** therefore contains a specific section on COVID-19 related results, which is also publicly available as an individual report with more detailed information.

This edition comes also with a complementary **outcome framework**, which aims at improving outcome awareness and outcome reporting.

Methodological approach to assess results

The **Trust Fund Results Framework** has been revised during this period (September 2020 to June 2021) to improve the quality of information and better differentiate access to services from awareness activities.¹

The revised Results Framework contains now **37 Key Performance Indicators (KPIs)**² that are categorised in three areas: **access to services** in the sectors of Health, Education, Livelihoods, WASH, Protection and Social Cohesion; **local capacities strengthening**, which means training of educational, health, protection, social cohesion personnel in local, regional or national public entities and organisations; and **local infrastructure improvements**, such as schools, micro and small and medium

enterprises (MSME), health facilities, WASH infrastructure, asylum centres or community centres that are improved or newly built. The indicators, primarily output ones, are quantitative variables.

The fact base for this report is the Quarterly Information Notes (QINs) generated by the Trust Fund implementing partners (IP) with a **cumulative approach that covers the period up to June 2021**.

As part of the **COVID-19 specific results section**, and in line with World Health Organisation (WHO) recommendations, three COVID-19 related indicators have been added: two output ones (on personal protective equipment -PPE- and technical guidance) and one measuring

→ 1. All awareness activities are captured now by one variable on social cohesion. While some indicators have been taken out from the Results Framework due to the lack of reported information and potential double counting (former 13, 15, 23, 29), others have been merged to the awareness related indicator (former 25 and 33). In few cases, the formulation has been improved (Current 12, 16, 31, 33 and 35).

→ 2. The EU Regional Trust Fund Results Framework 2021 can be found at: https://ec.europa.eu/trustfund-syria-region/monitoring-evaluation_en

impact in terms of COVID-19 cases. Nineteen KPIs have been disaggregated by its COVID-19 dimension³.

This **Results Report** assesses results - from **ninety-three projects** that have delivered a QIN and are funded by the Trust Fund and implemented by a wide range of implementing partners. From these actions, sixty-four are active interventions, and twenty-nine are completed. In this reporting period sixteen new projects have been added.

The **aggregation strategy** to calculate coverage of Trust Fund interventions, which is based on the 37 KPIs, does not arithmetically add all KPIs, in order to

minimise double counting. However, this remains challenging in some sectors, especially in Education, Health, Protection and Social Cohesion (where awareness and group sessions are involved, for example).

The evidence for the newly added **outcome analysis** comes from available Results Oriented Monitoring (ROM) and Outcome Harvesting exercises, and therefore, not all projects and countries are fully covered. Outcomes are also presented by sectors, and differentiate changes at the level of individual beneficiaries, local institutions and organisations and national institutions, usually sector ministries.

→ 3. The COVID-19 specific results are presented in a separated COVID-19 results report published as part of the 9th Results Report.

Findings: Global results

Since its establishment, the Trust Fund has achieved the following results for refugees, host community members and IDPs, according to the following **three categories of KPIs**:

- It has facilitated **access to direct services** for 8,497,984 refugees, host community members and IDPs. It has additionally reached out to 1,946,469 people with awareness campaigns.
- In the area of **local capacities strengthening**, it has trained 60,420 people from these target groups.
- In terms of **infrastructure improvements**, it has renovated, reconstructed or newly built 8,683 local facilities.

Progress in terms of output achievement (*Figure 1*) until June 2021 increased in the three categories, access to services (from 79% to 97%), local capacity strengthening (from 89% to 96%), and local infrastructure improvements (from 69% to 86%).

According to the **disaggregation criteria based on sex and community of origin**, data shows that, on average, more women continue to have access to Trust Fund supported services than men. Also, the refugee community **accessed services** to a greater extent than their host community peers.

Overall progress - Target Category

EU Regional Trust Fund in Response to the Syrian Crisis

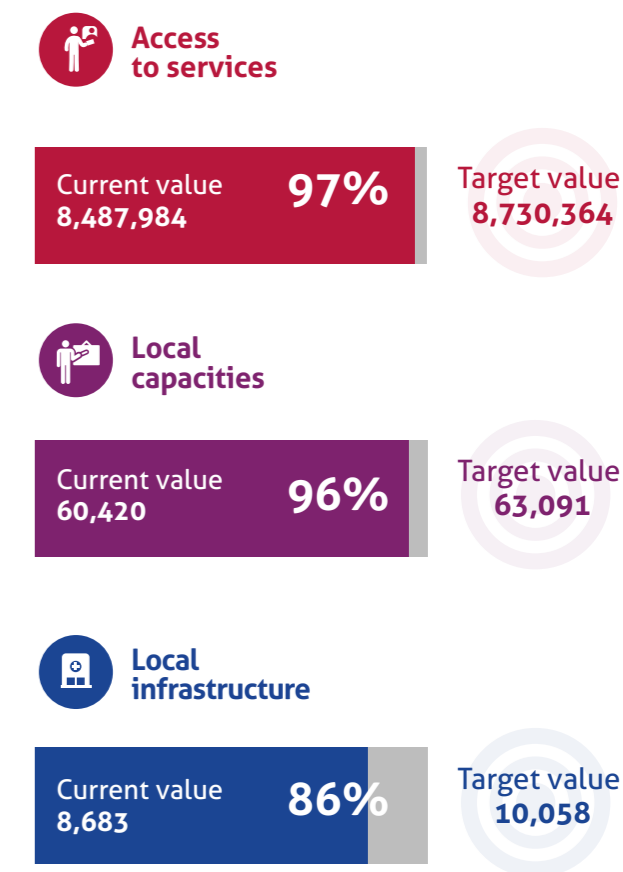


Figure 1: Overall progress of the Trust Fund (as of 30/06/2021)

In terms of strengthening **local capacities**, women and men were trained to the same extent. Host community members had substantially more access to capacity building, since the large majority of people working in public services are from the host partner countries. There is still scope for improvement in the disaggregation of data and its reporting by sex and community of origin.

As outlined in the intervention logic of the Trust Fund, it is assumed that more access to education, livelihoods opportunities, health, protection and social cohesion

support will lead to better education, health and economic outcomes, and to an improvement in the living conditions of the Trust Fund target groups.

Globally by sectors, Basic Education, Livelihoods, Health, and Protection, show full achievement of planned outputs in terms of access to those **services** (Figure 2), while Higher Education and Social Cohesion targets show very high percentages of achievement. Access to safely managed water, which is closely linked to improved infrastructure, continues to report the slowest progress.

In terms of **strengthening local capacities**, Education and Protection already outperform their targets, with Social Cohesion and Health displaying high levels of achievement. Due to new actions, hence to higher targets (from interventions implemented by GIZ in Jordan and ACTED in Lebanon), capacity building in Water, Sanitation and Hygiene (WASH) reflects the slowest pace (Figure 3).

The Trust Fund support to **local infrastructure** encompasses a wide range of actions. Good progress has again been noted in this period thanks principally to progress in the Livelihoods, Education and WASH sectors. Planned local infrastructure improvements in WASH have been almost fully achieved and upgrades in MSME (Livelihoods) and in community centres and municipalities (Social Cohesion) also show good progress.

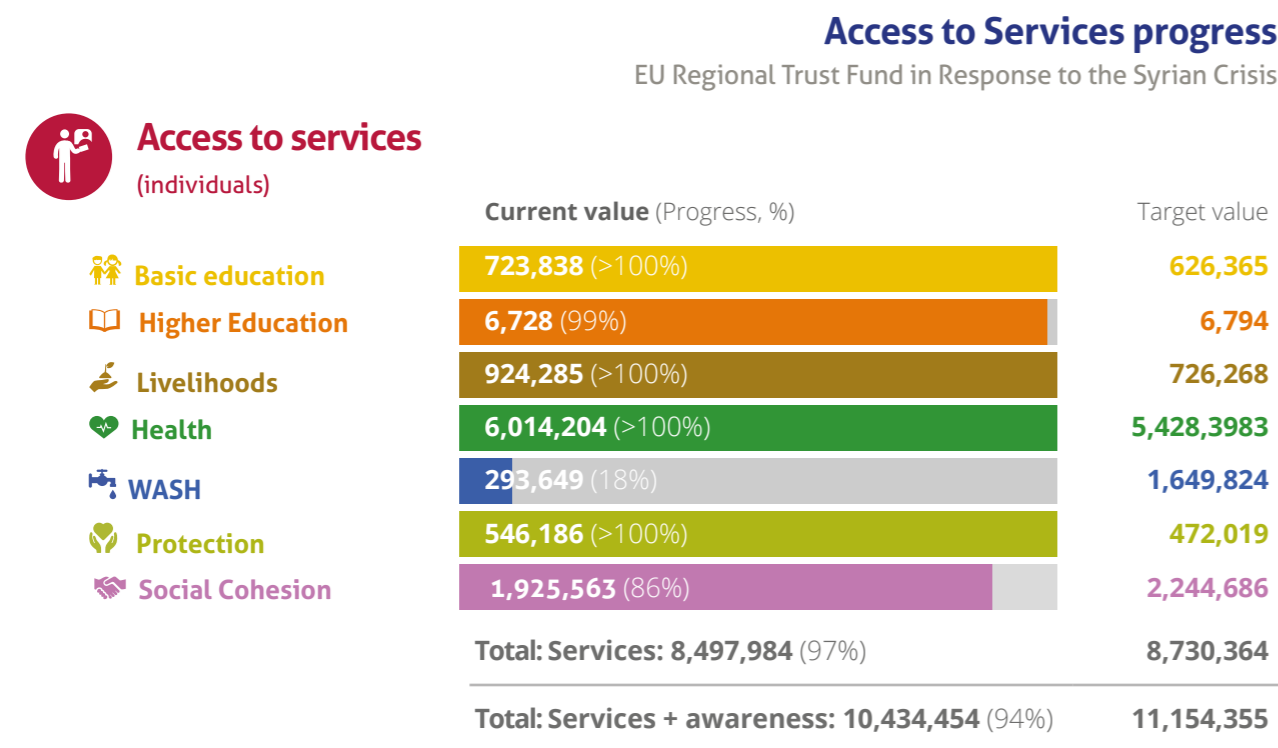


Figure 2: Trust Fund progress regarding access to services (by sector, as of 30/06/2021)

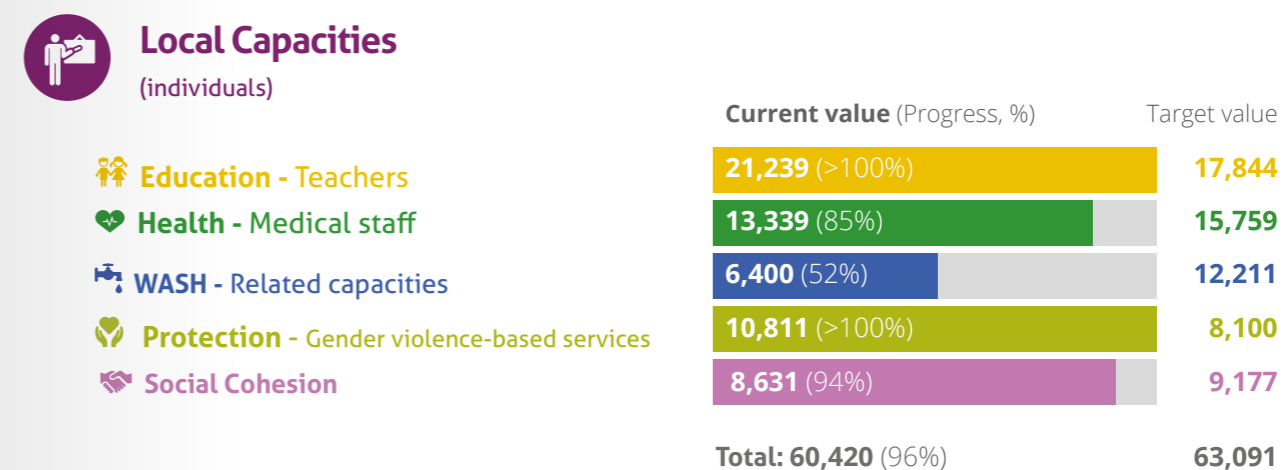


Figure 3: Trust Fund progress regarding local capacities (by sector, as of 30/06/2021)

During this reporting period, targets in Health have substantially increased, leading to a relative decrease in output delivery. This is mainly due to the addition of two new projects (one that

improves accessibility of clinics for people with disabilities in Lebanon, and the other that provides equipment to primary health centres in Jordan) (Figure 4).

EU Regional Trust Fund in Response to the Syrian Crisis

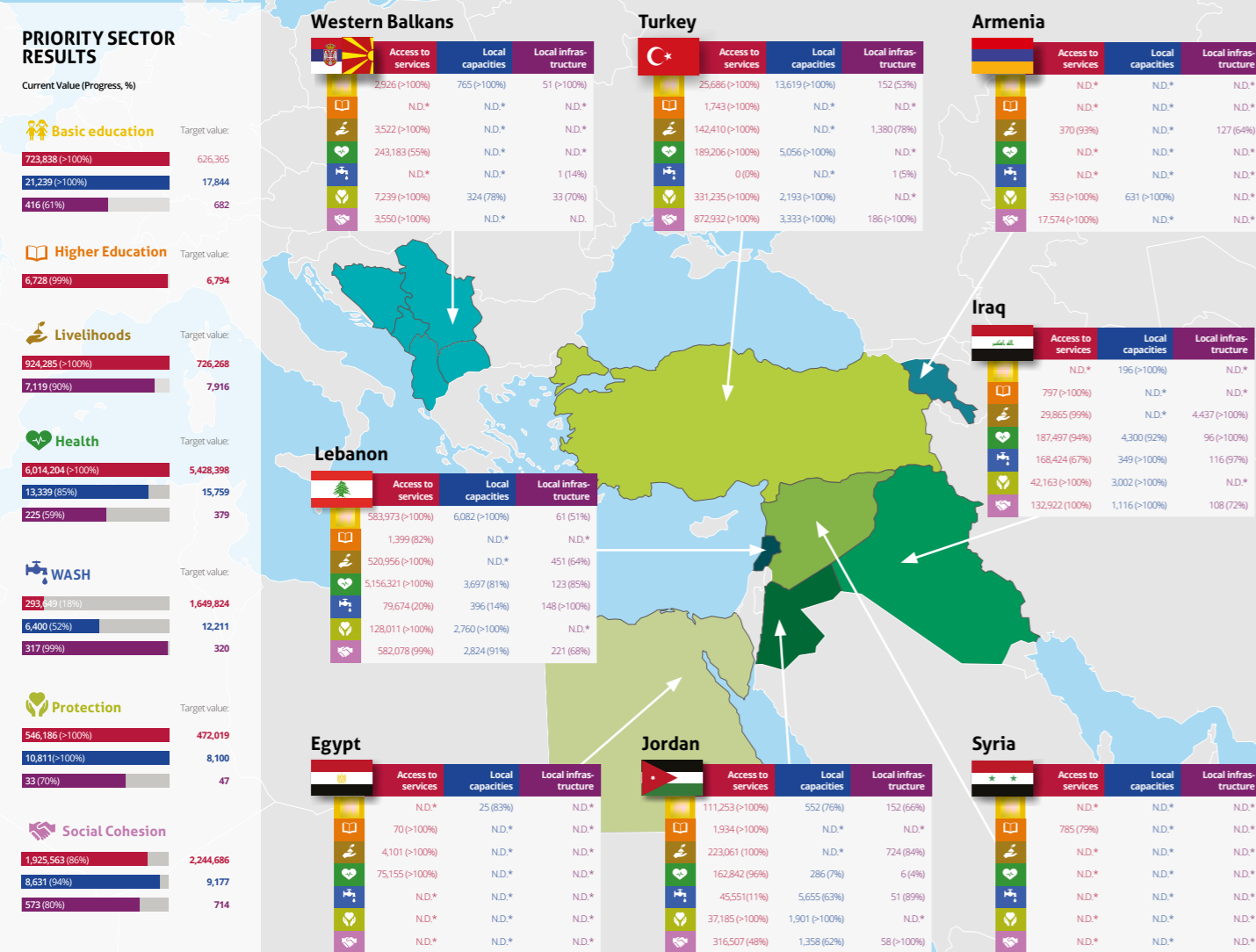


Figure 5: Trust Fund in Response to the Syrian Crisis (as of 30/06/2021)

Local Infrastructure progress EU Regional Trust Fund in Response to the Syrian Crisis

Local Infrastructure (organisations/institutions/facilities)

- Basic education
- Livelihoods
- Health
- WASH
- Protection
- Social Cohesion

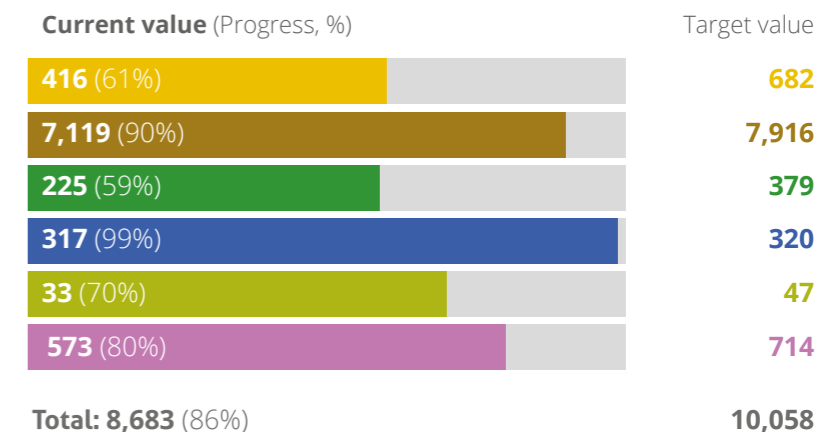


Figure 4: Trust Fund progress regarding local infrastructure (by sector, as of 30/06/2021)

Of the Trust Fund focus countries, **Lebanon** continues to show the highest output delivery in terms of **access to services**. **Iraq**, by contrast, shows higher target achievements in **local capacities' strengthening** and **local infrastructure improvements**. **Jordan** has decreased its degree of output achievement in access to services and capacity strengthening, mainly due to new actions in Health, Livelihoods and Protection.

From the other countries, **Turkey** continues to perform well, having already achieved **planned local capacity** targets and is progressing well in the area of access to services. Armenia has shown substantial progress compared to previous reporting period, especially in MSME upgrades (*Figure 5*), while the Western Balkans performance has slowed in terms of access to services, particularly of health services.

Sector briefs

BASIC EDUCATION



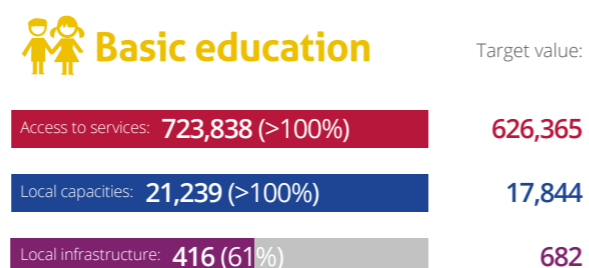
Progress towards delivery of **outputs** in the Basic Education sector continued to improve during this reporting period despite ongoing challenges posed by the COVID-19 pandemic.

The targets on access to **formal and non-formal education** and on **strengthening teaching capacities**, have already been met. On **referrals to formal education pathways**, relative progress has decreased due to new targets and revised current values due to double counting. Progress towards indicator targets related to **local school facilities** has improved during this period.

Based on the information available, girls, boys and young people show similar levels of access to formal and non-formal education, as well as referrals to formal education. Refugees and host community pupils have accessed non formal

PRIORITY SECTORS RESULTS

Current Value (Progress, %)



education to a similar extent, while substantially more refugee children have accessed referrals.

Mostly women from host communities have been trained since they are more actively involved in the education sector. Further disaggregation by sex and community of origin is also needed here to improve the understanding of the Trust Fund effectiveness.

EDUCATION OUTCOMES ILLUSTRATED IN LEBANON

Incipient **education outcomes** in Lebanon are being reported at the **level of individual beneficiaries**, e.g., on attendance and dropout in Lebanon (United Nations Children’s Fund, UNICEF), on increased awareness of parents about their children’s education and improved skills (Association of Volunteers in International Service-AVSI).

At the level of local institutions, new approaches on distance education will be used for other emergency situations, such as the pandemic. The role of community based local organisations in

non-formal education has proved to be effective. Local teaching jobs have also been created via Trust Fund support (AVSI). Regarding **national actors**, the Ministry of Education and Higher Education in Lebanon has increased its ability to collect and analyse data, improved its capacities for large scale response as COVID-19 required (UNICEF) and increased its engagement in non-formal education. In both projects, continuity of the Trust Fund funding and support has created an opportunity for policy dialogue to take place between stakeholders on issues of child protection in schools, inclusive education and non-formal education (UNICEF and AVSI).



HIGHER EDUCATION



Although the global indicator on **access to Higher and Further Education programmes** has slightly decreased by 8% target achievement remains high (99%). This decline can be attributed primarily to students dropping out from the higher education scholarship programmes mainly due to financial difficulties.

In terms of accessing scholarships, women represented 47% (53% of men) of the total number of students benefitting from scholarships, while refugees were much better reached (71%) than host communities (29%).

Overall, 3,849 higher and vocational certificates had been awarded until June 2021 (62% of the planned target), an increase of 30% despite indicator targets also increasing in the same period. Women have graduated to a higher extent (52%) than men, and refugees more than host community members (69%).

PRIORITY SECTORS RESULTS

Current Value (Progress, %)

Higher Education

Target value:

Access to services: **6,728 (99%)**

6,794

HIGHER EDUCATION OUTCOMES ILLUSTRATED IN JORDAN

Although it is still early to assess **outcomes**, students participating in the third phase of EDU Syria led by the German Jordanian University (GJU) -as **individual beneficiaries** in Jordan- have reported **positive effects on their perceptions of future job opportunities** and life changes, as well as increased motivation and confidence to pursue academic degrees.

At **the level of local institutions**, the cooperation mechanism among universities looks promising. The Ministry of Higher Education of Jordan has put special attention on this action. Further positive outcomes related to employment, entrepreneurship and social cohesion initiatives between Syrians and Jordanians will depend on how the cooperation mechanism between universities and the Jordanian business community, promoted by the project is further explored by all involved stakeholders. Additional access to Erasmus+ scholarships will also depend on how graduates connect to the alumni network, coordinated by Hopes in Lebanon.

At **national level**, policy dialogue with the Ministry of Higher Education on tuition fees of public universities looks now possible, although it is too early to assess.

LIVELIHOODS



Overall progress continues to be positive for the Livelihoods sector.

Targets for all analysed Livelihoods' indicators have increased - for training (by 10%), for cash assistance (by 20%) and for MSME upgrades (8%). Output delivery for training and MSME upgrades was almost accomplished (at 90%), while the cash transfers' target has already been exceeded.

Looking at the disaggregated information, women and refugees seem to have accessed employability training programmes and cash transfers to a larger extent than men and host communities, respectively.

The performance of the KPI 'Number of work opportunities promoted' has improved in this reporting

period, with the **Trust Fund having supported 26,765 job opportunities** (37% of women and 57% from refugee communities). This now represents 50% of the planned targets, compared with the 40% reached in the previous reporting period.

LIVELIHOODS OUTCOMES ILLUSTRATED IN JORDAN AND LEBANON

At the **level of individual beneficiaries**, examples of **outcomes** emerging from livelihoods actions include a reported increased income linked to access to jobs promoted by the solid waste management action delivered by the German Agency for International Development (GIZ) in Jordan. Similarly, additional productive activities due to improved water access have been facilitated by a food security project led by the Food and Agriculture Organisation (FAO) in Lebanon.

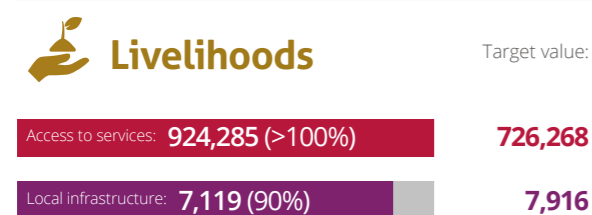
At the **level of local institutions**, the Azraq municipality in Jordan reported increased awareness on solid waste management, as well as better relationships with local farmers who

run the compost unit and increased financial revenue. More widely, recycling rates in the camps with waste separation at source appear to be the best in the country. In Lebanon, outcomes in relation to improved agricultural regional extension teams and training capacities have not materialised yet.

Nationally, the Ministry of Local Administration in **Jordan** has praised the work on solid waste management and confirmed further engagement and support. In **Lebanon**, the Ministry of Agriculture is drafting a law on farming providing a legal basis for the farmers' registry that is developed by the Trust Fund intervention. It is being currently discussed in the Parliamentary Agricultural Committee.

PRIORITY SECTORS RESULTS

Current Value (Progress, %)



HEALTH

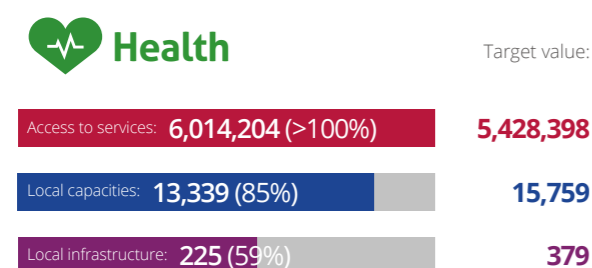
Progress continues to be satisfactory for **health services** and has improved compared to the previous reporting period. Targets for health care consultations and health education have moderately increased, while the ones for capacity building and, particularly, for infrastructure improvements have seen a considerable upward trend.

Targets have been largely achieved in access to health services, although there are challenges to prevent double counting regarding consultations extracted from administrative public health data.

Capacity building outputs have been produced at good pace, and **infrastructure improvements** show 60%

PRIORITY SECTORS RESULTS

Current Value (Progress, %)



of output achievement, lower than in previous period, due to revised higher target values.

Looking at individual beneficiaries, women have benefitted more from **primary health consultations** and have been reached by **health education** activities in proportionately greater numbers than men. In terms of **health staff training**, women and men have accessed training to the same extent. Refugee communities made greater use of **health care consultations** (37%) and **health education** sessions (56%), compared to host communities (23% and 43%, respectively). **Health personnel** in host communities were **trained** to a larger extent compared to their peers among the refugee community. There is still room for improving health data disaggregation by community of origin.

During this reporting period, **COVID-19 specific results** have all increased. In Lebanon, the vast majority of services have been provided as **primary health care-consultations**, which mainly refer to people screened for COVID-19. **Awareness** campaigns on COVID-19 prevention, vaccination, hygiene,

protection and education have reached a substantial number of people in Lebanon, Jordan and Iraq.

In terms of **strengthening local capacities**, the emphasis has been on training **health personnel** on COVID-19 guidance, mainly in Lebanon and Turkey. **Local infrastructure improvements** have been mainly delivered in Lebanon as part of isolation and quarantine spaces for hospitals and in the community.

From the disaggregated information available, **women have accessed COVID-19 related services substantially more than men, while many more refugees have benefitted from them. Men and women have been trained to a similar extent in health, while more women have been trained** in social cohesion, in both cases related to the pandemic. **Refugees and host community** members have participated in the training to a similar extent.

HEALTH OUTCOMES ILLUSTRATED IN LEBANON AND JORDAN

One Trust Fund action in **Lebanon** implemented by International Medical Corps (IMC) has already informed about health **outcomes** at **individual** level, such as people reporting improvements

in their day-to-day lives thanks to better access to more affordable, better quality health services, as well as improved knowledge of mental health topics.

At the **level of the local primary health care centres**, health staff confirmed better knowledge of how to manage mental health cases following the deployment of mental health and psychosocial support case management teams and the support to community health workers.

In terms of policy changes at **national level**, the Reducing Economic Barriers to Accessing Health Services (REBAHS) model in Lebanon has been recently adopted in the new government-driven Ministry of Public Health's Long Term Primary Health Care Subsidisation Protocol (LPSP). This model has proven to be a potentially viable primary health care model for the country to ensure affordable primary care services for all communities, including refugees. Nevertheless, sustainable funding for it continues to be the main challenge.

In **Jordan**, the health programme run by World Health Organisation (WHO) has improved access to COVID-19 vaccines for **individual** beneficiaries.

At the level of **local primary health care**, vaccine preventable diseases and immunisation (VPI) activities and



surveillance have been reinforced through the improved mobility of teams and to a more efficient procurement process of vaccines. This, together with the provision of specific equipment, has already had a positive effect on routine vaccination campaigns. This trend is expected to continue in the coming months.

The **Ministry of Health** has also benefitted from the procurement learning process, and, after some training, has also strengthened capacities in managing health accounts. Still today, the need for predictable funding in the health sector is one of the main challenges in Jordan, too.

WASH



Progress in this sector has slightly increased during the reporting period mainly due to the increase in training provided by Trust Fund interventions to the target groups. In the reporting period, target values for indicators have surged mainly in the area of capacity building.

While local WASH infrastructure improvements have continued at a positive pace, **relative output achievement in training** has been reduced due to the above-mentioned new targets. **Access to safe drinking water** has continued to reflect slow progress, (only 18% of planned targets for this reporting period). This might be related to the nature of these

infrastructure related actions that need more time to be delivered.

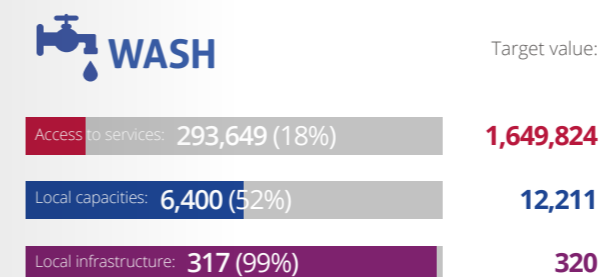
Looking at direct services, access to safely managed water and to **WASH training** had been equal in terms of sex disaggregation, while slightly more men were trained on WASH related topics. According to the data available, host communities accessed safely managed water more than refugees, while refugees accessed specific WASH training to a larger extent. Disaggregation by sex and community of origin shows room for improvement.

WASH OUTCOMES ILLUSTRATED IN IRAQ

The recently completed action led by the Agency for Technical Cooperation and Development (ACTED) in Iraq threw some light on **WASH outcomes**. Communities covered by the action improved **individual and family** access to safely managed water in East Mosul and Sinjar. Thanks to this, these target groups started to cultivate plants for household consumption, breeding sheep and even changed their diets to some extent.

PRIORITY SECTORS RESULTS

Current Value (Progress, %)



Locally, some WASH committees were established with positive effects on community empowerment and increased accountability of the Water Directorates. After this experience, the Directorate of Agriculture reported its willingness to support further relevant training and its availability to coordinate the agricultural producers.

At **national level**, no particular outcomes are reported for the WASH sector yet. Sustainable national funding and water governance reforms continue to be challenging. The Ministry of Labour and Social Affairs in this particular project was able to ensure vocational training diplomas delivered in compliance with official criteria, ensuring positive effects on access to employment or other degrees.

PROTECTION



Global planned targets on access to **psychosocial support and GVB services** have been achieved. Regarding **strengthening local capacities**, progress continues to be positive, which in turn ensures that indicator targets for this period are achieved. **Asylum facility** improvements remain at the same level as in the previous reporting period, with 70% of the targets achieved.

Overall, more women than men continue to access psychosocial support and GBV related services. Refugee communities have been reached with psychosocial support and GBV services to a larger extent than host communities.

Capacity building on child protection and GBV reach more women, largely from host communities. More disaggregation by

community of origin would be helpful in both areas, access to social services and capacity building

PROTECTION OUTCOMES ILLUSTRATED IN LEBANON

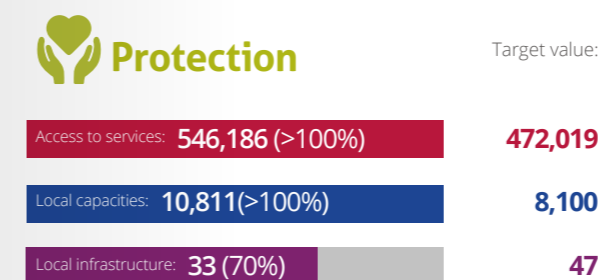
Although it is early to assess, the child protection and GBV project run by UNICEF in Lebanon has thrown light on some incipient **outcomes**.

At the **level of individual beneficiaries**, there is some progress in the perception of women and girls, who after accessing GBV services, reported *feeling more empowered*.

Here, the Social Development Centres, active locally, have strengthened their capacities through a network of volunteers to work with a community approach delivering child protection and GBV services. This self-implementation method which is a prevention-based approach, could improve the quality of services and lead to a strengthened social fabric, if implemented by stakeholders. Nevertheless, sustainable funding and staff in the Ministry of Social Affairs are not secured yet.

PRIORITY SECTORS RESULTS

Current Value (Progress, %)





Nationally, delays in outputs have jeopardised some outcomes in relation to the *Law 422 on Protection of Children*, the National Child Marriage Action plan and the overall Care Reform process, in Lebanon. The Ministry’s personnel

is currently being trained, and the self-implementation model has attracted the interest of some donors. Nevertheless, it is too early to assess the likelihood of additional sustainable outcomes.

SOCIAL COHESION



Progress in terms of output delivery for **social cohesion** indicators was satisfactory in the reporting period. For **peer-to-peer activities**, targets have already been achieved. On awareness, since this period includes all **awareness activities of different areas**, targets have substantially increased.

Delivery of **capacity-building activities** in this area has increased and targets will be soon met if the same pace continues. In terms of **infrastructure improvements** in municipalities and community centres, targets have experienced a surge. While output delivery has been maintained for **municipalities, community centre upgrades and refurbishments** are now at 62%, lower than in previous period, largely due to a substantial growth of targets.

While women continue to have more access to **general outreach activities**, slightly more men accessed peer-to-peer information and other extracurricular activities. Regarding **capacity building** of public servants, more men access training, with the exception of specific modules on social cohesion, which are equally accessed by women. Refugees show higher exposure to general awareness campaigns as compared to host communities, while both enjoy similar access to peer-to-peer activities. Disaggregation by community of origin still faces limitations, especially on general awareness campaigns.

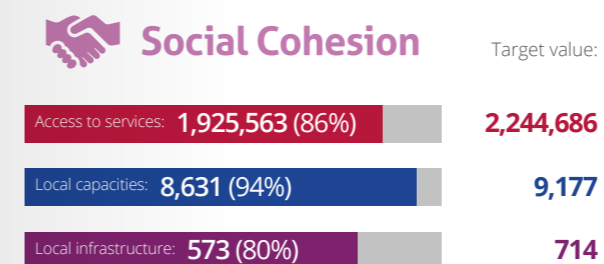
As in the previous reporting period, host communities are the ones that largely access capacity building in local governments and in local social organisations.

SOCIAL COHESION OUTCOMES ILLUSTRATED IN LEBANON AND IRAQ

The Regional Development and Protection Programme (RDPP II), pursues protection, livelihoods and social cohesion **outcomes** through alliances of local and international partners and a localised approach.

PRIORITY SECTORS RESULTS

Current Value (Progress, %)





Together with other IPs, RDPP II reports its contribution to easing the difficulties faced by Syrian refugees in obtaining legal documents in Lebanon. At the level of **individual beneficiaries**, the project has reportedly improved refugees 'feeling of safety and security, as well as facilitated access to jobs and other support services.

Locally, RDPP II has invested substantial efforts into training and capacity building of local organisations in management, advocacy, and research activities. Outcomes, such as strengthened social fabric in the areas of intervention, are not yet visible since it is too early to assess.

At **national** level, RDPP II, collaborating with the Lebanese NGO Abaad, has contributed to the recent approval of the 'Law to Criminalize Sexual Harassment and [for] Rehabilitation of Its Victims'. In Iraq, the project has supported ILO in its undertaking of a comprehensive review of the legal and policy frameworks on child labour. This serves to inform the 'Child Rights Protection Law of Kurdistan Region Iraq' (KRI) and the KRI Labour Law.

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