

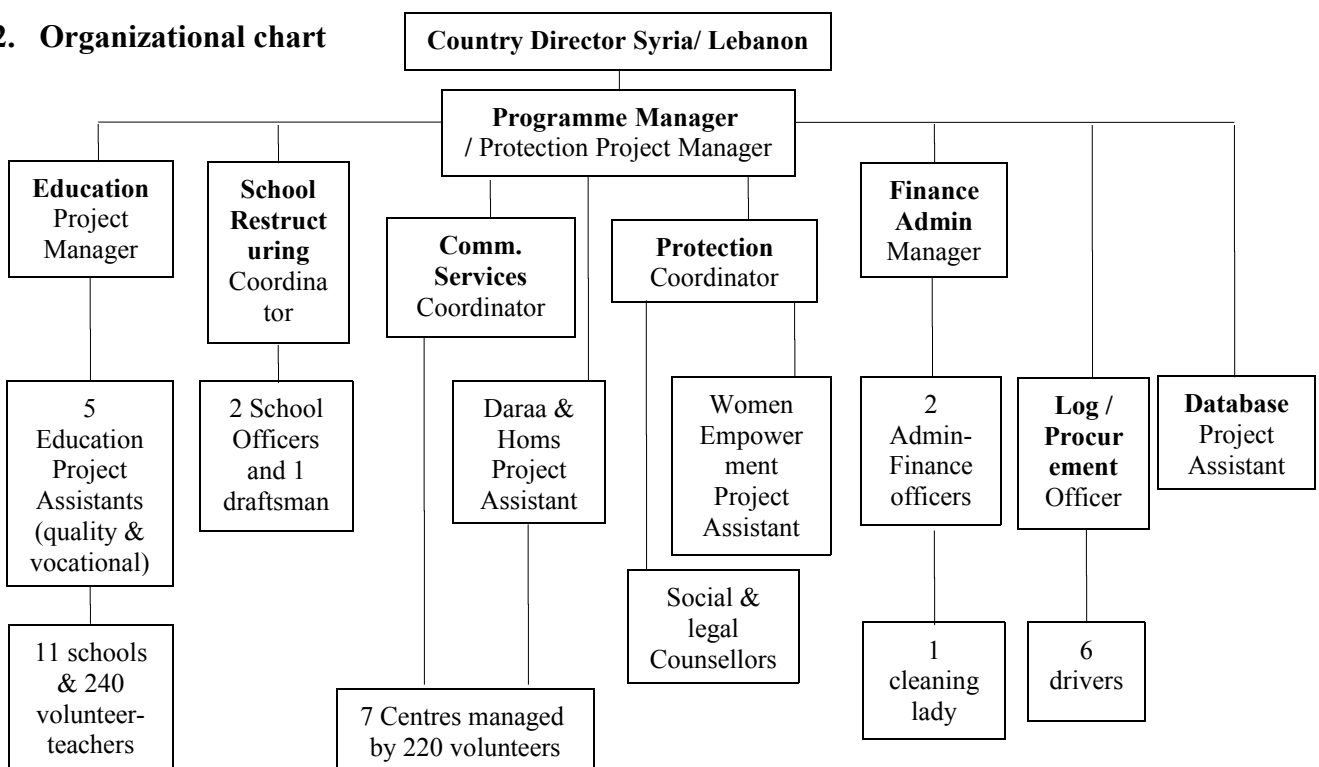
DANISH REFUGEE COUNCIL – SYRIA

Humanitarian Accountability Framework

1. DRC SYRIA’s objectives, partners and stakeholders

- Strategic objective: Protection and promotion of durable solutions for the displacement affected populations in Syria.
- Partners: DRC has 4 main local partners: the Syrian Arab Red Crescent, the Syrian Ministry of Education, UNRWA and the Syrian Women Union. DRC is daily dealing with refugee community members and regularly with local municipalities around Damascus. DRC activities in Syria are funded by the UNHCR, DANIDA, UNICEF, the Swiss Development Cooperation (SDC) and the Swedish International Development Agency (SIDA).
- Stakeholders: DRC’s primary beneficiaries are Iraqi refugees and other vulnerable groups including Syrians. DRC coordinates its operations with other international NGOs, UN agencies (UNRWA, UNDP, WFP...), local charity associations, and the international community (embassies including the Danish embassy, European Commission’s delegation, ECHO, SIDA, SDC).

2. Organizational chart



3. Local external and internal standards

In addition to the standards listed in the DRC global HAF (available on www.drc.dk), DRC is committed to:

- Guidelines about technical conditions for structural, architectural, electrical and sanitary works (Syrian Ministry of Education),
- UNICEF Child Friendly School principles (10).

4. How DRC relates to its beneficiaries

DRC's beneficiaries are involved in the design, implementation and evaluation of activities. To communicate with its beneficiary population and diffuse information, DRC uses different tools:

- Formal and informal general meetings organised with beneficiaries and partners in the introduction phase of every project,
- Consultations of beneficiaries during the phases of needs assessment, implementation, monitoring and evaluation, through interviews, focus group discussions, registration forms, regular staff/volunteers' meetings, and impact/satisfaction surveys,
- Announcements in the local newspapers when tenders are launched and for staff recruitment,
- Regular newsletters in Arabic and English (issued since January 2009),
- Posters placed in the community centres and brochures distributed through food distributions,
- Business cards distributed to school managers and ID badges permanently dressed by field staff,
- Financial summary reports provided to beneficiaries upon project's completion,
- Complaint mechanisms (complaint box and email) put in place in the community centres, schools and office.

5. List of current projects

Project 1 title	Education and Humanitarian assistance to Iraqi refugees in Syria
Focus area(s)	Protection, Social rehabilitation, Education, Livelihood (Damascus and rural Damascus)
Donor(s)	UNHCR
Objective(s)	<ul style="list-style-type: none"> - Community self-management and equal representation strengthened and expanded, - Level of self-reliance and livelihood improved Risk of GBV is reduced and quality of response improved - Population has optimal access to Education
Beneficiaries	Iraqi refugees, non-Iraqi refugees and Syrian families in need
Authorities involved	The Syrian Arab Red Crescent (SARC), the MoE
Implementing partners	In coordination with the SARC, UNHCR and MoE

Project 2 title	Education and Humanitarian assistance to Iraqi refugees in Syria
Focus area(s)	Social rehabilitation, Education (Homs and Dara'a)
Donor(s)	DANIDA
Objective(s)	<ul style="list-style-type: none"> - Deliver information to refugees about how to access basic services, - Improve the well-being of community members through social / recreational / skills development activities, - Provide educational support to children facing difficulties with the Syrian curriculum, - Expand/rehabilitate and equip public primary and secondary schools accommodating Iraqi children,
Beneficiaries	Iraqi refugees, non-Iraqi refugees, Syrian families in need / Schools' population and the Ministry of Education (MoE)
Authorities involved	SARC for the community centres, and the MoE for the schools
Implementing partners	The MoE and contractors

Project 3 title	Quality Education
Focus area(s)	Soft education, awareness and capacity building
Donor(s)	UNICEF
Objective(s)	<ul style="list-style-type: none"> - Increase the retention and completion of Iraqi children and adolescents in primary and secondary schools through remedial classes, extra-curricular activities, awareness campaign and parents-teachers groups, - Strengthen the MoE's capacity to foster a safe and positive learning environment for all children via training of the schools' social counsellors, - Promote the UNICEF Child Friendly School principles through training and awareness,
Beneficiaries	Primarily, Iraqi and Syrian children, + schools' population and the Ministry of Education (MoE)
Authorities involved	The MoE
Implementing partners	Close coordination with the MoE (delegating teachers and staff) + UNICEF and Consultant

Project 4 title	Protection of women at risk in Syria through livelihood support
Focus area(s)	SGBV, Protection, Livelihood
Donor(s)	SDC and SIDA
Objective(s)	<ul style="list-style-type: none"> - To empower women at risk and /or victims of SGBV through targeted means of protection
Beneficiaries	Women at risk aged between 16-45 years old (Iraqis and non-Iraqis)
Authorities involved	SARC
Implementing partners	UNRWA, SWU, UNHCR and other local actors

6. Accountability improvement plans for 2011/2012

New quality objectives	Outputs	Means of verification
The HAF Syria is updated every 6 months and shared with the DRC staff.	<ul style="list-style-type: none"> - The present draft HAF Syria is endorsed by HQ, - It is presented to the staff and made available along with the Global DRC HAF in DRC Syria offices. 	<ul style="list-style-type: none"> - Staff meeting minutes, - Staff performance appraisal
Information about DRC background and progress reports are made available to DRC staff, beneficiaries and stakeholders.	<ul style="list-style-type: none"> - Newsletters are issued and distributed internally, in the community centres, in the schools and to DRC partners, and put on-line, - DRC teams share their respective progress reports with each other, - Financial and narrative are equally disseminated to DRC partners, - A summarised final report is submitted to beneficiaries upon project completion,# - An annual report is shared with all. 	<ul style="list-style-type: none"> - Coordination meeting minutes, - Newsletters hardcopies and DRC website, - Satisfaction surveys, - Annual report
Beneficiaries' participation in DRC program's decision is formalised and documented	<ul style="list-style-type: none"> - Focus group discussions and meetings are generalised over the programme and findings are reported according to similar UNHCR inspired format, - Project concepts, methodologies and practical decisions are endorsed by the Ministry of Education and the SARC. 	<ul style="list-style-type: none"> - Reporting tools - Satisfaction surveys, - Exchanged documents and letters archived.
DRC staff's skills are improved and enhance the quality of humanitarian assistance provided	<ul style="list-style-type: none"> - DRC staff members are trained on relevant topics, - A training staff is developed and implemented, - National staff is progressively taking over responsibilities 	<ul style="list-style-type: none"> - Staff performance appraisal forms, - Training plan, - Training agendas, - Training reports.
DRC stakeholders (staff, beneficiaries and partners) are offered opportunities to complain and feed-back about DRC operations.	<ul style="list-style-type: none"> - Staff complaint mechanisms are put in place and used by DRC staff, - Complaint mechanisms are established and made accessible to DRC projects' beneficiaries, - DRC partners are regularly consulted and can feed-back on DRC program. 	<ul style="list-style-type: none"> - Staff complaints archives, - Meetings' minutes.