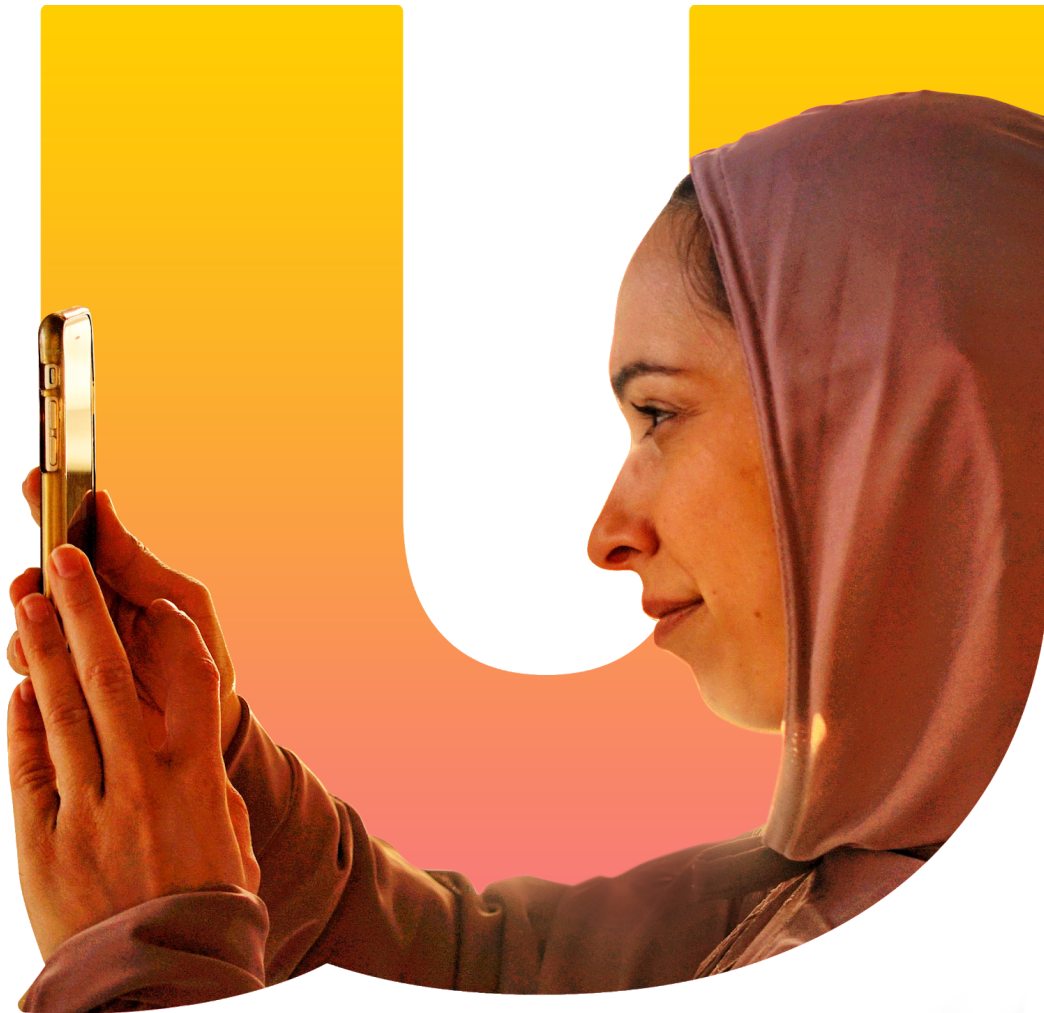


# Supporting the future of Syria and the region

Brussels IV Conference June 2020



## Civil society in the Syria crisis

Report on the online consultations for the Brussels IV  
Conference on “Supporting the future of Syria and the region”

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# Intro

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The European Union and the United Nations will co-chair the Fourth Brussels Conference on "Supporting the Future of Syria and the Region" on 29-30 June 2020.

Adapted to the new context resulting from the Coronavirus pandemic, the high-level ministerial part of the event will be organized online allowing remote participation. As the involvement of civil society is invaluable for the future of Syria, the European Union has held an online consultation (powered by Upinion) to capture the voices of civil society and reconfirm the EU's commitment to work closely with it in Syria and the region.

The consultation sought to build on last year's Brussels Conference by capturing civil society's perspectives on how the situation evolved as regards each theme, how previous commitments were met, and recommendations on how to face new and persisting challenges. The outcome of this consultation will be conveyed at the Brussels IV Conference's Ministerial event (30 June 2020) by selected CSO rapporteurs.

The "Days of Dialogue" (i.e. a large-scale gathering of civil society representatives engaged in the response to the Syria crisis) will not be held physically in June as in previous conferences. However, in the run-up to this Ministerial event, online Days of Dialogue will be held on 22-23 June, addressing the topics in this online consultation in the course of four panel discussions.

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# List of acronyms and abbreviations

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|            |   |
|------------|---|
| CSO        | Civil Society Organisation  |
| DG ECHO    | Directorate-General for European Civil Protection and Humanitarian Aid Operations   |
| DG NEAR    | Directorate-General for European Neighbourhood Policy and Enlargement Negotiation, European Commission  |
| EU         | European Union  |
| GDPR       | General Data Protection Regulation  |
| HLP        | Housing Land and Property   |
| HQ         | Headquarter   |
| IIIM       | International, Impartial and Independent Mechanism to assist in the investigation and prosecution of persons responsible for the most serious crimes under International Law committed in the Syrian Arab Republic since March 2011 |
| INGO       | International Non-Governmental Organisation   |
| ISMS       | Information Security Management System  |
| NGO        | Non-Governmental Organisation   |
| SGBV       | Sexual and Gender-Based Violence  |
| SSL        | Secure Sockets Layer  |
| TLS        | Transport Layer Security  |
| UN         | United Nations  |
| UNSCR 2504 | United Nations Security Council Resolution that renewed the authorisation of cross-border humanitarian aid into Syria through two border crossings (Bab al-Salam and Bab al-Hawa) for six months, starting from January 10 2020     |

# Summary in English

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**In preparation for the fourth Brussels Conference on the future of Syria and the region, the EU reached out to civil society within Syria and the region for substantive input on agenda-setting, priorities, challenges, and recommendations. In the process, the EU created a platform (powered by Upinion) that received input from more than 1.400 organisations or individuals, through online consultations and external written input.**

The online consultation was held between May 28 and June 8 2020 and resulted in 1.241 responses from civil society representatives from Syria and the region, international NGOs, local authorities, academia, and individuals. Additionally, input was sought from organisations throughout Syria and the region in the form of thematic consultations organised by the EU and/or UN bodies with CSOs, as well as an open invitation for relevant CSO networks representing a wide variety of actors to organize their own locally led consultations and share the key outcome. This resulted in another twenty-six written responses representing a total of more than 200 organisations.

Participants identified key themes affecting the Syrian people and the response to the crisis. A quantitative analysis of responses was undertaken, considering responses from Syria and the neighbouring countries separately before comparing the results to identify crosscutting issues. This is a summary of the key findings of this analysis, including the recommendations.

## **Key themes**

The consultation sought views on the following themes: livelihoods, health, protection, children's needs and education, access to justice, social cohesion, civic space, and displacement, resettlement, and returns.

The participants operating **inside Syria** consider **livelihoods, displacement/return, children's needs/education and access to justice** respectively as the most relevant themes, which should be the priority focus for the international community in the upcoming 12 months.

**Participants in the neighbouring countries** echoed the selection of their Syria-based counterparts, except for one aspect: Lebanon, Jordan, Turkey, Iraq and Egypt ranked **protection** as the fourth most important topic, instead of access to justice.

Overall, **a majority of the participants (over 50%) perceived the situation relating to all key themes as deteriorating** compared to last year. The theme with the lowest rate of perceived deterioration was "Civic Space Inside Syria" - and still, this theme was perceived to have declined

by more than a third of participants inside Syria, while another third perceived it to have remained the same. Other results point to severe challenges: **the situation regarding both livelihoods and education was perceived to have declined over the past year by more than 80% of participants in Syria.**

These results should be interpreted against the backdrop of a particularly difficult evolution of conditions in the region. Economic crises, a global pandemic, and the ongoing active conflict have made progress on these issues extremely difficult. The investment of international aid has prevented even worse outcomes, but renewed commitment and investment is needed to meet the challenges identified in these results.

Participants in all countries also highlighted a range of crosscutting challenges. The need for **gender mainstreaming** in all programmes was emphasised, e.g. **activating networks of women to raise awareness about Coronavirus prevention**, albeit the most in livelihood programmes.

## Recommendations

In the context of the momentous barriers identified, there has nevertheless been **continuous and robust engagement by civil society, especially Syrian civil society**. A core, urgent recommendation from participants is for **more continuous and more robust engagement between international policymakers and civil society in Syria and the region**. The Days of Dialogue panels on 22-23 June will offer a first opportunity to respond to this recommendation.

Across many of the priorities, recommendations focused on the need for **local leadership**. Many participants indicated that to support **livelihoods**, there is an urgent need to facilitate **access to financing** for enterprise creation, **specifically local initiatives** that will lead to more inclusive growth. Within the theme of **social cohesion, locally led peace initiatives** were identified as the most promising, and participants urged empowerment of local peacemakers such as youth and women. On **civic space**, participants recommended **building the capacity of civil society organisations** while conducting advocacy and **capacity building with authorities** to carve out increased civic space and protect that which exists.

**The exception to this refrain of focusing on local initiatives** comes from participants reporting on **the access to justice theme**: in this aspect, participants specifically request **engagement with international legal instruments and justice mechanisms** as a key step to support access to justice.

In the **health** sector, participants urged **financial and material support to healthcare facilities in Syria**, with a focus on local health facilities. Participants also emphasized **expanding access to psychosocial and mental healthcare**, especially in the face of Coronavirus lockdowns.

For **education**, participants highlighted the **urgent need for various forms of investment - especially in the protective elements of education**. Participants recommended stronger **linkages between education and livelihoods**.

In **protection**, participants demanded **physical safety and security**. Inside Syria, this recommendation focused on **safety from conflict and arbitrary detention**, while in **neighbouring countries, discussion on safety encompasses more private violence** (including domestic violence) and **discriminatory violence** (including evictions, xenophobic violence and curfews).

Participants in Syria highlighted the importance of **preventing forced returns**, and that **the conditions of returnees should be closely monitored**. Participants in **neighbouring countries** were more likely than those in Syria to recommend **steps towards durable solutions other than return**. **Many participants both inside Syria and in neighbouring countries stressed that Syria cannot be considered a safe destination of return at this time**.

Two additional themes were raised across a number of topics: Gender and Funding. **Gender-related issues were cited across a number of recommendations**. Participants recommended support for women to engage in civic work, in awareness raising around health (including Coronavirus awareness), women's leadership in politics, and in the creation of women's networks and women's quotas in livelihoods projects. Across numerous topics, participants also stressed the need for **multi-year funding to maintain services**.

# Methodology

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## Upinion's online platform

As one of the core objectives of the Conference is to offer a unique platform for civil society from inside Syria, the region and the diaspora, a participatory and in-depth online consultation through Upinion was created.

Upinion has developed a successful approach and online platform that allows organisations to securely stay in touch with people in crisis and host areas. For the purpose of this consultation, organisation-to-organisation connections were made (i.e., outreach from EU to CSOs) in addition to the organisation-to-individual outreach<sup>1</sup>. It allowed for a cost-effective and efficient method to collect aggregated data and real-time feedback in which there was space for scripted dialogue. While information was obtained from civil society, messages were sent back to them about the results and next steps in the run-up to the Conference.

The methodology of Upinion has been extensively reviewed in the past. The organisation has the ISO/IEC 27001 Certification<sup>2</sup>, which is the international best practice standard for Information Security Management Systems (ISMSs) and follows GDPR regulations. The community platforms are organised in adherence to protocols that are geared to engaging with vulnerable groups, and comprise, amongst others, the following elements that are ensured in order to secure the privacy and security of research participants. The elements comprise Physical Data Storage; server Availability; Server Security; User Security; User Authentication; SSL/TLS Encryption; Organisational Security; Logging; Quality Management; Disaster Recovery; Data safe-keeping; Data Portability; Data Minimisation; Protection against Security Breaches. Detailed information of the protocol can be issued by the organisation. More information can be found at [www.upinion.com](http://www.upinion.com)

## Recruitment procedure

Prior to the launch of the consultations the EU and UN agencies consolidated lists of key civil society actors to be consulted in Syria, its neighbouring countries and beyond.

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<sup>1</sup> Upinion's core mission is to amplify voices of people in crisis situations. Its secure two-way communication platform enables organisations to connect with people in crisis and amplify their voices via a secure tool built on top of social media messaging apps like Facebook Messenger and WhatsApp. It helps organisations to make informed decisions, co-create interventions with the people they serve, adapt their programmes, and share valuable and reliable information that matters to people in crisis or by referring people to relevant services.

<sup>2</sup> Link to the certificate, can be found here:

<https://upinion.com/wp-content/uploads/2018/05/k97591-01-c-upinion-netherlands-1.pdf>



The online consultation and invitation to participate was shared directly with these contacts, with the UN and other relevant partners (e.g. Member States). In order to expand the consultation's outreach, an invitation to participate was disseminated through a variety of available channels, including EU and UN Social media (Facebook and Twitter). Outreach was done in three languages (i.e. English, Arabic and Turkish). An extra effort has been made to reach national coverage inside Syria, by extensive outreach through the EU/UN networks. Reminders were sent out through the consultation period, May 28-June 8 2020. Upinion supported the digital recruitment process.

In areas where the internet connection is low, participation was not hindered, as Upinion's platform works on a 2GB network. Also, a consistent internet connectivity was not a prerequisite because the questions are pushed similar to Whatsapp messages and will remain open until the respondent has a connection at some point to answer them.

## **Additional written input by CSOs**

Additional input was sought from organisations throughout Syria and the region in the form of thematic consultations between EU or UN entities and CSOs, as well as an open invitation for relevant CSO networks representing wide variety of actors to organize their own locally-led consultations and share the key outcomes to be included in the analysis for this report. Overall, twenty-six written responses were received from individual organisations, networks, and fora representing a total of more than 200 organisations.

## **Feedback to civil society**

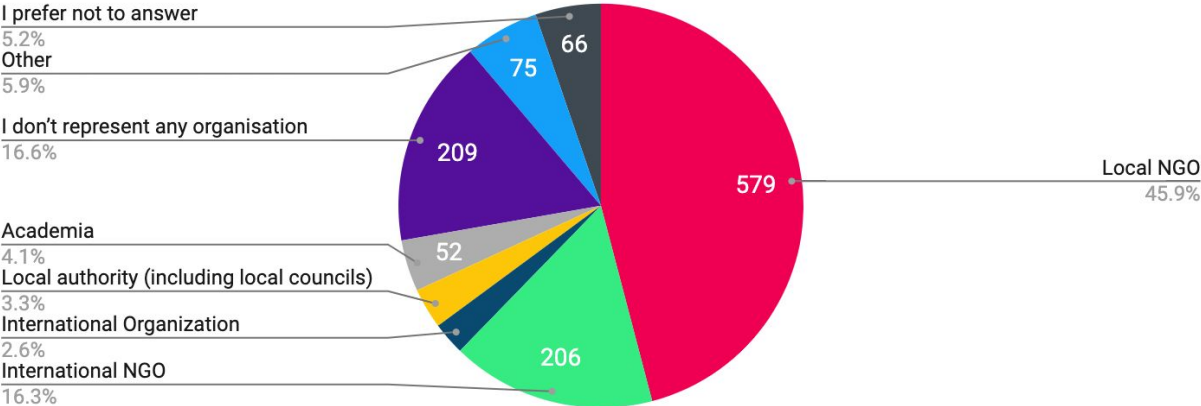
After the closure of the online consultation (June 8 2020), participants who requested to be updated about the next steps ahead of the conference, have received feedback messages from Upinion, in addition to the social media channels of EU Delegations' existing networks and the mailings from EU-led communication teams. Information about the results of the consultations, as well as updates about follow-up events in the run-up to the Conference was shared with the participants.

# General information about participants / primary results

## Division by organisation

The online consultation resulted in **1.241 valid responses** (i.e., before data cleaning the total of responses was 1.849)<sup>3</sup>. The majority of these 1.241 responses are from **local NGOs (45.9%, n = 579)**, followed by those who do not represent any organisation (**16.6%, n = 209**) and **International NGOs (16.3%, n = 206)**. The unaffiliated category consisted of consultants working on refugee matters, activists and Syrian citizens. See pie chart below with more detailed information about the overall work areas of participants.

### Division by organisation



## Division by country

By far, the **most input has been provided for Syria (n = 894)**, followed by input for **Turkey (n = 298)** and **thirdly, for Lebanon (n = 194)**. The sum of responses for all countries is higher than the sum of participants, as a number of participants have answered for two (n=135) or 3 (n= 3) countries that their organisation is active in.

<sup>3</sup> We continued with those participants who had provided at least one input on one of the key themes. Those who had only provided information about their type of organisation, but did not provide input on the content, have been deleted, as well as 'doubles' (i.e., those who provided the exact same answers for the same country).

## Responses within Syria

Reflecting on the distinct (humanitarian) needs in different governorates of Syria (e.g. active crisis zones, large-scale displacement and final destination/receiving areas) and the political differences of each governorate, organisations were asked in which area in Syria they operate.

**The most responses came from Aleppo (n=440), Idlib (n=387), Raqqa (n=154) and Deir-ez Zor (n=148) respectively.**

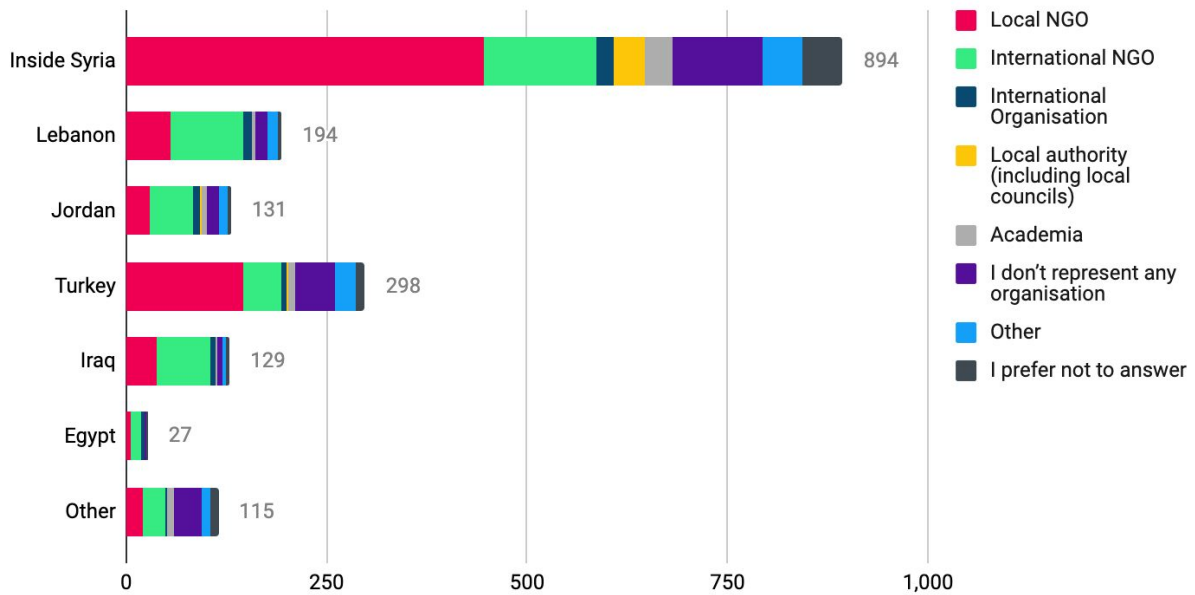
Given the geographical division of governorates: North-East (Raqqa, Hasaka and Deir-ez zor); North-West (Aleppo and Idlib); Centre (Damascus and Homs) and South (Daraa and As-Suweyda), we can conclude that **most responses (66.5%) are from organisations and individuals operating in North-West and North-East Syria.**

## Division of organisations by country

**Within Syria**, half of the participants were representing a local NGO (50.7%, n=446), followed by international NGOs (21.1%, n=140) and third, individuals who are not representing any organisation (12.5%, n=112). The latter group was predominantly represented in Aleppo and Idlib (i.e. in Idlib, this was a shared 2nd place with INGOs and for Aleppo it was the 3rd largest group).

For **the neighbouring countries**, the responses from local and international NGOs were equal (n=297), followed by individuals not representing any organisation (n=127). See detailed bar chart for more information about division of the work area in the separate countries.

## Division of the work area in the separate countries



## External reports from civil society

As described above, additional input was sought from organisations throughout Syria and the region through thematic consultations and an open invitation for relevant CSO networks. The majority of the twenty-six submissions received were from organisations based in or operating inside Syria (14/26), with significant contributions from Turkish organisations (7/26). Three interventions were received from organisations or networks with significant operations in Lebanon, though the network signatories to these submissions represent dozens of individual CSOs. One submission was received from the Jordan International NGO Forum and Jordan National NGO Forum, consolidating the results of consultations with numerous Jordanian and international CSOs. The most reported key themes (in order of frequency) were; **Protection; Children's needs/Education; Livelihoods; Health (COVID-19); Durable solutions;** and **Justice & Social cohesion** respectively.

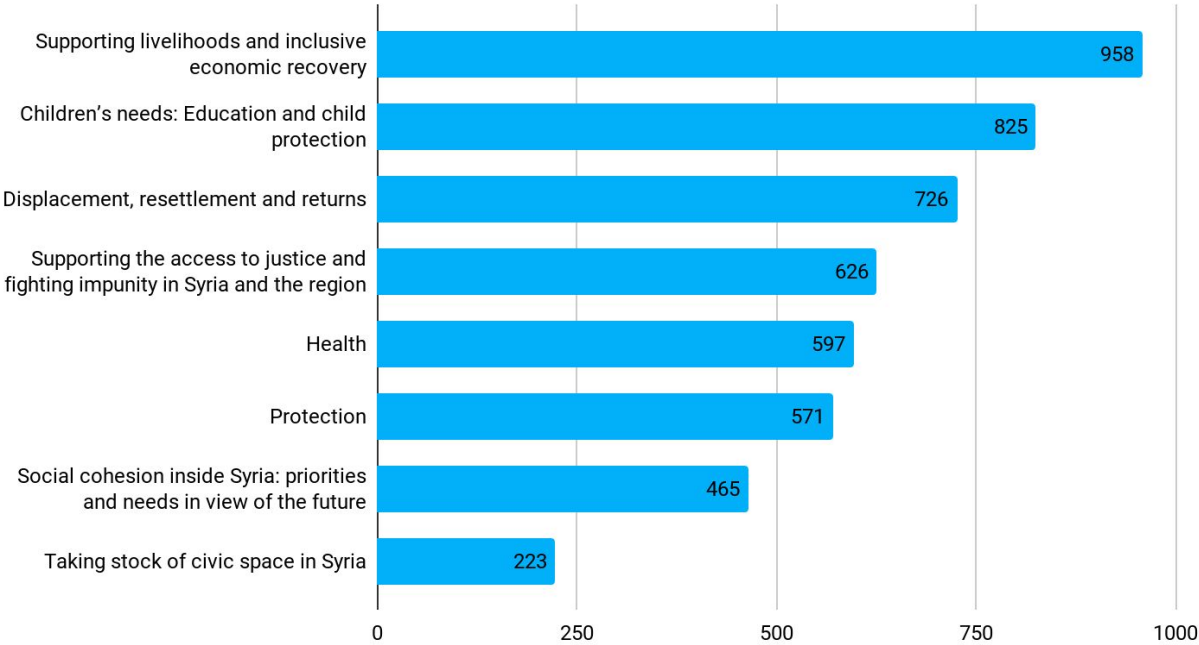
# Results

## Prominent priority themes - Top 4

The online survey was organized around 8 identified priority themes and in total 4,981 responses were received for all themes combined. This indicates that each respondent prioritized on average 4 themes.

**The four most selected themes were: 1. Supporting livelihoods and inclusive economic recovery; 2. Children’s needs: Education and child protection; 3. Displacement, resettlement and return; and 4. Supporting the access to justice and fighting impunity in Syria and the region.** It should be noted that participants were asked to select up to four topics that they considered “most relevant in the current situation and which should be the priority focus for the international community in the upcoming 12 months.” The top 4 themes therefore reflect the themes selected most frequently but not their relative importance to each other. See bar graph below with the overall key priority themes and its frequency.

Overall key priority themes



## Inside Syria

The participants operating inside Syria consider **livelihoods (19.2%, n=682 out of 3551 responses), displacement/return (15.5%, n=551), children's needs/education (15.4%, n=548) and access to justice (13.2%, n=470)** respectively as the most relevant themes, which should be the priority focus for the international community in the upcoming 12 months.

## Neighbouring countries

The neighbouring countries echoed the selection of their Syrian counterparts, except for one aspect. Similar to Syria's choices, **children's needs/education (19.1%, n=277 out of 1433 responses), livelihoods (19%, n=273) and displacement/return (12.2%, n=175)** emerged as the priority focus themes for the upcoming 12 months. However, Turkey, Lebanon, Jordan, Iraq and Egypt selected **protection (15.2%, n=219) as the fourth most emerging topic, instead of 'access to justice'.**

## Interpretation of Themes

Although the selection of the fourth theme differed from inside Syria to neighbouring countries, this difference may not reflect disagreement but instead different interpretations of the meaning of the themes. Inside Syria, participants mentioned issues such as arbitrary arrest and detention in connection with the theme "access to justice." In neighbouring countries, similar issues of arrest, detention, and mistreatment in detention were instead mentioned in connection with the "protection" theme.

Within Syria, the rights of detainees are thus viewed more through the lens of justice: participants highlighted their conditions in connection with the need to overhaul and reform the entire justice system in Syria. In neighbouring countries, in contrast, the rights of refugees who have been arrested or detained are viewed through a lens of potential discrimination and, in concrete terms, these issues are generally referred to protection-sector actors in the humanitarian field.

In sum, the top priority issues identified by participants inside Syria and in neighbouring countries are consistent with each other - emphasizing livelihoods, children's needs, displacement/return, and issues of justice and protection - even though the interpretations of the categories differed slightly depending on the location of the participant.

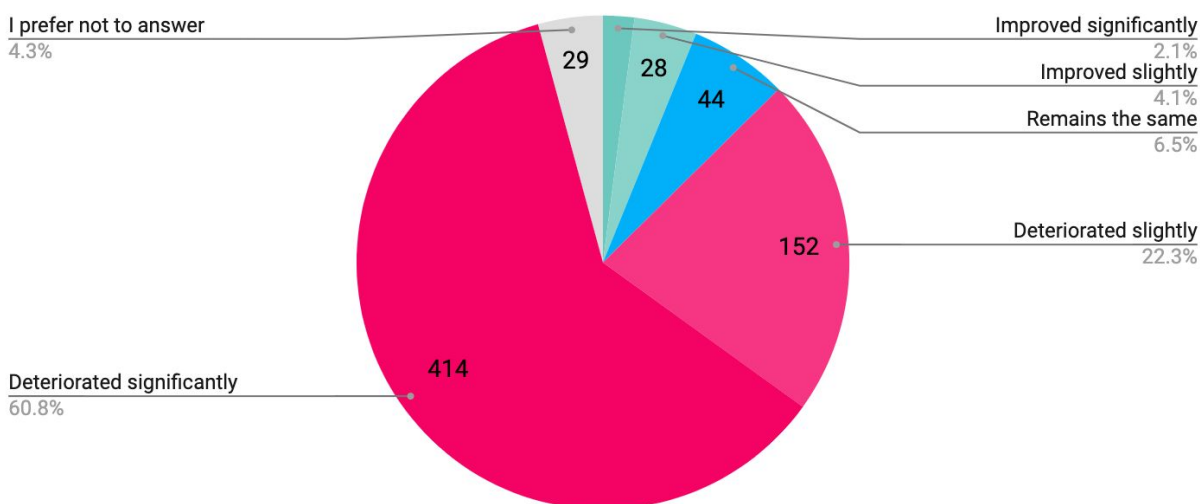
## Supporting livelihoods and inclusive economic recovery

The Coronavirus crisis and containment measures instituted to stem the spread of the virus have exacerbated pre-existing challenges regarding jobs and livelihoods for both host and refugee communities. The following section discusses the key challenges and obstacles that Syria and neighbouring countries in this area.

## Inside Syria

An overwhelming majority of the participants who selected 'Supporting livelihoods and inclusive economic recovery' as a priority theme responded that the situation inside Syria with regards to access to jobs and livelihoods in the past 12 months and under the more recent Coronavirus context has developed negatively. More than **60% of the participants (60.8%) believed it deteriorated significantly**, and an additional **22.4% reported that it had deteriorated slightly**, bringing it to a **total of 83.2%**. See pie chart for more detailed information.

Evolution of Livelihoods in Syria - past 12 months



## Challenges

Participants reported a range of **significant livelihood challenges**, including around **lack of decent employment opportunities** (25.6%); **mismatch between skills/qualifications and employment opportunities** (16.9%); **bureaucratic hindrances to employment** (e.g. recognition of diploma, etc)(11.5%); **unequal access to social safety nets** (11.2%) and language barriers (i.e. **lack of skills in a different language**) (9.3%). With regard to the latter, it was noted that Syrians who only speak Arabic have more difficulty finding employment, than those who also have English on their resume: *'Syrian civil society organisations employ only those who speak English even if they do not have administrative capabilities'*. (Quote from a Syrian participant). This example is also illustrative of the reported mismatch between skills and employment opportunities.

## Neighbouring countries

Similar results with regards to the development of livelihoods were found in the **neighbouring countries**: Turkey, Lebanon, Jordan, Iraq and Egypt reported a significant **deterioration of jobs**

**and livelihoods (87.7%)** in the past 12 months. In **Lebanon the situation is even more dramatic, as 92.3% of the participants from this host country reported a deterioration in livelihoods**, which is traceable to the already on-going economic and financial crisis.

**Challenges**

Neighbouring countries reported the same obstacles and challenges with regards to access to jobs as the participants in Syria. Not surprisingly, one aspect that is different from their Syrian counterparts was **discrimination/self-discrimination on the basis of nationality** (15.1%). The lack of employment opportunities only increases the competition over access to job services and heightens tensions between refugee and host communities. In Turkey, the language barriers play a larger role than in the surrounding Arabic speaking countries, compounded by bureaucratic hindrances to work permits.

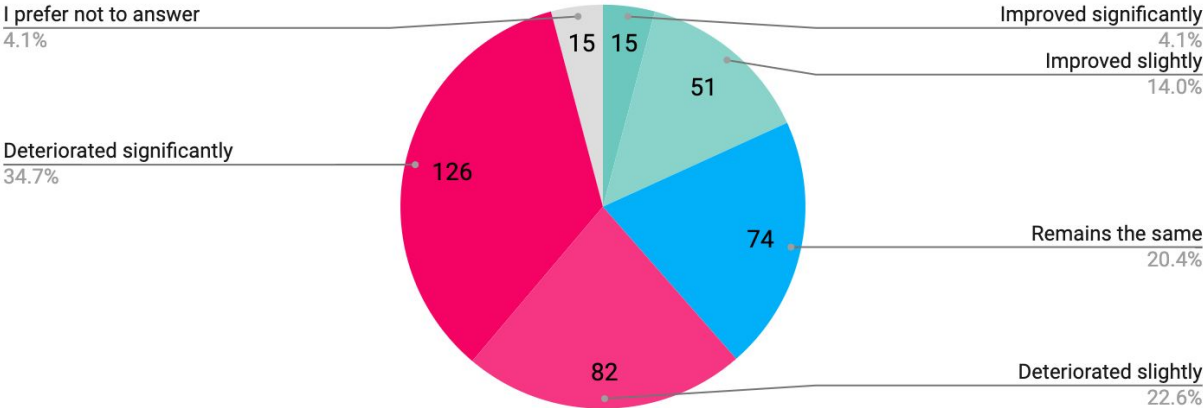
**Health**

Already before the Coronavirus, the protracted political and socio economic crisis in Syria had deteriorated living conditions, resulting in a heavily eroded health system. Due to the Coronavirus pandemic, the situation with regard to health services has become even more critical, not only in Syria, but also in the overstretched neighbouring countries.

**Inside Syria**

**Almost 60% of the Syrian participants (57.3%) noted that access to physical and mental healthcare** (including medical supplies and equipment, psychosocial support) in the past 12 months (and during the Coronavirus pandemic) **deteriorated**.

Evolution of Health in Syria - past 12 months



In addition to a general lack of access to healthcare, vital medical infrastructure has been destroyed and most medical personnel have fled the country. **In the northeast, most of the health facilities are not functioning or are partially functioning.** The area is also facing the **largest exodus of IDPs** since the start of the conflict, which can be partially attributed to the



deterioration of access to health, as reported in Al-Hasakah. Generally speaking, the continued conflict in Syria is affecting access to health anywhere, as also the more central (Damascus) and southern governorates (As-Suwayda) are reporting the same development.

## Challenges

The majority of participants attributed the negative development to the following factors: **high cost of healthcare** (17.6%), especially in the North of Syria (i.e. Northeast and Northwest together); **low number of facilities/supplies** (15.8%), mostly reported in As-Suwayda; **lack of awareness** (14.1%); and **geographical distance and/or lack of transport to health facilities** (11.8%). Finally, Coronavirus exacerbated the access to health as well, as fifth in line was the **challenge of restrictions and social distancing measures** (10.3%). The lack of medical supplies to prevent and fight Coronavirus spread (PPEs, testing kits, ventilators, etc.) are creating a greater risk to get infected, which is making these regulations even harder to obey.

## Neighbouring countries

**The health situation in the neighbouring countries developed in similar ways as in Syria;** here too, 60% of the participants (60.7%) reported that the situation deteriorated in the past 12 months, while 14.6% did not see a change in the situation compared to last year. Another 17.4% found that the situation improved, albeit slightly (15.2%) or even significantly (2.2%).

Participants from the neighbouring countries reported similar challenges to accessing healthcare, for both refugees and local communities. However, in the neighbouring countries, **specifically in Lebanon, stigma related to mental health care was perceived as a bigger obstacle than in Syria** (9.1% versus 7.2% respectively).

In some neighbouring countries, **living conditions in camps are a serious health care issue**, due to the overcrowded population (making social distancing strenuous), lack of awareness around Coronavirus prevention and incapacity of getting the proper care in camps. This makes refugees exceptionally vulnerable to the spread and impact of the pandemic.

## Children's needs: Education and child protection

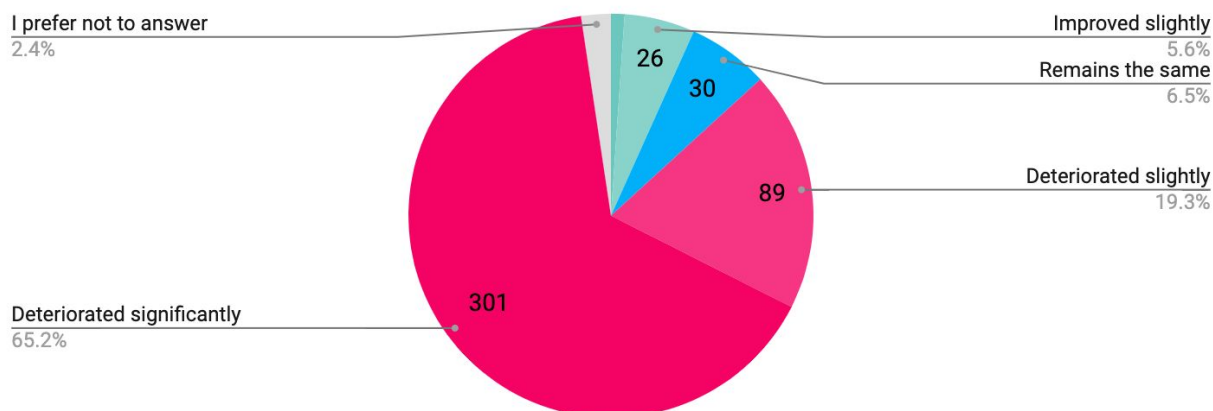
Protection and education have been a recurrent, critical issue at the centre of responses to children's needs for years. The intersections of education and child protection, including the protective effect of school enrolment and the impact of protection threats on education prospects, make the two issues interdependent. The sections below describe participants' perceptions and expectations regarding the needs of children.

### Inside Syria

Access to education has deteriorated dramatically over the past year, according to the participants from Syria. In total, almost **85% of the participants reported a negative**

**development** with regards to children's access to education over the past 12 months.

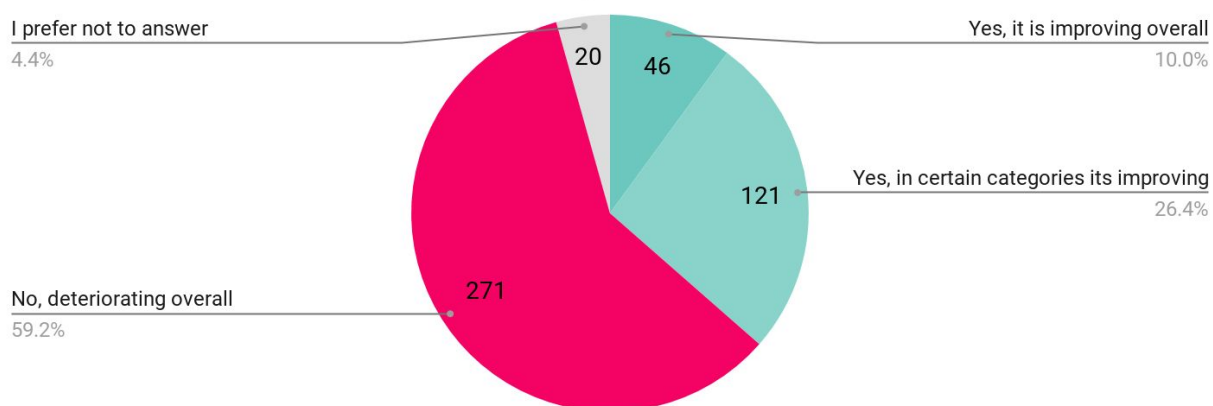
### Evolution of Education in Syria - past 12 months



This decline in access to education is partially attributable to **continued conflict and direct attacks on educational facilities**. The risks associated with school attendance have increased in some areas, and the cumulative impact of nine years of war on education infrastructure has only exacerbated the existing barriers. Most acutely and recently, the Coronavirus crisis has compounded the already-abysmal situation: **the closure of schools and education facilities due to social distancing makes it difficult – if not impossible - for millions of Syrian children to continue their education.**

The prospects for child protection (including issues related to child labour and exploitation, child marriage, underage recruitment into armed groups, mental and physical violence, etc.) have likewise deteriorated. **Almost 60% of the participants (59.2%) perceived a negative development in the child protection sector over the last year.** However, around a quarter of the participants (26.4%) reported improvement in certain areas, which were mostly in the areas of 'Child marriages' and 'Underage recruitment into armed groups'.

### Evolution of Child Protection inside Syria



This deterioration reflects both the cumulative effects of the protracted crisis and acute shocks to the system in the last year. Most significantly, **continued conflict inside Syria this year has exposed millions of children to displacement, trauma, and violence, while the escalating economic crisis in Syria (and the region) increases risks of child labour, underage marriage, sexual and gender-based violence, and poverty.** The disruption of protection services (due to lockdowns) and economic activity brought about by the Coronavirus crisis intensifies these risks, with lasting consequences on not only children themselves, but also on Syrian society.

## Neighbouring countries

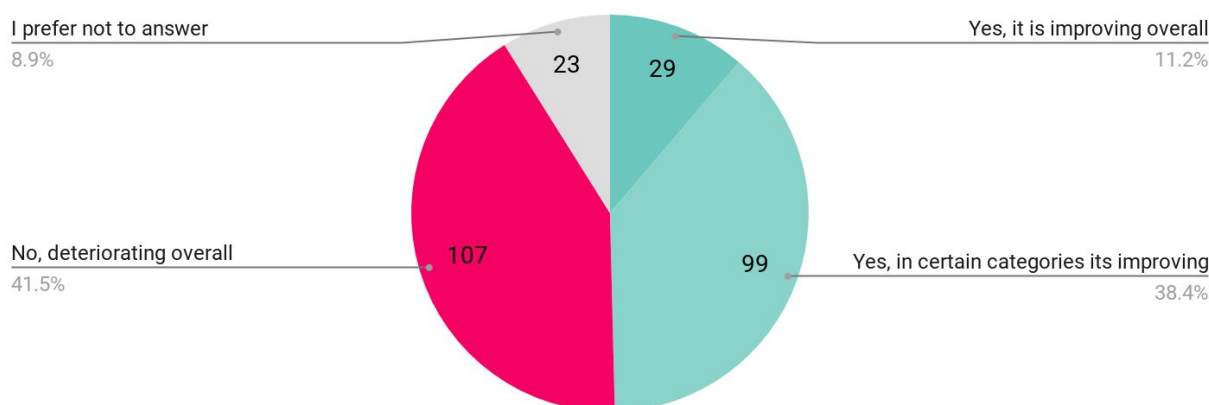
For Syrian refugee children in neighbouring countries, access to education was likewise dismal. **An overwhelming majority (81.7%) of the participants reported that the situation had deteriorated** in the past 12 months. It is indisputable that the current Coronavirus situation has worsened the situation for many children, from both refugee and host communities. However, the deterioration also predates the Coronavirus crisis.

External reports from Jordan noted that **the two-shift system that Jordan and Lebanon adopted to absorb refugee children into their schools - while an acceptable short-term solution - provides substandard education in the long run and exacerbates intercommunal tensions by increasing segregation.** Moreover, economic and political crises in host countries have contributed to numerous disruptions in schooling, especially second-shifts, over the past year. External reports and survey participants from Lebanon note that interruptions to schooling from budgetary shortfalls, political protests, and strikes impacted the second shift disproportionately. **These participants point out that the economic crisis in Lebanon has led to families withdrawing students from school to enter the labor force;** local families have also switched from expensive private schools to public school, increasing the strain on public education and pushing refugee children out of school. Local NGOs expect that this pattern will continue as economic conditions decline.

However, with regards to child protection, the situation seems more positive: **half of the participants (49.6%) from host countries reported an improvement in at least some issues related to child protection.** Improvements were noted regarding 'Child marriage', followed by

**'Underage recruitment into armed groups' and 'Mental and physical violence' respectively.**

### Evolution of Child Protection inside neighbouring countries



These results were driven partially by high reports of **improvement from Jordan on the issue of child marriage**, which in turn may be attributed to intensive efforts to raise awareness around the issue. **Jordan also reported improvement on the issue of child labour** at a higher rate than other countries: 27.5% of respondents from Jordan stated that the situation has improved. In contrast, the majority of **participants from Lebanon reported deterioration in the situation of child labour**. This development matches the economic conditions of each country: while Jordan has been relatively stable over the past year, Lebanon has seen steep declines in its economy.

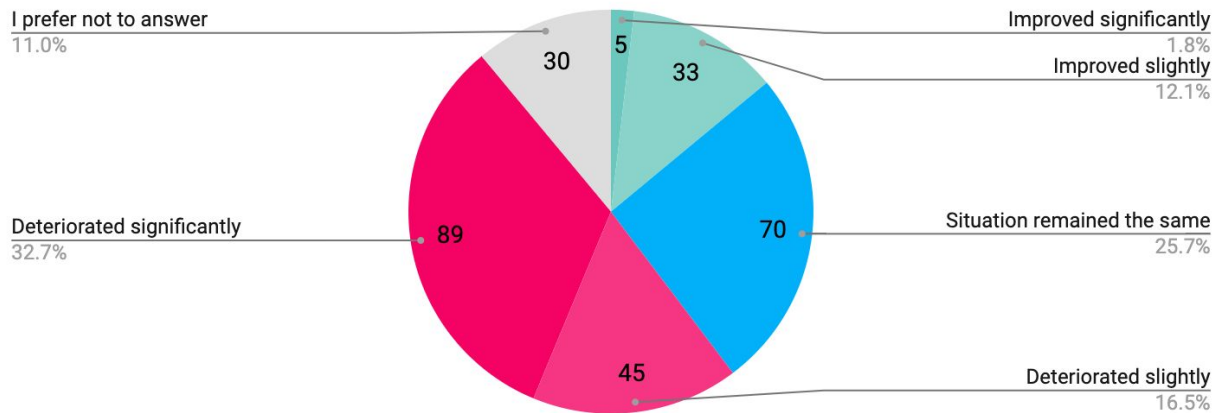
## Protection

The Syrian conflict is first and foremost a protection crisis. Protection threats, particularly regarding vulnerable and marginalised communities, have been rising both inside Syria and in the neighbouring countries and are further negatively impacted by the Coronavirus crises.

### Inside Syria

**Half of the participants (49%) from Syria, especially those from Aleppo (59%), Idlib (55.8%), Al-Hasakah (64.3%) and As-Suwayda (66.7%), reported a deterioration of basic rights** (including housing land and property rights, family tracing and reunification, detention, registration, access to civil documentation, etc.) in the past 12 months. Remarkably, **a quarter of the participants (25.8%) did not see a change in the situation compared to last year** (this was reported mostly by participants from Deir-ez Zor) and 14% reported even an (slight) improvement with regards to basic rights.

## Evolution of Protection in Syria - past 12 months



These results highlight the extremely variable protection and safety situation inside Syria. Protection concerns are both highly localized and highly personal: although protection concerns are especially high in areas of active or recent conflict, they also depend on personal considerations including each individual's family characteristics, documentation status, access to their housing, land, and property rights, and access to information. It is therefore possible for the protection situation inside Syria to simultaneously decline, remain the same, and improve, depending on personal characteristics.

**Decline in the protection situation over the past year reflects continued conflict and changes in territorial control.** Incommunicado detentions by government and non-government forces continued, with additional risks to detainees posed by the outbreak of Coronavirus. Risks to HLP rights escalated in 2019 with the passage of an anti-terrorism law (Law 19) that contains broad provisions for property confiscation.

On the **question on the evolution of Humanitarian access** in the 12 months, the responses were relatively similar to the evolution of Protection; **48.5% reported a deterioration**, while 24.5% perceived the situation to be the same and one fifth of the participants (20.8%) saw an improvement with regards to access to humanitarian aid. A breakdown in international agreement on humanitarian access accounts for some of this deterioration: UN Security Council Resolution 2504 on cross-border aid was renewed for only six months in January (now set to expire 10 July 2020) and excluded certain border crossings, leading to their closure. Participants also pointed to checkpoints, arbitrary detentions, and ongoing conflict as inhibiting access.

## Neighbouring countries

**A slightly higher proportion of neighbouring country participants, as compared to Syrian participants, reported improvements in the protection environment in the last year: 18.1% reported an improvement**, compared with 14% of Syrian participants. Nearly a quarter (23.5%) of

Turkish participants reported an improvement. **Still, nearly three quarters of participants noted deterioration (44.9%) or no change (23.7%) in the protection environment.**

Declines in protection space are attributable in part to **cumulative political pressures from the protracted crisis**, which have led local authorities to increase restrictions targeted at refugees: NGOs in Lebanon report increases in discriminatory curfews, evictions, and demolitions in the last year, especially noting the discriminatory application of Coronavirus-related lockdown measures. **Both Lebanon and Turkey have witnessed border pushbacks and, in the case of the former, forcible deportations over the last year.** External reports from Turkish and Lebanese NGOs as well as survey participants noted a rise in xenophobic rhetoric associated with these policies. Lebanese NGOs expect protection threats to continue increasing as economic conditions worsen, stating that they expect evictions and shelter insecurity to increase and recommending cash for rent to mitigate these conditions. Meanwhile, Jordanian NGOs warned that Coronavirus-related movement restrictions would exacerbate risks for the most vulnerable refugees and host community members, including the risk of domestic violence. Participants continually highlighted that these protection threats are most acute for the most vulnerable, including persons with specific needs, LGBTQ+, women, and children.

A **marginal improvement in protection perceptions was noted by some NGOs as a result of targeted efforts to increase access to civil documentation and legal aid**, which have borne some fruit over the past year. Jordanian NGOs in particular observed increasing stability and consistency in the legal framework governing refugees, which has improved clarity on legal rights. Reports from Jordan also reported some success in awareness campaigns on the importance of registering changes in civil status. Turkish participants in the online survey reported that meetings with the Turkish Immigration Department to expand freedom of movement for refugees had been successful. Meanwhile, NGOs from Lebanon reported increased rates of birth and marriage registration, but warned that this trend may be reversed due to Coronavirus restrictions. Some survey participants noted continuous improvements over the previous three years in knowledge of legal rights and demand for legal aid services.

Regarding the evolution of Humanitarian Access: the results showed that **both the deterioration and the improvements are slightly less than in Syria itself**: 42.6% of the neighbouring countries reported deterioration against a total of 18.6% who perceived an improvement in the situation. The reason for this is that a higher percentage of participants from the neighbouring countries did not see a change in the situation compared to last year (31.7%). The deterioration can be attributed both to Coronavirus-related restrictions in movement and, in the case of Lebanon, to road closures and disruptions of operations from the months of protest in 2019-2020.

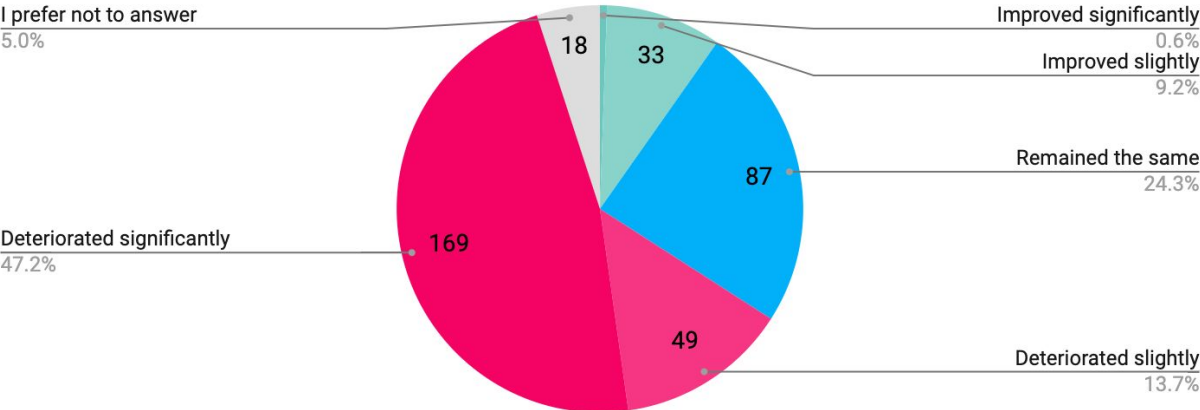
# Supporting access to justice and fighting impunity in Syria and the region

Access to justice encompasses both the right to redress for crimes (from grave war crimes to violations of property rights) and the more mundane ability to channel disputes into the judicial system with confidence that they will be adjudicated fairly and promptly.

## Inside Syria

**Access to justice in Syria in the last 12 months was assessed as declining:** 60.7% of the participants reported a deterioration of the situation, while only 9.8% reported an improvement. A quarter of the participants reported that the situation remained the same.

Evolution of Access to Justice in Syria - 12 past months



The decline may reflect disruptions in access to justice from Coronavirus lockdowns and movement restrictions as well as overall weakness in judicial infrastructure. But the decline also reflects pessimism regarding the prospects for justice - especially international justice - for serious international crimes committed during the conflict. As the crisis grows more protracted, hopes for fighting impunity fade.

## Neighbouring countries

The results from the neighbouring countries were the same as in Syria: more than half of the participants (56%) reported a deterioration of the situation, 10.5% an improvement and 23.1% reported that the situation remained the same.

Despite the similar grim prospects in neighbouring countries, the causes of deterioration are distinct. Barriers to justice in neighbouring countries tend to arise from a lack of legal literacy and (in the case of Turkey) language barriers as well as limited judicial capacity and discrimination. These barriers persisted over the past 12 months, and have been exacerbated by the protracted nature of the crisis.

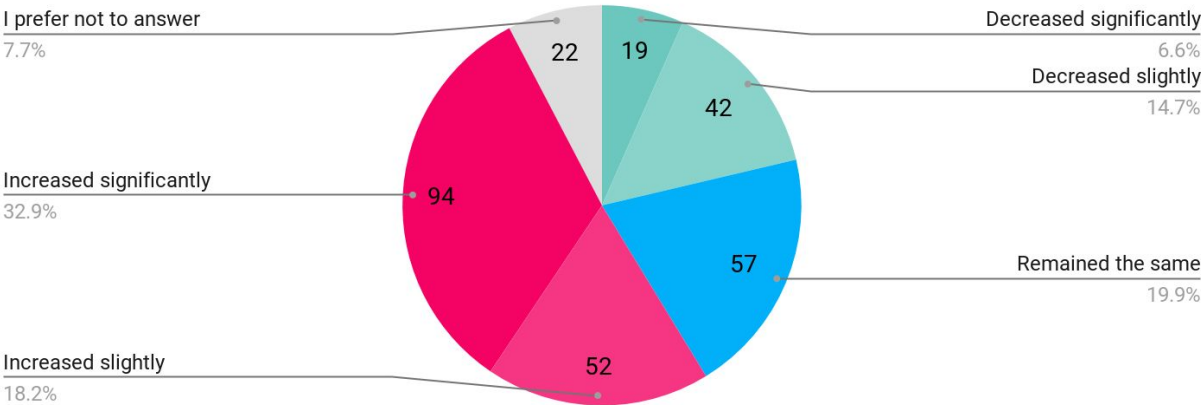
# Social cohesion inside Syria: priorities and needs in view of the future

This theme covers efforts to foster trust and local dialogue across communities inside Syria, repair and strengthening of the social fabric including strengthening rule of law and trust in institutions, and the development of civil peace.

## Inside Syria

**The evolution of social tensions between communities inside Syria in the last 12 months was assessed negatively:** half of the participants (51.1%) reported that the tensions increased; 19.9% reported that it remained the same and a similar percentage (21.3%) reported a decrease in tensions. The area where the highest number of participants reported increases in tension were Raqqa and As-Suwayda<sup>4</sup>.

Evolution of Social Tensions in Syria - 12 past months



These increasing tensions reflect deteriorations in other areas of life: as economic conditions worsen and conflict continues, social fabric frays. **Competition for resources and opportunities has deepened social divides.** Key social cohesion actors are also suffering particularly from the conditions in Syria, inhibiting their ability to build bridges and trust among communities: participants repeatedly noted the key role of women and youth in social cohesion, yet these demographics have been severely impacted by deteriorating economic conditions, educational prospects, and violence over the past year.

## Neighbouring countries

As there are also a number of organisations in neighbouring countries working for Syria, their perceptions about the evolution of social cohesion inside Syria have been considered too. Even

<sup>4</sup> Note: interpretations of this governorate should be done very carefully, as the number of participants from As-Suwayda who reported on this issue is small (n = 6).



though they are smaller in number, their results were similar to those results in Syria itself: 51.1% of the participants believed that the tensions had increased, 15.2% reported no change in situation and 15.2% saw a decrease of tensions. Probably due to the fact that these participants are not actually in the country itself, there was quite a high percentage of participants who preferred not to answer this question (18.5%).

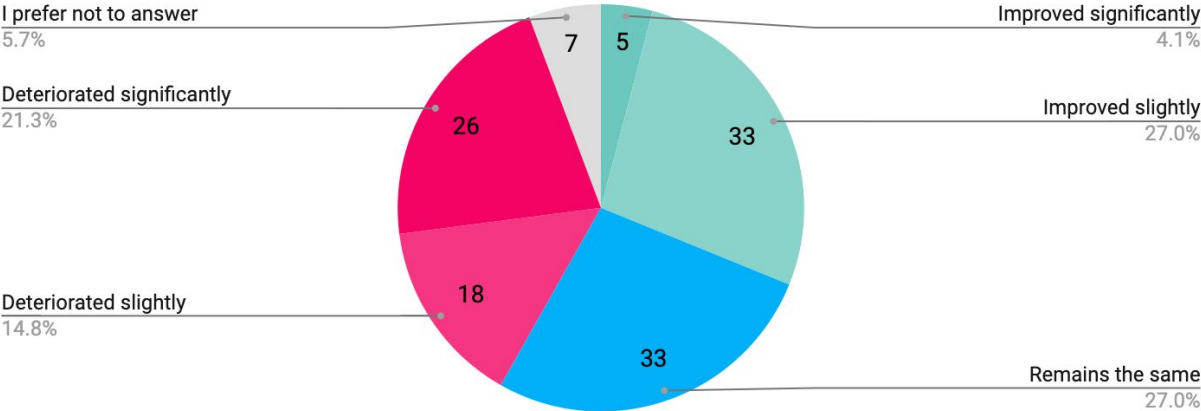
## Taking stock of civic space in Syria

Civic space measures the ability of individuals to engage openly in debates, freely express their opinions, form initiatives, associations, and collectives to engage in these conversations, and to advance social and political goals individually or collectively through these channels without interference by security or government actors. The results of the survey show that the civic space in Syria remains highly restricted.

### Inside Syria

As with other themes, a majority of participants reported deterioration (36.1%) or consistency (27%) in civic space. However, **there is more disagreement about the evolution of civic space over the last 12 months than about other themes: 31.1% stated that the situation had improved** over the last 12 months. The areas in Syria where participants thought that the civic space was improving were Al-Hasakah and Deir-ez Zor<sup>5</sup>.

Evolution of Civic Space in Syria - past 12 months



Overall, Syrian political economy is dominated by political and military actors as well as economic oligarchs. However, as with protection, the situation is highly variable and particular to geographic area. The perceived improvements in Al-Hasakah and Deir-ez Zor may be attributed in part to changes in territorial control that participants may view as opening more civic space as compared to years' past. Overall though, civic space in Syria was seen to shrink or remain the same over the last year. Opportunities for civic engagement may have decreased due to

<sup>5</sup> Note: interpretations of these governorates should be done very carefully, as the number of participants who reported on this issue is extremely small (n = 3 for both governorates).

consolidation of power by government forces - reports of arbitrary arrests, detention, and retaliation have been steadily documented over the past year - as well as movement and activity restrictions related to Coronavirus and economic conditions that limit the possibility of individuals to participate in public life.

## Neighbouring countries

Similar to the contribution of neighbouring countries on the topic of social cohesion inside Syria, there are also a number of organisations (albeit limited) who have provided input for 'Civic space inside Syria' rather than for the country in which they are based. **The evolution of civic space has been assessed similarly in terms of 'deterioration' and 'remaining the same' (37.1% and 28.6% respectively), but only 14.3% of the participants in neighbouring countries thought the situation had improved.** Due to the fact that neighbouring countries have less information about the situation regarding the civic space inside Syria, there is a high number of participants who preferred not to answer (20%).

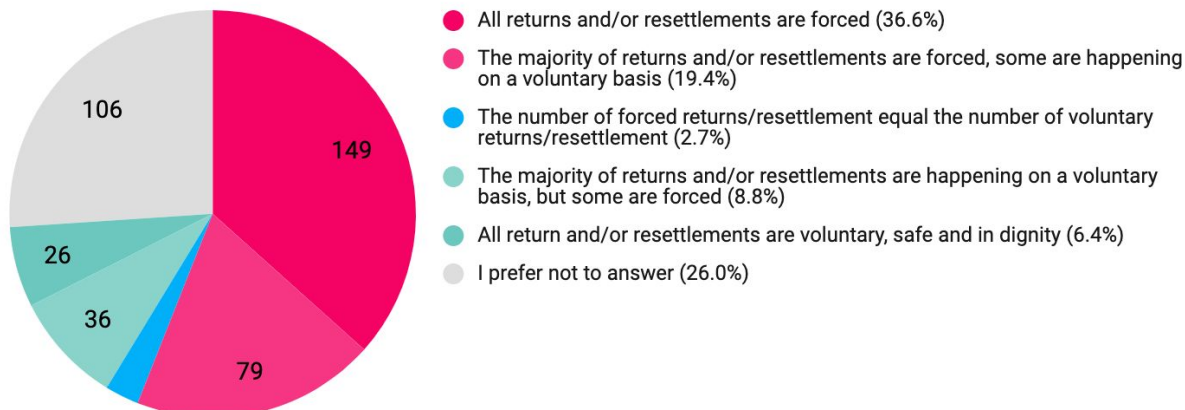
## Displacement, resettlement and returns

The issues of displacement and durable solutions - potentially including resettlement, integration, and return - present complex challenges in the current environment. Refugees are confronted with significant pressure to return to Syria while the conditions for their return in safety and dignity remain absent; meanwhile, possibilities for resettlement, onward migration, or integration have continued to shrink.

### Inside Syria

**The majority of the participants in Syria described current returns as forced;** 36.7% of the participants reported that **all returns and/or resettlements are forced**, followed by 19.2% who reported that the majority of returns and/or resettlements are forced, bringing this number to **a total of 55.9% who do not believe that returns are happening on a voluntary basis.** In fact, those who perceive the (majority) of returns as voluntary is 15.3%. A quarter of the participants (26.1%) preferred not to answer this question.

## Situation re: returns and resettlement in Syria - past 12 months



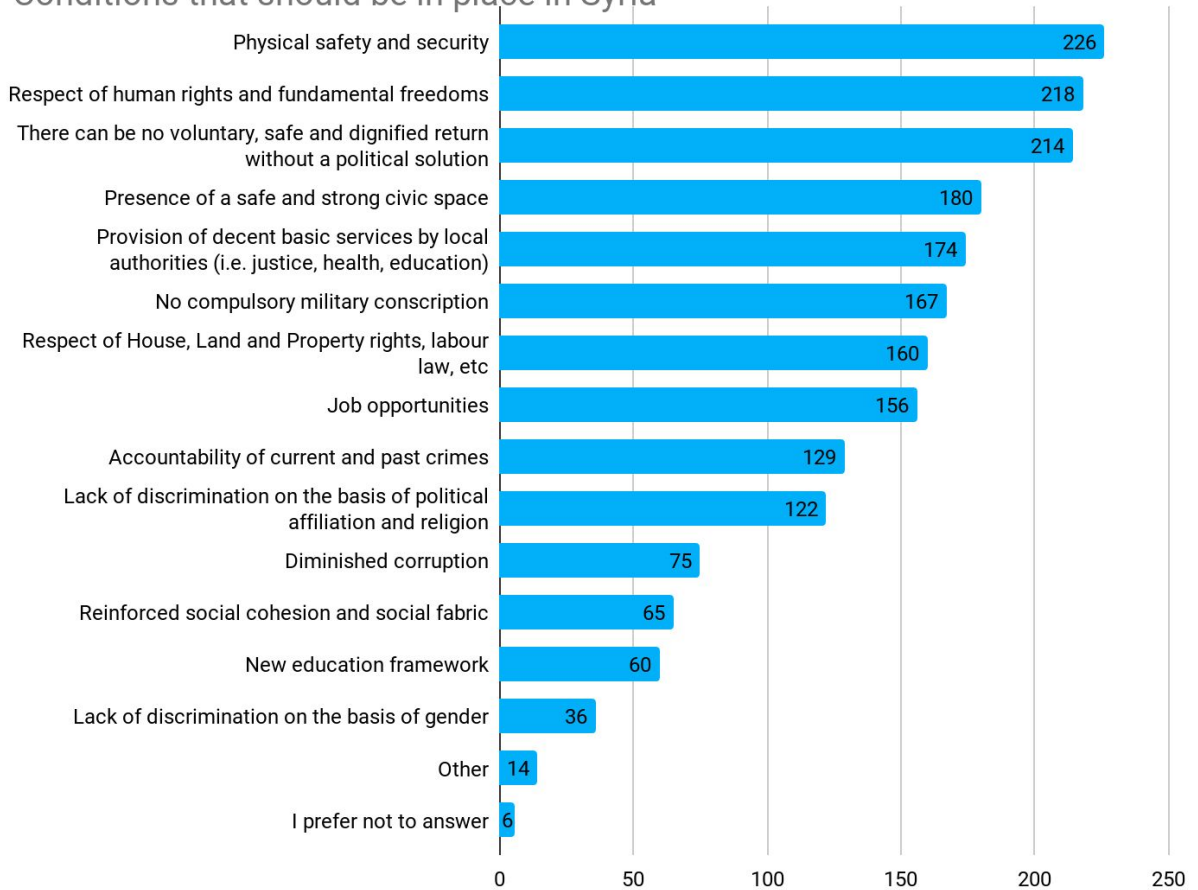
This result reflects continued profound threats to life and welfare within Syria. Extra-judicial killings, arbitrary detention, expropriation and other grave human rights violations of refugees returning to Syria continue to be documented widely. Access to services and prospects for the future are extremely limited. Return to these conditions reflects either involuntary travel or that conditions in the host country - already characterized by deprivation and discrimination - have deteriorated to the point that the extreme deprivation in Syria seems to be a viable alternative. Returns under these conditions are therefore characterised by participants as forced. This result was echoed in the external reports: overall, the overwhelming majority of external reports from within Syria that addressed return, characterized current returns as mostly or wholly involuntary.

Participants also noted that involuntary spontaneous returns may be expected to increase in the short term due to the Coronavirus emergency. These reports observed that an increasing number of Syrian refugees may find returning to Syria to be their only alternative, as healthcare is perceived as marginally more accessible than in hosting countries and lockdowns in hosting countries have decimated opportunities for daily labour.

### Conditions

Participants identified certain conditions that would be necessary to be able to speak about a voluntary, safe and dignified return (even in the absence of a political solution). The largest portion identified physical safety and security as essential to voluntary returns (11.3%). Participants also stated that there should be respect for human rights and fundamental freedoms (10.9%), presence of a safe and strong civic space (9%) and provision of decent basic services by local authorities (i.e. justice, health, education) (8.7%). However, **10.7% reported that there simply can be no voluntary, safe and dignified return without a political solution.** See bar graph below for more details about conditions.

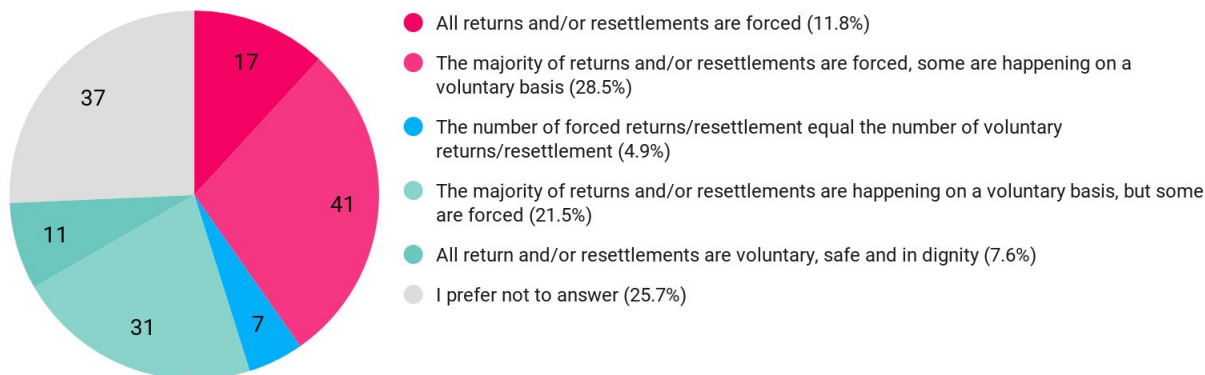
## Conditions that should be in place in Syria



## Neighbouring countries

Compared to Syria, the participants from the neighbouring countries had different ideas about the return process: in total, **40.3% of the participants agreed that all and/or a majority of returns and resettlement are forced**. However, **more participants from neighbouring countries see the return as a voluntary act, compared to their counterparts in Syria: 29.1% described the (majority) of returns as voluntary**. A quarter of the participants (25.7%) preferred not to answer this question.

## Situation re: returns and resettlement from neighbouring countries - past 12 months



The higher proportion among neighbouring country participants asserting that returns are mostly voluntary reflects the complex dynamics of return decision-making. NGOs in all neighbouring countries attribute increased returns in whole or in part to the deterioration of conditions in countries of asylum; however, some participants described these returns as partially or wholly voluntary. For example, a survey participant from Lebanon observed, “Due to the economic deteriorating situation in Lebanon...refugees were indirectly forced to return as they were unable to make a living or rent houses anymore and preferred to return to whatever they have remaining in Syria.”<sup>6</sup> Nevertheless, it should be emphasised that more than two thirds of participants still characterized returns as involuntary or preferred not to answer. Of the external reports from neighbouring countries that addressed return, the overwhelming majority characterized current returns as mostly or wholly involuntary.

### Conditions

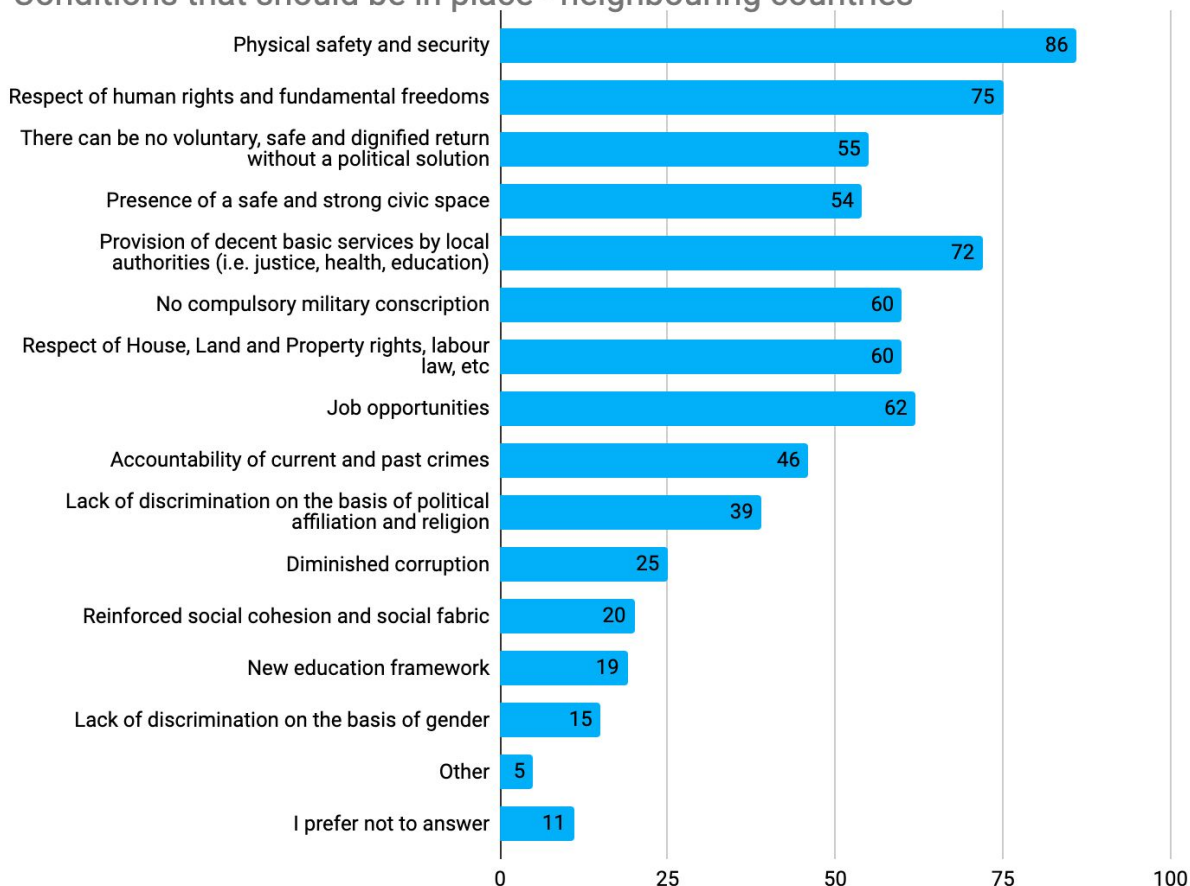
**Participants from neighbouring countries selected physical safety and security, respect for human rights, and the provision of basic services as their top pre-conditions for voluntary return.** A political solution to the conflict was selected less frequently as an absolute pre-condition for voluntary return than in Syria, but overall, these priorities echo those of respondents from Syria. Neighbouring country participants rated the provision of job opportunities within Syria as a higher priority condition than did respondents inside Syria (8.8% emphasized it, compared to 7.7% of Syrian respondents). This prioritization reflects the importance of access to material and economic security for returns in dignity and safety.

Neighbouring country participants also rated *ensuring that there is no compulsory military conscription* (8.5%) and *respect of HLP rights* (shared 5th place with military conscription, 8.5%) slightly higher than did those inside Syria. These results may reflect a piecemeal reiteration of the priorities listed by Syrian participants: given the relationship between the political situation and

<sup>6</sup> Note the complexity of return decisions reflected in this statement, which asserts both that refugees were “forced” to return and that they “preferred” to return. Most external reports emphasized, however, that such returns should not be considered safe, dignified, or voluntary.

issues of forced conscription and HLP laws, their prioritization should not necessarily be seen as disagreement with these conditions.

### Conditions that should be in place - neighbouring countries



### Additional themes, outside Building Blocks

The results above were gathered from participants systematically according to the themes identified in the “Building Blocks” on which the civil society consultations were based.

However, a number of additional themes emerged from participants’ responses to open-ended questions as well as the external reports submitted by civil society organisations and networks. A summary of these additional themes follows.

- **Funding:** Numerous responses addressed the issue of funding in a crosscutting manner. Two primary concerns were raised: first, that responses to the Coronavirus pandemic may result in reallocation - or even cuts - to current funding and projects in order to respond to the health emergency. Participants stressed that, while the healthcare response is essential, it must not come at the expense of funding for long-term projects to preserve human rights. Participants urged that **Coronavirus response funding must be additional,**

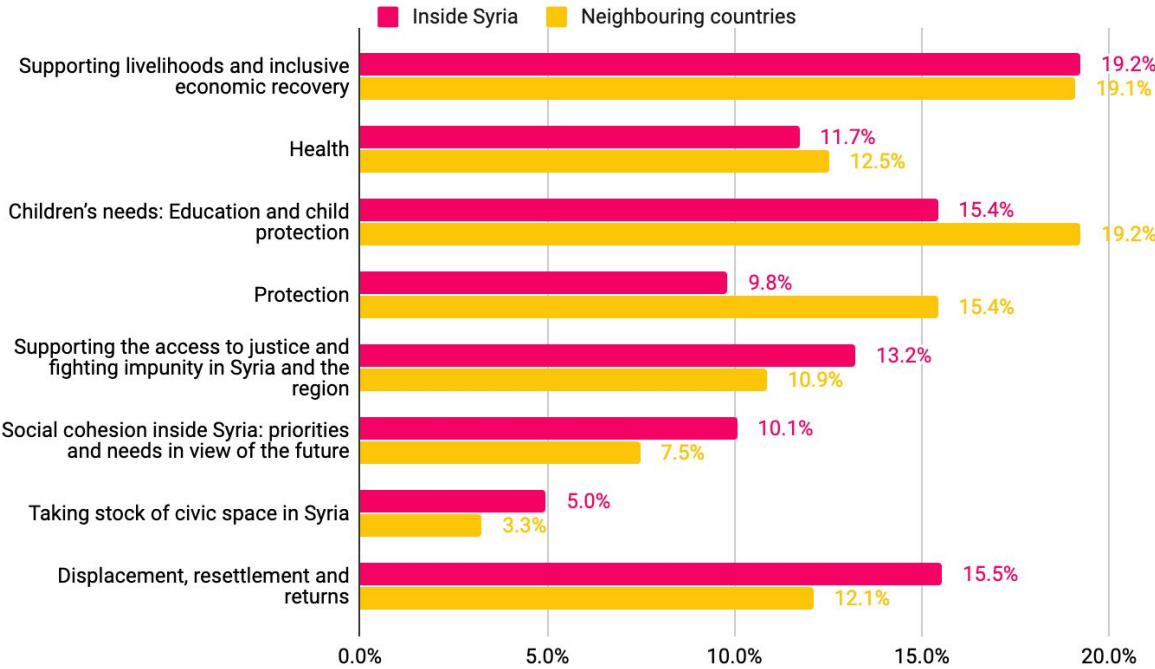
**not redirected from current projects.** Secondly, many participants noted that overall, short-term and rigid funding hampers the effectiveness of interventions. They urged donors to **commit to multi-year, sustained, and flexible projects to enable civil society to plan ahead and also react to evolving conditions.**

- **Duty of care to staff of I/NGOs:** A number of participants also raised the issue of duty of care for staff. This priority was identified particularly by participants in areas of active conflict within Syria, where policies toward staff safety and severance pay were highlighted. Other participants raised the issue in relation to Coronavirus, noting that policies of staff safety were not always clear.
- **B4C:** Numerous participants provided feedback and recommendations on the Brussels 4 Conference consultations and process itself. These comments unanimously urged enhanced civil society engagement, especially highlighting the need for high-level discussions to include civil society, particularly Syrian civil society. Some participants suggested the creation of a permanent or periodic follow-up mechanism to track commitments made at Brussels and facilitate engagement between states making commitments and civil society.
- **Media:** A limited number of participants raised the issue of media engagement. They suggested increased or new support for independent media/refugee voices in the form of radio stations and engagement on social media. Some participants also noted the increasing reliance on social media as a source of news and recommended trainings on media literacy to improve critical engagement with social media.
- **Unexploded Ordnance:** Some participants noted that the severity of the problem of unexploded ordnance requires particular attention. These participants suggested increased awareness raising and removal of UXO.

# Recommendations

After participants shared information on key priority themes (see bar graph below for an overview of the most selected key themes in Syria and neighbouring countries), changes over the previous year and the prospects for future developments, they were asked to provide recommendations to the international community and other actors on the path ahead.

Key priority themes (in %) for both Syria and neighbouring countries



Participants first selected recommendations from a multiple choice list, then provided responses to open-ended questions. The sections below report the results of this process, highlighting the top five most-selected answers to the multiple-choice questions and the key inputs gathered from the open-ended responses. These recommendations also include takeaways from the twenty-six external reports submitted by CSOs.

## Supporting livelihoods and inclusive economic recovery

**Livelihoods was identified as a priority theme (among the top 4 most-selected responses) both inside Syria and in neighbouring countries.**



## Inside Syria

Participants' recommendations to the international community on this topic centred on the **urgent need to facilitate access to financing for enterprise creation and investment in local initiatives for inclusive growth**. 19% of participants in Syria recommended the provision of financing, while another 17.8% urged **enhancing local initiatives promoting inclusive economic growth**, emphasizing the need for locally led growth initiatives. External reports from Syrian civil society echoed these priorities: numerous organisations highlighted the urgent need to **expand financing in the form of loans or grants for micro-, small, and medium-sized enterprises (MSMEs)**. In open-ended questions, multiple participants also mentioned the opportunities presented by the **agricultural sector**, highlighting that investment in this sector could provide significant livelihood opportunities with some additional investment.

**Gender-related issues were cited as a crosscutting recommendation:** in Syria 33.9% (192 out of 565) made specific reference to this theme within their answers on livelihoods and economic growth. The response varied from **instalment of women quota, trainings specifically for women (some mentioning specifically widowed women) in areas of economic activity such as sewing, beauty, and food production, and financial support for women in the form of micro-credits**. Also, women empowerment was mentioned as very much linked to small income generating projects.

10% of participants focused on **the need to invest in skills creation or education and to facilitate the link between these programs and employment**. Some participants recommended specific kinds of training to support livelihoods, including technical and managerial training for women to increase preparedness for the labour market. External reports from Syrian organisations also included dozens of recommendations **linking the issue of livelihoods to education**, urging education programs that link explicitly to employment and vocational training to ensure that the Syrian labour force has requisite skills to take advantage of livelihood opportunities.

Other participants suggested removing institutional or governmental barriers to economic activity and livelihoods: 14% of participants selected fighting corruption as a key recommendation, while 9.7% selected reducing regulatory obstacles to employment or enterprise creation. This result highlights **links between the priority theme of Access to Justice and Livelihoods**. A final segment of participants recommended "building up Syria," indicating the need to invest in both physical and institutional infrastructure (including non-corrupt and efficient bureaucratic institutions) in order to facilitate economic recovery.

## Neighbouring countries

In neighbouring countries, supporting Livelihoods was also a high priority, and many of **the same recommendations were made to support refugees and those impacted by the Syrian crisis**. Again, gender was identified in crosscutting recommendations as a key to supporting livelihoods: **42.7% of the responses emphasized women and girl's empowerment** or other gender issues. Participants likewise recommended a women's quota or other affirmative action, trainings specifically for women, and financial support for women in the form of micro-credits.

Overall, participants from **neighbouring countries also prioritized access to finance and skills creation for all as the key recommendations for supporting livelihoods**. 13.8% of participants recommended facilitating access to finance and 11.7% recommended supporting skills creation. Pluralities of participants to open-ended questions on the topic likewise recommended prioritizing **education generally and training for women and on-the-job training specifically as keys to supporting livelihoods**. Participants to the open-ended questions once again highlighted **the link between youth livelihoods projects and protection of youth**.

External reports supported these findings on both financing and skills-creation: numerous organisations from Turkey, Jordan, and Lebanon urged **increased investment of funds for livelihoods, especially grants and other favourable financing arrangements to support enterprise creation**. Some organisations noted that the provision of financing - including **microfinance - for refugees can support inclusion of persons with specific needs in the labour market, supporting protection goals**. External reports also emphasized the importance of a diversity of skills training, including that targeted at youth, older workers, women, and persons with specific needs, in supporting livelihoods.

Participants in **neighbouring countries were understandably more concerned with issues of access to the labour market and regulation thereof than those inside Syria**. 16.1% selected "ensuring access to the labour market for both refugees and local communities", while 10.3% noted the need to target social safety nets to respond to both refugee and host community needs. A further 9.8% recommended reducing regulatory obstacles to employment and/or enterprise creation.

External reports elaborated on these concerns, recommending in particular that the international community press host governments to **implement flexible work permits to allow for legal employment of refugees without binding them to particular employers**. Organisations also urged **expansion of social safety nets - for both refugees and host communities** - particularly to prevent economic catastrophe as the societies grapple with Coronavirus and related shutdowns.

External reports and responses to open-ended questions repeatedly stressed the essential **need to include both refugee and host community members in any livelihoods interventions** both to increase the efficacy of the intervention and to mitigate community tensions and increase cohesion. Some participants suggested the development of domestic industries and opening to export markets as strategies that could support inclusive economic development.

## Health

### Inside Syria

Participants inside Syria recommended that the international community **focus on providing financial and material support to healthcare facilities in Syria** (16.8% mentioned this). The recommendation was particularly common and acute **in the Northwest**, as physical healthcare infrastructure has been decimated there. Open-ended responses and external reports echoed this call, suggesting physical rehabilitation of healthcare infrastructure and provision of medical equipment including ventilators and PPE. Open-ended responses and external reports noted that a **cessation of the bombing of hospitals is a prerequisite for effective healthcare** and recommended international pressure on this topic.

11.1% of participants suggested **capacity building for healthcare professions**, focused not just on health topics but also on the rights of IDPs and refugees. 10.6% recommended enhancing expertise through medical staff exchanges and other skills-building exercises.

Participants also focused on **increasing access to healthcare, through the provision of healthcare subsidies/reducing the costs of healthcare** (10.5%) and through improving referral systems (9%). Open-ended responses suggested a joint initiative between donors and the ministry of health to increase inclusive healthcare.

A number of open-ended responses highlighted intersections between **the role of women and health outcomes: suggestions included activating networks of women to raise awareness about Coronavirus prevention**, support for health centres, trainings specifically for women and girls, and ensuring adequate income for female health workers.

Numerous external reports recommended **expanding access to mental healthcare**, especially in the face of Coronavirus lockdowns, associated economic pressure, and risks of domestic violence.

### Neighbouring countries

**Similar recommendations** for the improvement of healthcare were made **by the neighbouring countries**, albeit in a different order of priority. 16.2% of participants recommended **providing financial and material support to medical facilities**, indicating that these facilities require improvements not just in conflict-affected areas, but also in surrounding countries. 11.2% recommended the provision of healthcare subsidies or **reduction of costs of healthcare for the**

**most vulnerable.** External reports confirmed these priorities, appealing for investment in facilities and financial assistance to support the healthcare system.

11.2% also selected capacity building for healthcare professionals on the rights of refugees and IDPs. This corresponds to external reports, many of which recommended **increasing awareness among healthcare professionals—and refugees themselves—of the rights of refugees to access healthcare.**

9.9% of participants recommended that the international community **support and finance the provision of high-quality psychosocial support and mental healthcare.** External reports and open-ended responses reiterated this priority: many recommended expanding online access to mental healthcare and increasing investment in this area overall. Aside from the Coronavirus response, this was the most frequently mentioned topic under health in external reports.

Finally, 9.3% of participants recommended improved referral systems to increase access of refugees/IDPs to healthcare services.

**Linkages with women’s empowerment and social cohesion** were also suggested in open-ended responses. Many participants highlighted the role of women in spreading health information, especially Coronavirus awareness, and participants emphasized that **services should be inclusive of both refugees and host communities.** The suggestion of a collaboration between donors and ministries of health to improve inclusivity of healthcare was also prioritized in responses from neighbouring countries.

## Children’s needs: Education and child protection

Participants from both inside Syria and neighbouring countries identified Children’s needs in education and protection as high priority themes (inside Syria 15.4% selected this theme, while 19.1% selected it from neighbouring countries).

### Inside Syria

The recommendations on this theme focused on the **urgent need for various forms of investment in education - and the protective elements of education** - in order to meet children’s needs. 15.4% of participants recommended the **creation of a safe learning environment**, including through capacity building for teachers. Another 12.5% recommended improvements to equipment, facilities, and teacher training and pay. A further 11.7% recommended the **provision of cash assistance to families of school-aged children to protect children from entering the labour force early.**

External reports further emphasized these priorities: many urged investments in formal exams, teacher training, and facilities to improve the quality of education, increase linkages to employment, and as protection for children facing child labour, early marriage, or recruitment by

armed groups. Several reports emphasized the need to **invest in distance learning** - including the provision of smart devices and internet access for students who lack them - to respond to Coronavirus lockdowns.

Many open-ended answers emphasized the importance of supporting specific projects to enhance women and girls' access to education.

Other participants mentioned the need to **support children holistically in education**: 10.2% recommended improved **availability and quality of psychosocial services in connection with education**. Numerous answers to the open-ended questions suggested the need to **strengthen links between school and families or caretakers** and to support a safe and secure family environment. Others recommended an increased protection-focus in education overall, and specifically an increase in awareness raising to prevent child marriage and labour.

### **Neighbouring countries**

The recommendations for governments and international communities to overcome persisting challenges in children's access to quality education, and to enhance their safety and protection, were the **same as those for Syria**, but in a somewhat different order of importance. The top priority was also to **create safe learning environments**, including through teacher capacity building, with 15.3% of participants. External reports illuminate the specifics of this issue: participants noted that many children experience bullying and xenophobia, including from teachers, and that current systems to include refugee children in education -including second-shift systems in Lebanon, Jordan, Turkey - result in lower quality education. Numerous open-ended responses also emphasized the need to **prioritize protection within education**, as did external reports. Some participants recommended the creation of child protection hubs in education centers to refer and respond to root causes of protection threats.

The second highest priority (with 12.1%) was the provision of **cash assistance to prevent child labour**. Participants noted high rates of child labour and marriage and also recommended awareness-raising for parents and that existing cash programs be increased to make education feasible.

10.7% of participants recommended the expansion and improvement of **psychosocial services connected to education, indicating again the importance of linking education with protection**. Other linkages were recommended: 10.5% of participants recommended strengthening links between education and livelihood/employment opportunities. Many external reports suggested the expansion of vocational and other training programs to create these linkages, noting that these projects should be available to both refugee and host communities.

Finally, 9.8% of participants recommended further investment in equipment, staff, and facilities, including increasing teacher pay. Open-ended answers suggested even more concrete improvements: the construction of schools closer to locations where refugees live to increase children's access, particularly girls.

## Protection

### Inside Syria

Unsurprisingly, participants prioritized issues of physical safety and protection from violence as the top recommendations in the area of protection inside Syria: 14% recommended **ensuring physical safety and security** while an additional 12.3% **recommended the prevention of both indiscriminate violence and targeted reprisals**. The external inputs supported these recommendations with specific asks for international pressure to halt Russian and Syrian government military operations, for these entities to adhere to UN Resolution 2254, and to heed the UN Secretary General's call for a global ceasefire during the Coronavirus pandemic.

Many participants also **recommended pressing for freedom of movement** (11.4%). External reports reinforce this recommendation: numerous organisations **urge that humanitarian activities must not be inhibited by Coronavirus movement restrictions**. These reports also urgently recommended the renewal of cross-border assistance including through the Yarubiyah crossing and the reauthorization of UN Security Council Resolution 2504.

Participants recommended that **access to services on a non-discriminatory basis** be improved: 11.4% recommended provision of basic services or assistance to affected populations while another 8.8% recommended ensuring indiscriminate access, specifically, to basic services.

Within the open-ended questions, responses were highly varied with recommendations for **women's empowerment, training and online education, and empowerment through securing decent work**. Fewer participants mentioned issues of physical safety, human rights, and ensuring and maintaining peace. External reports made numerous specific recommendations regarding information sharing with UN bodies and Syrian citizens, especially the families of the disappeared, ICRC monitoring of places of detention, investigation and prosecution of war crimes, and other recommendations.

### Neighbouring countries

It is **striking that participants in neighbouring countries recommended ensuring physical safety and security as a high priority** as well, with 11.4% selecting the option, despite the fact that these neighbouring countries are not engaged in conflict on their territories. This recommendation reflects the physical safety risks that face refugees in countries of asylum, including evictions, xenophobic violence and curfews, SGBV and domestic violence. An additional 10.3% of

participants recommended ensuring freedom of movement and mobility. Many open-ended answers emphasized the **need for governments to effectively protect refugees from violence and discrimination, including discriminatory application of Coronavirus-related lockdown measures.**

11.6% of participants from neighbouring countries recommended the **provision of basic services and other assistance to affected populations**, which external reports emphasised, should include both refugee and host communities. Many external reports recommended instituting or **expanding the provision of emergency and protection cash assistance for all vulnerable individuals**. In open-ended recommendations, participants also suggested the provision of education/language/training opportunities and housing (and improvement of camp conditions). Another 10.3% recommended **addressing barriers to obtaining legal status or documentation**. Many external reports likewise outlined recommendations for expanding access to legal residency and other civil documentation.

Finally, 9.8% recommended the **prevention of gender-based violence**. Many external reports addressed this point, recommending a variety of interventions to prevent SGBV and domestic violence, especially in the face of Coronavirus lockdowns. These responses highlighted the heightened protection risks that women and girls face during movement restrictions and reductions in access to social services.

## Supporting access to justice and fighting impunity in Syria and the region

### Inside Syria

Access to justice and fighting impunity in Syria were selected as a top priority by participants inside Syria, though protection was selected more frequently as a priority theme in neighbouring countries. Participants within Syria recommended **engagement with international legal instruments as a key step to support access to justice**: 15.7% recommended advocating the endorsement of international law as the basic framework for justice and legal protection, while a further 13.6% recommended **supporting criminal prosecution through international courts** using IJMM or related mechanisms. 12.7% of participants additionally recommended that the international community support initiatives to archive and collect evidence on crimes and abuses. External reports emphasized the need to hold actors accountable for international crimes including specifically attacks on schools and medical facilities. In addition, many open-ended responses identified particular actors whose removal and/or prosecution was recommended in order to fight impunity and ensure access to justice.

Other participants suggested **supporting a more efficient judicial system (12.3%) and specifically recommended conducting awareness campaigns to increase citizens' capacity to defend their own human rights and HLP rights (10.2%)**. The linkages between these

recommendations were illuminated in the open-ended responses: many participants recommended awareness campaigns specifically on GBV and domestic violence (and the right to be free from such violence), the provision of legal literacy and counselling services to expand access, and the integration of women into civil work to facilitate access. The recommendations taken together suggested that an efficient and effective judicial system will be achieved in part through increasing awareness of rights and legal avenues of redress.

As illustrated by the above, external reports and open-ended responses mentioned women and gender frequently under this theme, recommending **support for reshaping legal structures** - including those that pre-date 2011 - **to enhance gender equality, recognize rights to property, and reduce gendered barriers to access to justice**. External reports also note that **fighting impunity for crimes including SGBV must include mechanisms for women** to submit testimony on their experiences. Some external reports focused entirely on **securing access to justice in HLP, particularly for women**; ample specific recommendations can be found therein.

### **Neighbouring countries**

Although fewer participants from neighbouring countries identified Access to Justice as among their top priority themes, the specific recommendations made from neighbouring countries closely **aligned with the recommendations from inside Syria**: the focus was on **engagement with international justice mechanisms**. 14% recommended advocating for the endorsement of international law as a framework for justice, while 13.4% recommended supporting evidence gathering and documentation of crimes and a further 12% specifically recommended criminal prosecution through international courts including the IIIM.

Participants also closely echoed Syrian participants in recommending the use of **awareness campaigns to increase individuals' knowledge of and access to their rights** (11.2%). In open-ended responses, numerous participants mentioned the provision of counselling and legal literacy services and awareness campaigns.

Participants from neighbouring countries finally recommended fighting corruption in the legal system as crucial to securing access to justice, with 10.7% recommending this step.

As in the open-ended responses from within Syria, participants in neighbouring countries raised many gender issues in relation to access to justice. Many recommended the inclusion of women in civil work as increasing access, as well as highlighting that awareness raising campaigns should include rights to be free of gendered violence.



## Social cohesion inside Syria: priorities and needs in view of the future

### Inside Syria

Recommendations from participants inside Syria highlighted the **need for social cohesion efforts to be locally led**. 12.7% recommended supporting local cross-community dialogue and trust-building initiatives, while 9.2% recommended strengthening civic space and community resilience and another 8.5% recommended encouraging local dialogue and trust building between IDPs/returnees and host communities. **Within these recommendations, participants highlighted the role of specific actors in building social cohesion: 11.5% recommended supporting women and youths' role in cross-community dialogue.**

Open-ended responses reinforced this focus, recommending **support for local peace initiatives** and especially urging investment in youth and women's role in politics, law-making, and peace-making. **Almost a third (29.7%) of participants linked their open-ended social cohesion recommendations with women's empowerment**, particularly with **women's engagement with politics, law-making, and cross-community dialogue**. External reports highlighted the need for transitional justice mechanisms to build social cohesion.

Aside from this emphasis on local efforts, participants recommended **increased investment and broader eligibility for financial aid including cash assistance to reduce economic pressure** (8.4%). Open-ended answers also reflected the economic factors in social tensions, recommending enhancements in economic stability and job opportunities to mitigate tensions.

### Neighbouring countries

**Similarly** to those from inside Syria, **recommendations from neighbouring countries centred on the importance of local voices, particularly the role of women and youth**. 11% recommended supporting local initiatives to increase cross-community dialogue and trust, while 9.4% recommended similar initiatives targeted at increasing trust between IDPs/refugees and host communities. 9.8% recommended supporting women and youths' role in cross-community dialogue.

9.6% of participants recommended **reducing economic pressures by increasing financial aid to all communities**, while 8.1% recommended **fighting discrimination** between communities to access the labour market, justice, and civilian infrastructure. **These results highlight the link between social cohesion and economic pressures/competition**. This link is reiterated in external reports: although fewer reports mention social cohesion than other topics, many organisations recommend easing overall tension and pressure through the provision of economic support, including cash assistance, on the basis of vulnerability and without limitation of nationality.

External reports also suggested **the development of media or social media campaigns to counter negative portrayals and stereotypes of refugees**. Some organisations also suggested the creation of shared physical spaces such as “Culture Houses” where individuals from different communities (including non-Syrian refugees and migrants) can interact. Finally, these reports recommended investing in long-term (as opposed to one-off) cohesion programming.

## Taking stock of civic space in Syria

### Inside Syria

The top recommendation on civic space from inside Syria was to **build the capacity of civil society organisations** (15.6%). Open-ended responses likewise encouraged **support for women engaged in civic work** (20% of open-ended responses mentioned **the link between women’s empowerment and civic space**), training programs for civil society, and the promotion of democracy and civil participation. Relatively few external reports addressed the topic, but those that did recommended enhancing localization efforts to take advantage of and further develop local expertise, as well as trainings in democracy, citizenship, and civic peace to encourage participation.

However, many other recommendations focused on **direct advocacy and capacity building with authorities to carve out increased civic space**. 13.9% recommended direct advocacy by the international community on civil liberties. 11% recommended capacity building be delivered to authorities on the topic of participatory democracy. 10.5% recommended that the international community demand increased transparency and accountability from authorities. Open-ended answers recommended protection of civic actors and the creation of an environment for free speech. These answers also recommended direct pressure on authorities, including local authorities depending on geographic area, to provide safety for civil society actors.

### Neighbouring countries

**The recommendations on this topic from neighbouring countries were strikingly similar to those from inside Syria**: although percentages varied, the recommendations and even their order were the same. The top priority was capacity building to civil society organisations and local initiatives (15.1%), followed by advocating civil liberties (12.5%), enhancing links between civil society and authorities (10.5%), capacity building for authorities on participatory democracy (9.9%) and another 9.9% recommended that the international community demand increased transparency and accountability on the part of authorities.

**This consistency between Syria and neighbouring countries suggests that the perceived threats to civic space are similar**: participants were concerned about the capacity of local actors to claim civic space, but overall more **concerned with the efforts of authorities to restrict the space**.

External reports recommended close collaboration with local civil society in order to preserve civic space in the face of Coronavirus-related lockdowns and restrictions, pointing out that these may be used to erode civil liberties if local actors are not prepared and supported to resist.

## Displacement, resettlement and returns

### Inside Syria

Recommendations from **participants inside Syria on this theme overwhelmingly focused on preventing forced returns**. 17.7% of participants recommended that the international community **exert diplomatic pressure on host countries to prevent forced returns**. In open-ended answers and external reports, many participants reiterated this recommendation, stating that **peace, a political solution, and the implementation of human rights laws in Syria must precede returns**. Some participants were more direct, stating that no returns should take place under the current Syrian government.

Many participants also recommended **expanding monitoring and information sharing on conditions inside Syria and specifically of returnees**. 14.8% recommended monitoring returnees' protection and safety, while 10.5% recommended awareness campaigns on the risks of returning to Syria and/or on the rights of refugees and IDPs. **External reports recommended basing any evaluation of returns on the UNHCR Protection Thresholds**.

Participants also urged the international community to **combat push and negative pull factors that could contribute to premature returns**: 14.6% recommended ensuring civil documentation rights in countries of asylum while 11.1% mentioned the need to advocate against legislation in Syria that would indirectly force returns or facilitate demographic engineering. Open-ended and external responses recommended **the repeal of Law 10** and various decrees that impede housing, land, and property (HLP) rights and may act as negative pull factors.

### Neighbouring countries

**Recommendations from neighbouring countries were consistent with those inside Syria, focusing on the need to exert diplomatic pressure on host countries to avoid forced returns** (15.3%). Open-ended responses recommended that returns occur only after peace and political stability were achieved, and a notable portion agreed that returns should not occur under the current Syrian government. External reports also elaborated on the pressure that should be brought to bear on host governments, recommending that the international community demand a permanent halt to summary deportations, pushbacks, and "removals" and that **aid to specific host government entities should be conditioned on respect for the principle of non-refoulement**. Numerous external reports urged that the international community and UN

bodies in particular must **maintain and reaffirm the position that Syria is not currently a safe destination for return.**

Another 15.3% of participants recommended **ensuring access to civil documentation in host countries.** External reports likewise recommended increased advocacy and support for civil documentation to ensure respect for refugee rights in host countries.

**Participants in neighbouring countries were more likely than those in Syria to recommend steps towards durable solutions other than return.** 12.7% recommended facilitating resettlement to third countries when returns are not possible. This result was strongly echoed in external reports, which nearly-unanimously **urged the international community to live up to its burden-sharing commitments, specifically to dramatically increase resettlement quotas and alternative pathways.** Participants acknowledged that resettlements may be paused during Coronavirus movement restrictions but urged that the processing of resettlements continue to allow for refugees to find durable solutions as soon as international movement resumes.

11.8% recommended **investments in integration as a durable solution,** but this recommendation emphasises that **integration must be led by host communities and municipalities.** Open-ended responses specified that integration opportunities should build skills - such as language and connection to the labour market. External reports recommended investment in local communities to improve access to labour rights, healthcare, municipal services, and education for all - host and refugee alike - in order to facilitate integration.

Many participants from neighbouring countries also recommended monitoring the conditions of returnees (12.5%). External reports suggested **increasing freedom of movement across borders (“go and see” visits) to enable refugees to collect information on return conditions first-hand.** Other reports recommended increasing support to Syrian-led research and monitoring operations on return and returnees.

## Gender

It is notable that **neither participants from Syria, nor from neighbouring countries, made significant mention of women or gender issues in discussing returns and other durable solutions.** The message seems to be that return is not safe for anyone, no matter their gender. However, numerous external reports made reference to various gender-specific aspects of return and other durable solutions, noting for example that returns motivated by threats to HLP rights may have disparate impacts on women who lack documentation of HLP ownership. Some participants noted that gender-specific protection threats in Syria may prompt “split” returns where families are separated. However, the recommendations to deal with these issues **emphasized guaranteeing rights to all.**

# Annexes

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## Annex I. Recommendations in order of priority

The first 5 recommendations in the lists below are the ones that were chosen as 'recommendations' in the MC questions about what governments and the international community can do to overcome the challenges in each theme. Those that are **highlighted** deserve more emphasis, as these are the recommendations that have been mentioned again (from the previous MC answers), but now in the words of the participants themselves in the open-ended questions. The second part (n. 6-10) are the new categorizations of the open-ended questions about good practices, lessons learnt and/or recommendations for each theme.

### SUPPORTING LIVELIHOODS

#### Inside Syria

The following **recommendations** were provided to governments and the international community to support livelihoods development and economic recovery in the aftermath of the Coronavirus:

- 1. 19% of the participants from Syria (546 out of 2.874) recommended 'facilitating access to finance for enterprise creation'**
- 2. 17.8% of the participants (511/2874) recommended 'enhancing local initiatives in promoting inclusive economic development'**
3. 14.1% (404/2874) recommended 'fighting corruption'
- 4. 10.1% (289/2874) recommended 'supporting skills creation (including language skills)'**
5. 9.7% (278/2874) recommended 'reducing regulatory obstacles to employment and/or enterprise creation'

From the open-ended questions, these are the 5 most important recommendations:

6. 'Provide trainings specifically for women'
7. 'Enhance education opportunities'
8. 'Support agricultural projects'
9. 'Enhance protection and youth projects'
10. 'Build up Syria'

#### Neighbouring countries

1. 16.1% (201/1251) recommended 'ensuring access to the labour market for both refugees and local communities'
- 2. 13.8% (173/1251) chose 'facilitating access to finance for enterprise creation'**
- 3. 11.7 (146/1251) chose 'supporting skills creation (including language skills)'**

4. 10.3% (129/1251) chose 'better targeting social safety nets based on needs for both Syrian refugees and local communities'
5. **9.8% (123/1251) chose 'reducing regulatory obstacles to employment and/or enterprise creation'**

From the open-ended questions, these are the 5 most important recommendations:

6. Provide trainings specifically for women
7. Enhance education opportunities
8. Create/support more integration between host and refugee community → More dialogue between host and refugee communities (not only in ensuring access to jobs for both, but for social cohesion purposes → sustainability)
9. Enhance protection and youth projects
10. Support on-the-job training opportunities

## HEALTH

### Inside Syria

1. **16.8% (314/1869) of the participants recommended 'financial and material support to medical/healthcare facilities'**
2. 11.1% (208/1869) chose 'capacity building for healthcare professionals on the rights of refugees/IDPs'
3. **10.6% (199/1869) chose 'supporting expertise enhancement (e.g. through medical staff exchanges)'**
4. 10.5% (196/1869) chose 'providing healthcare subsidies/ reducing the cost of healthcare for destitute households'
5. 9% (168/1869) chose 'establishing referral systems for refugees/Internally Displaced People (IDPs)'

From the open-ended questions, these are the 5 most important recommendations:

6. Activate role of women groups/networks in awareness re corona
7. Support specific health centres and trainings for women and girls
8. Support local health facilities
9. Support joint initiatives of donors and ministry of health for inclusive healthcare
10. Guarantee appropriate (work)income for female health workers

### Neighbouring countries

1. **16.2% (137/848) of the responses selected 'financial and material support to medical/healthcare facilities'**
2. 11.2% (95/848) chose 'providing healthcare subsidies/ reducing the cost of healthcare for destitute households'
3. 10.5% (89/848) chose 'capacity building for healthcare professionals on the rights of refugees/IDPs'

4. 9.9% (84/848) chose 'support/finance the provision of quality expertise on psychosocial and mental healthcare'
5. 9.3% (79/848) chose 'establishing referral systems for refugees/Internally Displaced People (IDPs)'

From the open-ended questions, these are the 5 most important recommendations:

6. Provide online access to mental health care
7. Support local health facilities
8. Provide services for both refugees and host communities
9. Activate role of women groups/networks in awareness re corona
10. Support joint initiatives of donors and ministry of health for inclusive healthcare

## **CHILDREN'S NEEDS: EDUCATION AND CHILD PROTECTION**

### **Inside Syria**

1. **15.4% (403/2609) of the participants recommended Create safe learning environments (including through capacity building for teachers)**
2. **12.5% (325/2609) chose Better equip and/or staff existing educational facilities (incl. improving teachers' remuneration)**
3. **11.7% (305/2609) recommended Provide cash assistance for the families of school-age children (e.g. to prevent child labour)**
4. **10.2% (266/2609) recommended Improve availability & quality of psycho-social services, in connection with education facilities**
5. **9.1% (237/2609) recommended Strengthen the link between education and livelihood/employment opportunities**

From the open-ended questions, these are the 5 most important recommendations:

6. Support work and education of women and girls
7. Strengthen link between school and families/carers
8. Focus on child protection within education
9. Awareness for parents on child marriage and labour
10. Secure safe family environment

### **Neighbouring countries**

1. **15.3% (189/1239) recommended 'create safe learning environments (including through capacity building for teachers)'**
2. **12.1 (150/1239) recommended 'provide cash assistance for the families of school-age children (e.g. to prevent child labour)'**
3. **10.7% (132/1239) recommended 'improve availability & quality of psycho-social services, in connection with education facilities'**
4. **10.5% (130/1239) recommended 'strengthen the link between education and livelihood/employment opportunities'**

**5. 9.8% (121/1239) recommended 'better equip and/or staff existing educational facilities (incl. improving teachers' remuneration)'**

From the open-ended questions, these are the 5 most important recommendations:

6. Focus on child protection within education
7. Create awareness for parents on child marriage and child labour
8. Strengthen link between school and families/carers
9. Build schools in vicinity of refugee settings (to encourage girls to go to school > child marriage)
10. Support work and education of women and girls

## **PROTECTION**

### **Inside Syria**

Advice to governments and the international community to overcome the main protection challenges to Syrians and refugees both in Syria and the region, were the following:

- 1. 14% (201/1435) recommended 'ensuring physical safety and security'**
2. 12.3% (176/1435) recommended 'prevention of indiscriminate violence and targeted reprisals'
- 3. 11.4% (164/1435) recommended 'ensuring freedom of movement and mobility'**
- 4. Another 11.4% (164/1435) recommended 'provision of assistance/services to affected population'**
5. 8.8% (126/1435) recommended 'ensuring indiscriminate access to basic public services'

From the open-ended questions, these are the 5 most important recommendations:

6. Support women's work and gender equality (including children)
7. Provide training, language course and (online) education
8. Support women's empowerment and secure decent work
9. Ensure that human rights are met
10. Ensure and maintain peace

### **Neighbouring countries**

- 1. 11.6% (114/986) recommended 'provision of assistance/services to affected population'**
- 2. 11.4% (112/986) recommended 'ensuring physical safety and security'**
- 3. 10.3% (102/986) recommended 'ensuring freedom of movement and mobility'**
- 4. Another 10.3% (102/986) recommended 'addressing barriers to obtaining legal status/documentation'**
5. 9.8% (97/986) recommended 'prevention of gender-based violence'

From the open-ended questions, these are the 5 most important recommendations:

6. Support women's work and gender equality (including children)
7. Provide decent housing (especially in camps)
8. Provide training, language course and (online) education



9. Ensure that human rights are met
10. More responsibility from governments to protect/treat refugees

## **SUPPORTING THE ACCESS TO JUSTICE AND FIGHTING IMPUNITY IN SYRIA AND THE REGION**

### **Inside Syria**

In order to overcome the main challenges to access justice and to fight impunity inside Syria, this is what governments and the international community should do:

1. **15.7% (264/1680) recommended 'advocating for endorsement of international law as basic framework for justice & legal protection'**
2. **13.6% (228/1680) recommended 'supporting criminal prosecution through international courts using IJIM or related justice mechanism'**
3. **12.7% (213/1680) recommended 'supporting initiatives archiving and documenting evidences of crimes and abuses'**
4. **12.3% (206/1680) recommended 'supporting and/or working on a more efficient judicial system'**
5. 10.2% (171/1680) recommended 'supporting campaign awareness regarding rights and abuses (human right, HLP right etc.)'

From the open-ended questions, these are the 5 most important recommendations:

6. Prosecute war criminals to avoid impunity
7. Create awareness campaigns, working on gender equality, violence
8. Support women' household, lives
9. Integrate women into civil work in a broad way
10. Enhance legal aid, such as counselling, judicial services, legal literacy

### **Neighbouring countries**

What governments and the international community can do to overcome the main challenges to access justice and to fight impunity in the region:

1. **14% (90/644) recommended 'advocating for endorsement of international law as basic framework for justice & legal protection'**
2. **13.4% (86/644) recommended 'supporting initiatives archiving and documenting evidences of crimes and abuses'**
3. **12% (77/644) recommended 'supporting criminal prosecution through international courts using IJIM or related justice mechanism'**
4. **11.2% (72/644) recommended 'supporting campaign awareness regarding rights and abuses (human right, HLP right etc.)'**
5. 10.7% (69/644) recommended 'fighting corruption in the legal system'

From the open-ended questions, these are the 5 most important recommendations:

6. Integrate women into civil work in a broad way
7. Support women's' households, lives

8. Enhance legal aid, such as counselling, judicial services, legal literacy
9. Create awareness campaigns, working on gender equality, violence
10. Maintain peace, justice

## **SOCIAL COHESION INSIDE SYRIA: PRIORITIES AND NEEDS IN VIEW OF THE FUTURE**

### **Inside Syria**

To improve the social cohesion between the communities inside Syria, the following set of recommendations, in order of importance, were mentioned:

1. 12.7% (201/1587) recommended 'encouraging local initiatives increasing cross-community dialogue and trust'
2. 11.5 (183/1587) recommended 'supporting women and youths' role as cross-community dialogue actors'
3. **9.2% (146/1587) recommended 'strengthening the civic space and community resilience'**
4. 8.5% (135/1587) recommended 'encouraging local initiatives increasing dialogue and trust between IDPs and host communities'
5. 8.4% (133/1587) recommended 'reduce the economic pressure by increasing financial aid'

From the open-ended questions, these are the 5 most important recommendations:

6. Encourage and support women in society and the political sphere/law-making
7. Support women as peacemakers and leading on the cross-communities dialogue
8. Support local peace and peacemakers of all communities
9. Build youth, and youth initiatives capacity
10. Enhance economic stability and job opportunities

### **Neighbouring countries**

1. 11% (56/509) recommended 'encouraging local initiatives increasing cross-community dialogue and trust'
2. 9.8% (50/509) recommended 'supporting women and youths' role as cross-community dialogue actors'
3. 9.6% (49/509) recommended 'reduce the economic pressure by increasing financial aid'
4. 9.4% (48/509) recommended 'encouraging local initiatives increasing dialogue and trust between IDPs and host communities'
5. 8.1% (/509) recommended 'fighting discrimination between communities to access job market, justice, civilian infrastructures'

*NOTE: NOT A TOP 6-10, as the answers are really limited (to n=26 divided over 13 categories)*

## **TAKING STOCK OF CIVIC SPACE IN SYRIA**

### **Inside Syria**

What can the international community do to support a widening of the civic space for citizens in Syria and refugees in the region?

1. **15.6% (95/610) recommended 'capacity building to civil society organisations and local initiatives'**
2. 13.9% (85/610) recommended 'Advocate civil liberties'
3. **11.5% (70/610) recommended 'enhance links between civil society/citizens and the authorities'**
4. **11% (67/610) recommended 'capacity building to the authorities on participatory democracy'**
5. 10.5% (64/610) recommended 'demand transparency and accountability on the part of the authorities'

From the open-ended questions, these are the 5 most important recommendations:

6. Encourage /support women to engage in civic work
7. Support training program for civil society
8. Enhance safe environment for freedom of speech - safety of civil workers
9. Promote democracy and civil participation
10. Pressure on the authorities in accordance with the geographical area, providing safety and security for workers in the civil field

### **Neighbouring countries**

1. 15.1% (23/152) recommended 'capacity building to civil society organisations and local initiatives'
2. 12.5% (19/152) recommended 'advocate civil liberties'
3. 10.5% (16/152) recommended 'enhance links between civil society/citizens and the authorities'
4. 9.9% 15/152) recommended 'capacity building to the authorities on participatory democracy'
5. Another 9.9% (15/152) recommended 'demand transparency and accountability on the part of the authorities'

*NOTE: NOT A TOP 6-10, as the answers are really limited (to n=35 divided over 19 categories)*

## **DISPLACEMENT, RESETTLEMENT AND RETURNS**

### **Inside Syria**

How can governments and the international community ensure that returns (of refugees to Syria, and of IDPs to the areas of origin) are not forced, and that they do not amount to demographic engineering, especially during the Coronavirus crisis?

1. **17.7% (263/1489) recommended 'exert diplomatic pressure towards host countries so to avoid forced returns'**
2. **14.8% (221/1489) recommended 'monitor returnees' protection and safety (including through IT/technological means)'**
3. **14.6% (218/1489) recommended 'ensure that civil documentation rights of refugees are respected in hosting countries'**

4. 11.1 (166/1489) recommended 'advocate against new legislation in Syria that would indirectly force returns'

**5. 10.5% (156/1489) recommended 'awareness campaigns on the rights of refugees/IDPs and the risks returning to Syria/areas of origin'**

From the open-ended questions, these are the 5 most important recommendations:

6. Support peace and political (solution) stability before return
7. No return should happen under the current Syrian regime
8. Support protection laws in Syria /ensuring safety /property rights
9. Support job opportunities and financial stability to return
10. Implementation of Human Rights laws in Syria

### **Neighbouring countries**

1. 15.3% (82/535) recommended 'exert diplomatic pressure towards host countries so to avoid forced returns'

**2. Another 15.3% (82/535) recommended 'ensure that civil documentation rights of refugees are respected in hosting countries'**

**3. 12.7% (68/535) recommended 'facilitating resettlement when returns are not an option'**

**4. 12.5% (67/535) recommended 'monitor returnees' protection and safety (including through IT/technological means)'**

**5. 11.8% (63/535) recommended 'support the work of host communities and municipalities for durable solutions and integration'**

From the open-ended questions, these are the 5 most important recommendations:

6. Peace and political (solution) stability before return
7. Providing integration opportunities (language courses, engagement in the labour market) in asylum countries/education
8. Job opportunities and financial stability to return
9. No return should happen under the current Syrian regime
10. Protection laws in Syria/ensuring safety/property rights

## Annex II. Summary of recommendations - External reports

Identifying information has been removed, but divisions between different organizations and/or networks of organizations were maintained to reflect that there is a broad diversity of views within each country's civil society. Names have been replaced with numbers for reference.

### Syria

- NGO Coalition 1
  - Funding: increase COVID19 funds + funds to address secondary impacts of COVID19
  - Movement: Ensure NGO programming excluded from COVID-related movement restrictions; Ease movement of humanitarian staff and supplies overall; Renew UNSC Resolution 2504 and press for reauthorization of access through Yarubiyah to ensure cross-border supplies
  - Duty of Care: ensure staff duty of care measures in place for humanitarian staff
  - Displacement/RST/Return: Protect those seeking to return while upholding non-refoulement; Commit to durable solutions beyond return, including responsibility-sharing mechanisms
  - B4C: Conduct a virtual Senior Officials Meeting to prep before ministerial segment; Ensure B4C leads to concrete policy outcomes, not just financial pledges; Ensure that the CSO consultations directly informs the agenda and outcomes; Conduct official side events for direct interaction between CSOs and member states
- NGO Coalition 2
  - Children's Needs: Fund protection and transition programs from child labor or armed recruitment; Integrate protection and education; Stop attacks on schools by increasing political pressure and accountability; Support formal exams (year 9 & 12); Require and commit to inclusion of children with disabilities.
  - Protection: Demand information sharing and access for the Special Advisor, Special Envoy, and families; End the monopoly of Astana on conversation about detainees; Demand ICRC monitoring access and a halt to the Military Field Tribunal, Terrorism Court, and all death sentences; Commit resources to prosecution of war crimes; Intensify pressure for ceasefires in N/NE.
  - Displacement/RST/Return: Halt deportations to Syria; Ensure human rights monitoring of returnees; Review thresholds w/ SCSOs; Ensure donations/funding don't support deportations; Repeal Law 10 + Decree 66
- NGO Coalition 3
  - Access to Justice/Return: Develop international independent mechanism to document property claims and prepare for restitution or reparations; Refrain from activity—including reconstruction activities—that would impair vindication of HLP

rights or erase evidence of crimes; Conduct due diligence to avoid above; IIM and Col on Syria should investigate forcible transfer of population and HLP crimes

- NGO Coalition 4
  - Livelihoods: Support access to basic services/improvements in infrastructure to support livelihoods
  - Protection: Provide protection for those isolated by COVID (out of school, work); Mainstream protection; Commit to do no harm principles.
  - Displacement/RST/Return: Collaborate with all actors to ensure returns are sustainable; improve links throughout region for return planning and informed individual decision-making; focus on holistic approaches including emphasis on responsibility sharing vs. return.
  - Funding: ensure that COVID response funding is additional, not re-programmed; work with humanitarian and GoS partners to increase cash and voucher assistance; overcome barriers to CBO partnerships; increase multi-year and flexible funding.
  - Food: work on supply side as well as demand, taking note of price inflation.
  - Engagement with GoS: increase engagement with some technical ministries and local governments, led by NGOs with experience; increase donor engagement with and pressure on certain Syrian institutions to increase humanitarian access; discuss "good donorship" principles with MoFA, other ministries.
  - Civic Space: Accelerate localization; Make use of global and local expertise of NGOs.
  - Counterterrorism and Sanctions: Work towards humanitarian banking channel and other measures to increase access to humanitarian funds; concern that EU and other sanctions (overlapping) may lead to accidental violation by NGOs or self-restriction of activities to avoid sanction risk; improve risk-sharing with donors; increase trust-building exercises
- NGO Coalition 5
  - Access to Justice and Social Cohesion: Reshape the legal structure (pre-dating 2011) that positions women as second-class citizens; Recognize changes of status, education, healthcare; Repeal Law 10 and similar provisions; Reparations must not substitute for state responsibility to respect/protect rights; Judicial mechanisms (testimony) must be widely available, free, confidential, and have realistic standards of proof
- NGO Coalition 6
  - Social Cohesion: Establish a credible political process to achieve transitional justice
  - Livelihoods: Support capacity development and vocational training programs that link education to jobs; Account for SGBV, harassment, early marriage, and economic dependence in livelihoods projects

- Children’s Needs: Facilitate re-entry to education of children in labour or otherwise not in school
- Civic Space/Social Cohesion: Encourage public discussion of democracy and citizenship, volunteerism, civic peace, dialogue, and trust building
- NGO Coalition 7
  - Media: Urge the establishment and support of a local radio station for IDPs and refugees in camps in NE Syria; Increase EU/UN support to media projects, including highlighting missing and disappeared, victims of war, and detainees.
  - UXO: EU and UN should significantly increase support to awareness campaigns regarding mine and other remnants of war
- NGO Coalition 8
  - Protection: Protect women from all forms of violence, especially as increased by COVID and lockdown conditions; Incorporate the results of the local organizations’ surveys and information gathering into B4C
- NGO Coalition 9
  - Displacement/RST/Return: Reiterate that Syria is not presently a safe destination for return; Collect and disseminate reliable information on the systematic physical, legal, and material risks of return to refugees and international community to counter narratives that returns are currently safe; Base return safety conclusions on the Protection Thresholds, which cannot be met without a political solution; Press for unfettered access for Syrian citizens in Syria to international assistance and essential services; Constitutionally and internationally guarantee civic space in Syria; Support the creation of a Syrian-displaced-led process to construct a roadmap towards safe returns; Reiterate that “return” as a solution to displacement is place-specific and that population transfer does not constitute a solution; Publicly commit to the importance of inclusion of displaced communities in decision-making; Focus durable solutions programming on non-return solutions; Monitor physical, legal, and material safety of refugees in host countries; Include Syrian refugee-led CSOs/NGOs in the 3RP Steering Committee and the Regional Durable Solutions Working Group
- NGO Coalition 10
  - Protection: Urgently pressure Russia and GoS to halt military operations in Idlib, withdraw from occupied areas, and adhere to UN Resolution 2254; Impose a comprehensive ceasefire in light of COVID; Organize a specialized international conference on detainees and forced disappearances, decoupled from political/constitutional process; Press for immediate release of all detainees and forcibly disappeared; Secure access to visit all detention centres and report on prisoners to families
  - Access to Justice: Advance accountability for attacks against schools, medical facilities, and other civilian infrastructure

- B4C: Create a follow-up and periodic review mechanism to report on implementation of commitments
- Funding/Movement: Maintain funding by renewing SCR 2165&2504 to allow for cross-border delivery
- Livelihoods: Adopt a “nexus” approach to move from humanitarian/emergency aid to development; Increase investments and provide loans in productive sectors such as agriculture and MSMEs; Provide professional training and link them to employment; Provide emergency cash support; Facilitate work permits
- Health: Provide urgent rehabilitation of health facilities to treat COVID patients; Provide ventilators and medical equipment including PPE; Lift restrictions on import/export of this equipment; Invest in medical education to increase personnel; Subsidize treatment of refugees in neighbouring countries
- Education and Child Protection: Increase financial and technical support for education and protection; Improve access to formal and informal education
- NGO Coalition 11
  - Education: Invest in technology infrastructure including devices and internet provision; Train teachers on virtual/distance education and provide students and parents with support for distance learning; Increase access to electronic curricula from previous UN efforts and provide immediately to teachers etc.
- NGO Coalition 12
  - Livelihoods: Focus on supporting industry and agriculture more than trade; Support independent scientific research; Improve statistics
  - Education: Develop distance learning mechanisms
  - Protection: Combat SGBV and DV, especially during crises
  - Media: Invest in (social) media literacy to reduce reliance on and credulity in social media rumours as news; Ensure accountability for fake news; Facilitate access to information and freedom of expression
  - Civil Society: Provide a supportive environment for civil society to develop and play an effective role, especially advancing women’s ability to participate in public life
  - Governance and Elections: Decentralize governance so that citizens on periphery are not excluded; Ensure that remote polling can take place with accessible, confidential, and reliable results; A political solution is necessary
  - Social Cohesion: Ensure access to services is equal across all of Syria; Establish principles of citizenship, equal justice, and civic responsibility
  - Sanctions: Demand the lifting of unilateral sanctions related to education and health
  - Access to Justice: Release all detainees and forcibly disappeared by all sides
- NGO Coalition 13
  - Livelihoods: Facilitate entry of imports (raw materials) to Syria to enable local production; Amend laws restricting refugees from work (in countries of asylum);



Provide support for small and refugee-owned/led enterprises; Provide start-up capital and tools; Provide training that links to livelihood; Focus on entrepreneurship and small projects; Increase links between education and employment

- Sanctions: Lift sanctions on Syria, especially to support industry/combat inflation/prevent collapse of exchange rate
- Children's Needs: Education: Support MoE to improve innovation and flexibility in education; Conduct capacity building and training for teachers; restore damaged schools and build new ones; Increase salaries for teachers.
- Social Cohesion: Create virtual spaces to connect young people (especially entrepreneurs) despite social distancing
- Civic Space: Create a common space for civil society to brainstorm solutions to common problems
- Protection: Strengthen access to protection documents; Protect from compulsory conscription (linked with livelihoods, education, and migration/brain drain)
- NGO Coalition 14
  - B4C: Fear that the width of the proposed thematic areas and level of detail risk dilution of key messages and prevention of clear and strategic conclusions; Recommend focusing on fewer areas and focusing recommendations on EITHER policymaking or implementation; Recommend focusing on Detainees, Protection, Civic Space, "Early Recovery"
  - Access to Justice/Protection: Prioritize and centre the fate of detainees and forcibly disappeared; large NGOs and UN/EU agencies should include sensitivity clauses in any agreements with individuals/organizations on detainees including protection of their rights and prohibition from collaboration with perpetrators of violations
  - Protection: Prioritize protection of vulnerable displaced people and human rights defenders/civil society, including HLP, legal support, civil documentation; Incorporate mandatory risk analysis checklists with a strict do-no-harm perspective; Increase funding for anti-SGBV/DV programs, safe spaces, and livelihood support for women; Increase support for women's participation in political processes
  - Civil Society: Exert diplomatic and other pressure on all actors including GoS and the governments of hosting countries to expand civic space and permit civil society actors to act freely and safely; Increase the centrality and voice of SCOs by facilitating the monitoring of ALL aid and support to Syrian beneficiaries or actors from any international donor of any kind by Syrian civil society; Build the capacity of SCSOs; Increase transparency of all aid
  - Early Recovery: Clarify the EU policy on Early Recovery (as opposed or related to reconstruction) in line with UNSCR2254; Prioritize Early Recovery funding for areas

with highest need; Ensure that perpetrators of war crimes cannot access recovery funds; Involve local communities through mechanisms that guarantee expression of their priorities and needs

- NGO Coalition 15
  - Conflict/Protection: Halt all military operations by all parties and occupation of territory; A political solution in accord with the Geneva Conference and Resolution 2254 is necessary; Halt and compensate for any international crimes including forced population transfer
  - Health: Coordinate international aid and local organizations to support health services in the N/NE, especially facilities that have been damaged; Develop capabilities to deal with chronic conditions including cancer; open humanitarian crossings between N/NE and neighbouring countries
  - Gender: Prevent violations and violence against women in all regions, particularly occupied zones; Provide women's development projects and PSS; Activate women's role in political and civil life; Enhance women's participation in decision-making; Support and compensate women affected by military operations
  - Education: Provide international recognition for educational certificates (even non-traditional ones) and sponsor curriculum development; Provide logistical support for education under COVID19; Provide university scholarships; Invest in education in Kurdish, Syriac, and other local languages; Rehabilitate and provide pathways to education children engaged in conflict; Pressure warring parties to categorically exclude schools from conflict and to develop infrastructure
  - Protection: International bodies must train teams specialized in demining; Support organizations working on the issue of detainees/abductees by all parties to conflict; Support identification of remains including through DNA labs; Pressure the return of citizenship and reparations for those stripped of it
  - Social Cohesion: Organize an international court to prosecute perpetrators of war crimes by different armed parties; Establish international mechanisms to investigate missing, disappeared, and detained persons and hold perpetrators accountable; Support truth and inquiry committees; Identify and resolve underlying causes of conflict, including by guaranteeing rights of all Syrians in the constitution; Support the integration of women into all aspects of society, including employment, education, legal and social issues; Support projects that seek to end violence against women and minorities, particularly Yazidis and Christians; Protect the property of the displaced
  - Displacement/RST/Return: Prioritize support for IDPs and refugees in N/NE and border areas including basic services, education and capacity building, and PSS and health; Urgently address the issue of ISIS families and children in Al-Houl camp and others; Repatriate any ISIS families and children to their countries of nationality

## Lebanon

- NGO Coalition 1
  - Health: Ensure non-discrimination in access to health materials and care
  - Funding: Ensure that COVID aid is additional, not substitute for other programming, and increase flexibility and timeline of funding; Contribute to the COVID GHRP; Accelerate aid localization
  - Civic Space: Collaborate with CSOs throughout planning for COVID response; Monitor and resist use of COVID response to restrict civic space
  - Protection: Expand emergency cash and other direct assistance for all vulnerable groups, host and refugee
  - Duty of Care: Engage with local and INGOs on mitigation of staff COVID and other risks
  - Displacement/RST/Return: Maintain the position that Syria is not currently a safe destination of return and that return is a personal decision for individual refugees; Recommit in B4C outcome document to UNHCR Thresholds; Increase RST places available in EU; ; Increase resources for Syrian-led research on return conditions
  - B4C: Ensure SCSOs are included throughout policy discussions
- NGO Coalition 2
  - Health & WASH: Support a holistic and universal healthcare model; Invest in health infrastructure including information flows for continuity of care; Fund inter-sectoral interventions to increase WASH (especially connection of ITS to water networks), shelter, and fuel availability; Increase health information dissemination to most vulnerable; Finance availability of all medical supplies to mitigate currency crisis impact on health; Increase provision of PPE and other supplies; Strengthen early detection and health surveillance systems
  - Livelihoods: Increase amount, flexibility, and duration of funding for Livelihoods projects; Advocate with GoL to implement ILO recommendations on flexible work permits; Strengthen collaboration with relevant Ministries; Increase and harmonize assistance (cash, in-kind, etc) to vulnerable communities; Prioritize collection and dissemination of accurate and disaggregated data on vulnerability of all populations (host and refugee); Support MSMEs with technical and financial support, focusing on local production, and support temporary employment programs; Invest in agricultural and agro-food sector; Implement joint livelihood programs engaging all nationalities; Conduct regular labour market assessments; Support technological market-based crisis adaptation; Support scale-up of health sector through inclusion of skilled refugees; Improve coordination among successful livelihood projects and document successes to promote learning; Establish monitoring framework to track implementation of CEDRE reforms and other interventions; Expand safety nets vertically and horizontally (larger benefits

- for increased needs and increased coverage); Update Livelihood sector indicators and activities to ensure relevance to current situation
- Education: Commit to large-scale, flexible, multi-year financing to support access to free education, adapted and inclusive learning pathways; Meet funding commitments to RACE II and other commitments; Incorporate protection into education interventions; Address root causes of dropout and barriers to access; Invest in distance-learning and IT as an emergency or supplementary strategy, not substitute for in-person education; Include vulnerable Lebanese in interventions to mitigate tensions; Support links between income earning and education interventions through cash for work/conditional transfers for parents; Facilitate pathways to formal education and expand non-formal education; Implement zero-tolerance policy for violence in schools; Support improvements in data collection and coordination
- Protection: Demand immediate permanent halt to summary deportations to Syria and that deportations take place only by judicial order with due process; Pressure GoL to honour commitments regarding civil documentation, including by conditioning support to GSO on demonstrated impact and efficacy of residency renewal procedural improvements; Increase information sharing from UNHCR regarding documentation; Resume UNHCR registration; Pressure GoL to implement ILO recommendations on flexible work permits and reduction of fees; Demand end to discriminatory curfews and evictions; Expand support for increased institutional judicial capacity and municipal capacity, contingent on non-discrimination commitments
- Displacement/RST/Return: Increase advocacy for—and commit to provision of—significant increases in RST quotas and alternative pathways; Do not divert funding from social programs or COVID response in host countries to return activities or to inside-Syria; Publicly re-affirm and operationalize the UNHCR protection thresholds for return, in close consultation with civil society; Conduct monitoring and share information on returns on the basis of the thresholds, including information on data gaps; Clarify exit and (re)entry procedures; Increase information provision on COVID including treatment

## **Jordan**

- NGO Coalition 1
  - Children’s Needs - Education: Ensure unhindered access to school enrolment in line with commitments from Brussels II; Invest in school facilities to expand access for all, including students with disabilities; Invest in teachers and phase out double-shift system; Map and monitor youth out of school to facilitate re-entry; Protect children from violence in schools including by investing in teachers and

counsellors and ensuring integration of nationalities. Protection: Implement prevention strategies to address root causes and change behaviour regarding child marriage and labour

- Protection: Maintain funding and access to SGBV services and complaint mechanisms (including PSEA) during COVID lockdowns; Facilitate access to MHPSS during lockdowns; Expand access to legal documentation
- Displacement/RST/Return: Maintain the position that Syria is not currently a safe destination of return and that return is a personal decision; Address push factors of access to services and livelihoods to ensure returns are voluntary; Facilitate access to reliable information on return, with strict do no harm principles; Revive RST as viable durable solution
- Movement: Provide due process for forced relocations and periodic review of restrictions on residence/movement
- Livelihoods: Expand sectors permitted for Home-Based Businesses; Facilitate access to formal labour market and incentivize formalization for employers; Expand awareness of labour rights; Revise minimum wage laws to improve conditions for all workers; Enhance vocational training and certificate recognition to open opportunities for Jordanians and refugees; Expand access to day-care and parental leave (for all parents) and investment in safe public transportation; Accelerate localization efforts

## Turkey

- EU-UN Consultations with NGOs
  - Social Cohesion: Address negative perceptions in media/social media and counter negative portrayals; create "Culture Houses" where individuals from different communities can interact; Fund long-term (vs. one-off) cohesion programming; Include non-Syrian refugees in social cohesion programming; Increase funding to municipalities; Digitalization of activities due to COVID (and especially continuation of digital delivery post-COVID) should be carefully considered for social cohesion impacts
  - Livelihood: Invest in informal sector with long-term support for formalization; Increase language proficiency achieved through language courses; Increase duration of vocational programs and align them with labour market needs; Target older workers as well as youth with vocational training; Facilitate access to work permits and documentation; Provide micro-grants to facilitate refugees' ability to build own projects/businesses (including refugees with disabilities); Separate work permits from employers; Encourage employment projects and training for women
  - Funding: Increase flexibility in funding to meet COVID challenges; Prioritize cash and food assistance to meet emergency needs; Review and rethink vulnerability measures to capture changes in and post COVID crisis

- Health: Aside from direct COVID mitigation, prioritize mental health care and access; Improve methodologies for delivering health information, including use of public banners or mass texts
- Durable Solutions: Provide funding and resources for municipalities to lead any integration efforts (and innovate on funding streams, as ECHO cannot directly fund municipalities); Increase RST opportunities and alternatives pathways to third countries
- Protection: Ensure that registration and civil documentation continue or can be resumed post-COVID and do not require approaching Syrian government authorities
- NGO Coalition 1
  - Livelihoods: Increase funds for emergency cash (ESSN) program and expand to all refugees (not just Syrian); Support and institutionalize the Seasonal Agricultural Workers Coordination Committee; Support SMEs and expand the fiscal space with financing and credit on concessional terms; Invest in the protection of labour rights, including collective bargaining for formal and informal workers and systems to prevent discrimination and sexual harassment; Delink work permits from employers; Expand training and skills programs; Enable refugees to become shareholders/members of businesses and social cooperatives
  - Durable Solutions: Increase substantially the RST quotas; Invest in alternative pathways (humanitarian admission, family unification, work and study programs, community sponsorship, etc.); Provide long-term flexible funding to refugee and host communities, especially on education for all, health, protection, employment; Support long-term legal residency status for refugees with work rights; Work with municipalities and media to combat discrimination; Accelerate localization and facilitate participation of local actors in international policy-making; Support the global ceasefire; Enable refugees to move freely between Syria and Turkey to facilitate reconstruction and return; Invest in local peacebuilding especially women-led
- NGO Coalition 2
  - Livelihoods: Support digitalization of MSMEs—with special attention to women, youth, and rural areas—with trainings, equipment, internet capacity, etc.; Provide cash grants, loans, technical training, and legal support to MSMEs; Support digital work and skills training for refugees
- NGO Coalition 3
  - Livelihoods: Increase dialogue with private sector to ensure that CSO and international interventions link to employment; Include both host community and refugees in all interventions
  - Health: Invest in Migrant Health Centres and Migrant Health Training Centres to fill gaps in healthcare access but also in long-term solutions to prevent

- segmentation/segregation in healthcare; Increase access to PPE, tests, and information on COVID; Implement a budget line in UN orgs for medical needs of beneficiaries in case management systems
- Children’s Needs: Establish child protection hubs in education centres, hospitals, etc to respond to diverse protection needs and address root causes; Provide cash assistance to remove risks to children and increase education participation (like CCTE) and increase amount; Increase coordination and referral pathways among implementing partners on protection of women and children; Create mobile safe spaces to support distance education, especially where children lack internet; Prepare and share parenting, recreation, and other tools for parents to distribute; Increase training for teachers to combat bullying and xenophobia
  - Protection: Prevent border pushbacks of persons with specific needs, unaccompanied minors, pregnant women, and other urgent cases; Increase referral mechanisms and access to services for persons with specific needs; Provide technical guidance on vulnerability identification and risk assessment; Improve the functionality of the social support hotline; Invest more in domestic and SGBV prevention and protection as risks increase with lockdown; Increase access of INGOs and NGOs to removal centres
  - Durable Solutions: Fulfil commitments to responsibility sharing through RST, humanitarian pathways, and increased financial assistance to host countries; Deepen partnerships among UN agencies, IOs, INGOs, NGOs, the private sector, academia, refugees, and others to respond to long-run impacts of COVID; Plan for long-term presence of refugees through social integration programming, but note that most refugees seek to reach wealthier countries—and responsibility must be shared.
- NGO Coalition 4
    - Protection: Improve access to registration procedures including for new arrivals; Improve access to registration centres and procedures, including by training staff to prevent xenophobia, sexism, homo/bi/transphobic treatment, and administrative delays; Prosecute violations and discrimination committed by state actors; Expand regulations prohibiting hate crimes and remove “unjust provocation” as a mitigating factor for hate crimes; Improve safety of registration procedures by providing confidential individual interviews; Exert pressure to ensure that any cancellation/suspension of registration status is based on due process and legal reasons, with transparency and opportunity for appeal; Press for permanent status for any persons who are stateless in Turkey; Ensure freedom of movement within Turkey; Ensure the detention for migration offenses is a last resort, not default; Ensure access to rights in detention including automatic legal aid; Ensure access to detention centres by independent monitors including bar associations and CSOs

- Livelihood: Separate work permits from employers; Implement training programs linked to employment; Actively combat gender-, sexuality-, and ability-based discrimination
- Health: Continue free access to healthcare for refugees from all countries; Provide interpreters in hospitals for all main languages of refugees in Turkey; Eliminate discrimination on all grounds (including sexuality, ability, foreign-status, and type of illness) in healthcare, including through administrative and other penalties for discrimination; Increase access to and capacity of MHPSS services and mainstream mental health into healthcare
- Children’s Needs: Education: Strengthen access to education and encourage higher ed through scholarships etc; Prevent discrimination and bullying; Remove barriers to access for persons with specific needs and support their families; Child Protection: Provide income and employment opportunities to adults to protect children from labour; Focus on execution/enforcement of laws against child labour and provision of social programs; Prosecute crimes of sexual exploitation, trafficking, and early/forced marriage; Conduct awareness campaigns using reader-friendly info in all languages on child abuse and protection resources
- Displacement/Durable Solutions: Include diverse genders, identities, and minority voices in peace-building efforts; Ensure gender equality in political decision-making; Press for Turkey to withdraw its “geographical limitation” to the 51 Convention/67 Protocol and to offer durable solutions including integration to refugees; EU MSs and all countries must continue financial support to hosting countries AND assume their responsibility-sharing obligations including increased RST/alternative pathways; Address push factors including discrimination and protection threats motivating returns; Demand the immediate halt of summary or coerced “voluntary” return programs; Provide pathways for re-return for those who attempt to return to Syria but are re-displaced.