

Emergency Response Review Workshop | Peer Sharing Workshop Report

24th September 2024

Venue: Novotel Hotel, Gaziantep, Türkiye



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1. Introduction

The Emergency Response Review Peer to Peer Workshop, facilitated by the Shelter NFI Cluster and hosted by Human Appeal, brought together key stakeholders in humanitarian response to share experiences and enhance emergency response capabilities in North-West Syria (NWS). This collaborative event aimed to foster knowledge exchange and improve coordination among various organizations involved in emergency response efforts.

The workshop targeted a diverse audience, including cluster members from International Non-Governmental Organizations (INGOs), Local Non-Governmental Organizations (LNGOs), International Organizations (IOs), and UN agencies. Additionally, members of the Clusters Strategic Advisory Group (SAG) were in attendance, ensuring a comprehensive representation of the humanitarian sector. With 35 participants from 30 organizations, the workshop provided a platform for seven presenting members with significant experience in large-scale emergency response assistance to share their insights. This peer-to-peer learning environment encouraged the exchange of best practices, lessons learned, and valuable feedback from field operations.

The workshop's primary objectives were:

- a. To present and discuss various Emergency Response Interventions, sharing best practices and lessons learned
- b. To review major challenges and obstacles faced by members in their response efforts
- c. To identify areas for improvement in Emergency Response in NWS and develop strategies for building more rapid and effective response mechanisms for future emergencies

By bringing together this wealth of experience and expertise, the workshop aimed to strengthen the humanitarian community's capacity to respond swiftly and effectively to emergencies in North-West Syria, ultimately improving the lives of those affected by crises in the region.

2. Summary of Presentations

Below, are key summaries from the presentations made by various members:-

2.1 GOAL: Emergency Response (FLER, DRR, Crisis Modifier)

- GOAL responds to the needs of internally displaced persons (IDPs) and host communities affected by sudden shocks, both man-made (e.g., conflict-related movements) and natural (e.g., hazards including flooding, extreme weather, epidemics). The response is guided by GOAL's Emergency Preparedness & Response Plan (EPRP), which includes a detailed risk assessment of targeted areas, outlining potential crisis scenarios and corresponding response mechanisms.
- GOAL prioritizes cash as the primary modality, recognizing its effectiveness and alignment with community preferences, while maintaining flexibility to shift to alternative modalities as required by contextual changes.
- In line with beneficiary feedback from GOAL's Multi-Sector Needs Assessment (MSNA), Multi-Purpose Cash Assistance (MPCA) is the preferred response modality. It aims to cover basic needs, including food and non-food items (NFI), for 1-3 months, aligning with the 2024 Cash Working Group (CWG) MPC guidance.
- Shock-affected households meeting the eligibility criteria receive one round of assistance. A subset of these may receive two additional rounds based on vulnerability criteria. Special

attention is given to the most vulnerable groups, such as female-headed households, persons with disabilities, and child-headed households.

2.1.1 GOAL: Steps and Considerations in the Emergency Response

- Selection of assistance locations is based on the level of needs, severity, access, and coordination with cluster members.
- The Crisis Identification Checklist (CIC) is a tool detailing crisis background, information sources, resources, and reasons for chosen response locations.
- GOAL Syria's Director of Programmes reviews the CIC. Upon approval, a 21-day response window is initiated.
- Beneficiaries are identified through assistance requests received via GOAL's Community Feedback Mechanism (CFM) or lists provided by local councils (LCs)/camp managers. GOAL conducts a community/camp-level cross-check of all households. Ineligible households are removed from the list, and the LC/camp manager is informed. Lists are triangulated with relevant Clusters to avoid overlap and duplication.
- To qualify for one round of assistance, households must be affected by a sudden shock (e.g., natural disaster, conflict, or displacement) impacting at least 200 households. The severity and damage of the shock must be confirmed by at least two independent sources, and the locations must be safely accessible for household verification. While receiving similar assistance from other organizations doesn't automatically disqualify a household, eligibility depends on whether the other support is insufficient or doesn't address their specific needs.
- Households with economic means exceeding a certain level of productive assets are ineligible for assistance.
- Before any response, GOAL meets with LCs/relief committees to inform them of response details and selection criteria.
- Stakeholder meetings support transparency efforts by informing local stakeholders of response plans. Before and during distributions, GOAL communicates the assistance cash amount and duration to beneficiaries. GOAL uses representative inclusive sampling of vulnerable people to ensure their needs are captured in the assessment findings. The assessment analysis includes age, sex, and disability disaggregation.
- GOAL has established an accountability outreach team that attends distributions to support beneficiaries' queries and address concerns, functioning like a helpdesk.
- For beneficiaries unable to attend the distribution point due to specific vulnerabilities (e.g., older persons, people with mobility restrictions), a "home delivery mechanism" is provided.

2.1.2 Lessons Learned/Best Practices

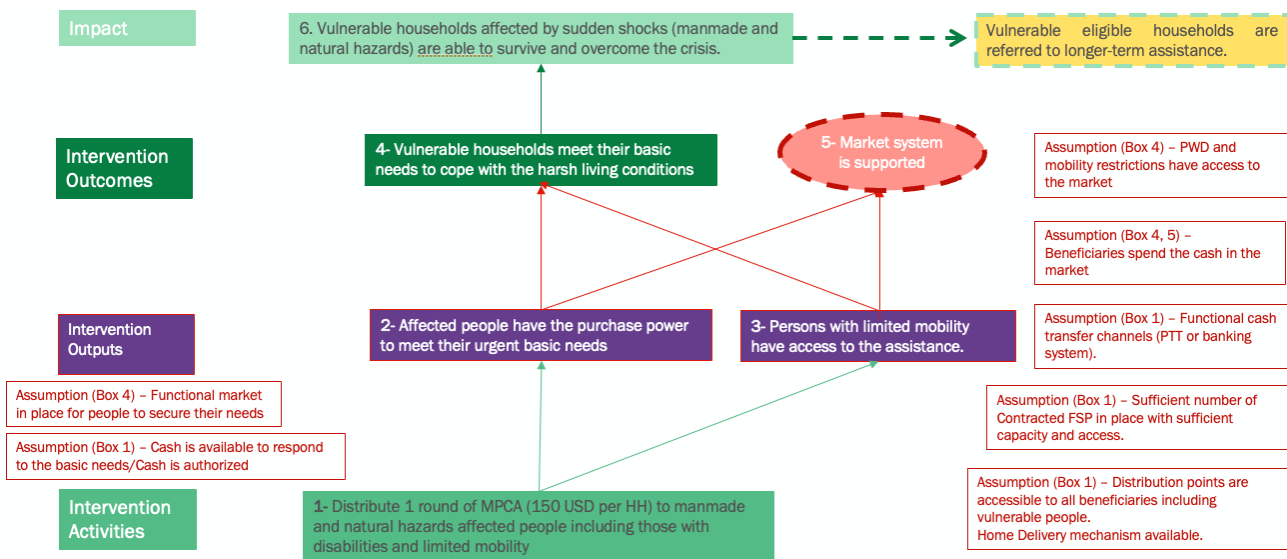
- GOAL continued to follow the Camp Coordination and Camp Management (CCCM) Cluster incident reporting tool and other coordination channels to ensure efficient and agile responses.
- Continue using cash as the default/main response modality, as it is preferred by the vast majority of affected people and supported by monitoring findings.
- Maintain advanced and close coordination with relevant stakeholders, including local authorities and technical clusters, to avoid potential delays and respond effectively.
- Continue adhering to technical cluster and working group guidelines/guidance.

2.1.3 Challenges

- **Delay in the Response:** Due to the security situation and continual airstrikes in the area, GOAL, like other partners, couldn't respond immediately to the affected population. However, after a brief suspension, GOAL launched the response window and began distributions.

- **Availability of Bank Notes:** The lack of quality and quantity of USD 50 bank notes posed a challenge. GOAL overcame this through intensive coordination with Financial Service Providers (FSPs) to ensure sufficient USD 50 notes were available for the targeted population. For future emergency responses, GOAL may consider distributing Turkish Lira (TRY) to address this issue.
- **Coordination:** Coordination is a key factor in our interventions. Its objective is not only to help organizations avoid overlap in provided assistance but also to ensure complementarity.
- **Exit Strategy:** Emergency beneficiaries receive one-off or short-term assistance. There's a need for the most vulnerable to access ongoing assistance to cover their various needs and reduce reliance on negative coping strategies. GOAL is exploring the possibility of transitioning one-off MPCA recipients into its regular eight-round food assistance program, subject to meeting specified criteria.

2.1.4 MPCA - Results Chain Analysis



2.2 CARE: Emergency Response 2023-2024

CARE has achieved significant milestones in its emergency response efforts during 2023-2024. The organization provided crucial assistance to tens of thousands of households, distributing winter aid, Multi-Purpose Cash Assistance (MPCA), and Non-Food Items (NFIs) to those in need. CARE's impact has been substantial, with USD 18 million in cash distributed, reaching 276 camps and 32 communities. These achievements demonstrate CARE's commitment to supporting vulnerable populations and addressing urgent humanitarian needs in the region.

2.2.1 PDM Key Findings

- **Total Interviews Conducted:** 24,765 (Female: 8,485 - Male: 16,280)
- **Locations:** 21 Sub-districts in Aleppo and Idleb Governorates
- **Coverage:** 308 Locations



<p>1. Beneficiary Satisfaction: a) Cash Assistance Amount: 100% satisfaction b) Type of Assistance: 100% satisfaction</p> <ul style="list-style-type: none"> ▪ Cash assistance allowed families to buy their basic needs. ▪ NFIs were sufficient to maintain beneficiaries' dignity during emergencies. 	<p>2. Meeting Basic Needs: a) 86.5% secured all or most basic needs. b) 13.5% secured some needs (due to large family size and high prices) Items Purchased: Debt Repayment, Heating Materials & Fuel, Food, Winter Clothes, Non-Food Items (Carpets, Blankets, etc.), Hygiene Items, Medications</p>
<p>3. Household Decision-Making: a) 63% Joint decision by men and women b) 17% Women decide c) 20% Men decide</p>	<p>4. Access to Non-Food Items (NFI): a) 100% reported adequate access to NFIs through winterization assistance. b) 100% reported adequate access to HK and KS.</p>
<p>5. Overall Impact of Interventions:</p> <ul style="list-style-type: none"> ▪ Increased Resilience: Better preparedness for harsh winter weather and emergency triggers (crisis modifiers). ▪ Basic Needs Secured: Vulnerable families can meet essential needs. ▪ Reduced Vulnerability: Less reliance on negative coping mechanisms (e.g., child labor, early marriages, risky activities). ▪ Enhanced Protection and Health: Through distribution of NFIs and HK. 	

2.2.2 Lessons Learned

- **Coordination with SNFI Cluster and Key Stakeholders:**
 - Essential for aligning interventions and avoiding duplication.
 - Strengthening local partners' capacity for both cash and in-kind distribution ensures sustainability and long-term impact.
- b) **Clear Communication with Affected Populations**
 - Transparent processes build trust and reduce misconceptions.
 - Effective communication on eligibility, timelines, and distribution is crucial.
- c) **Monitoring & Evaluation**
 - Regular visits, feedback mechanisms, and TPM surveys provide insights.
 - Helps refine modalities and improve future interventions.
- d) **Timely Action: Preparedness is Key**
 - Efficient scaling during the earthquake response showed the value of proactive planning.
 - Rapid distribution of cash and in-kind assistance demonstrates the importance of timely action in emergencies.

2.2.3 Best Practices

- **Needs-Based Approach:** Conduct rapid assessments to accurately identify the most vulnerable populations, ensuring targeted and impactful interventions.
- **Cash-Based Programming:** Prioritize cash transfers whenever feasible, especially in camps, which are recognized as areas of heightened vulnerability and need.
- **Collaboration and Partnerships:** Foster strong partnerships with humanitarian actors, local authorities, and community organizations to enhance coordination and leverage resources for a more effective response.

- **Transparency in Operations:** Maintain clear, transparent guidelines and procedures for cash distribution to build trust and ensure accountability at all stages.
- **Flexibility and Adaptation:** Continuously update operations, SOPs, and tools to evolving circumstances, ensuring responsiveness to dynamic conditions in the field.

2.2.4 Recommendations

- **Advocate for Increased Funding:** Collaborate with the S/NFI Cluster to push for sustained and increased funding for essential interventions.
- **Unified Criteria & Scoring:** Develop standardized criteria and scoring systems to ensure fair and consistent targeting of vulnerable populations.
- **Capacity Building for Local Partners:** Enhance local organizations' capacity to manage cash distributions and emergency responses independently.
- **Strengthen Monitoring & Accountability:** Implement thorough monitoring, data collection, and third-party verification for improved accountability.
- **Improve Data Sharing & Coordination:** Boost coordination among actors to streamline efforts and avoid duplication.
- **Scalability of Operations:** Ensure rapid scaling capabilities for emergency responses to meet sudden-onset crises efficiently.

2.3 WATAN Emergency Response

- In 2023, WATAN distributed 43,000 Emergency CRI kits and 7,500 Winter CRI kits.
- A total of 50,500 households benefited from the distributed CRI kits.
- The MEAL team conducted 15,627 PDM interviews with CRI kit beneficiaries.
- WATAN distributed various types of kits for winter and emergency response using materials received from UNHCR.

2.3.1 Key findings from PDM of CRI kits distribution:

- 84% of households were IDPs.
- 14% of households were female-headed.
- The average family size was 5 members.
- The total number of actual beneficiaries from CRI distribution exceeded the planned target.
- All beneficiaries were satisfied with the selection process.

<p>1. Satisfaction with distributed CRI kits:</p> <ul style="list-style-type: none"> ▪ 99.7% of beneficiaries were satisfied with the quality of CRI kit items. ▪ 98.8% of beneficiaries were satisfied with the quantity of CRI kit items. ▪ 90.4% of beneficiaries used the items from the distributed kit. ▪ 9.3% of beneficiaries sold some or all received items from the CRI kit. ▪ The average sale value of the winter CRI kit was about 82 USD. ▪ The sale value of the emergency kit ranged between 60 and 92 USD. 	<p>2. Outcome of CRI Kits distribution:</p> <ul style="list-style-type: none"> ▪ Most PDM interviewees stated they needed the CRI kit due to lack of access or shortage of non-food items. ▪ 93% of PDM interviewees reported that the CRI kits distribution adequately addressed their needs. ▪ 6.8% of PDM interviewees reported that the CRI kits distribution partially covered their needs. ▪ The CRI kits distribution activity contributed to good or acceptable living conditions for beneficiary families.
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2.3.2 Key findings from PDM of tent installation:

- WATAN distributed 14,244 tents in 2023 for 14,207 households.
- The MEAL team conducted 4,482 interviews with tent beneficiaries.
- 80% of beneficiaries were internally displaced people (IDPs), while 20% were earthquake-affected hosts.
- 11% of households were female-headed.
- The total number of actual beneficiaries from tent installation/displacement exceeded the planned target.
- All beneficiaries were satisfied with the selection process.

<p>1. Satisfaction with distributed tents:</p> <ul style="list-style-type: none"> ▪ The satisfaction with tents was evaluated based on six criteria: 1. Thermal insulation 2. Rainwater insulation 3. Wind resistance 4. Strength of fixing irons and bearing pillars 5. Adequacy of tent fixation method (ropes and pegs) 6. Internal height at the center and sides. ▪ About 30% of PDM interviewees were dissatisfied with the tent quality, citing poor resistance to rainwater and wind, as well as inadequate thermal insulation. ▪ 98% of PDM interviewees used the distributed tent, while 2% sold the tent after WATAN team installation. ▪ The sale value of tents ranged between 30 and 80 USD. 	<p>2. Outcome of tent distribution:</p> <ul style="list-style-type: none"> ▪ Most PDM interviewees stated they required tents due to loss of shelter in the earthquake or deterioration of their existing tent. ▪ 78.2% of PDM interviewees reported that the tent installation activity adequately addressed their needs. ▪ 1.2% of PDM interviewees reported that the tent distribution did not improve their family's living conditions.
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2.3.3 Key findings from PIM of metal umbrella:

- WATAN installed 1,000 metal umbrellas at two sites for 957 families during 2023.
- The MEAL team conducted 310 PIM interviews with umbrella beneficiaries.
- 71% of beneficiaries reported not having to relocate their tents during umbrella installation.
- 100% of beneficiaries were IDPs.
- 4% of households were female-headed.
- The average household size was 4 members.
- All PIM interviewees were satisfied with the selection process.

<p>1. Satisfaction with shelter/tent shading (Umbrella):</p> <ul style="list-style-type: none"> ▪ Overall, all PIM interviewees were satisfied with the installation of umbrellas for their tents. ▪ 10 interviewees (3%) reported poor quality of iron and plastic tarpaulin. 	<p>2. The outcome of the shelter/tent shading activity:</p> <ul style="list-style-type: none"> ▪ The main reasons for needing an umbrella were: 1. Protecting tents from extreme heat (100%) 2. Protecting tents from rainwater (100%) 3. Increasing privacy in the tent (30%).
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<ul style="list-style-type: none"> ▪ 13 interviewees (8%) reported inadequate thermal insulation due to poor quality plastic tarpaulin. ▪ 13 interviewees (8%) reported poor rainwater insulation due to low-quality plastic tarpaulin. 	<ul style="list-style-type: none"> ▪ 96% of interviewees reported that the umbrella installation adequately addressed their needs. ▪ 4% of interviewees stated that the umbrella installation partially addressed their needs. ▪ All interviewees indicated that the umbrella installation resulted in good or acceptable living conditions for their families.
<p>3. Accountability to Affected Populations</p> <ul style="list-style-type: none"> ▪ PDM/PIM reports show that 98% of interviewees were aware of WATAN's feedback and complaint mechanism through the following channels (ranked in descending order): 1.Complaint box 2. WhatsApp number 3.WATAN field staff 4.Email; ▪ Interviewees preferred to communicate with WATAN via WhatsApp or the complaint box. ▪ All interviewees expressed high satisfaction with WATAN staff's treatment during the distribution of emergency CRI kits and tent installation in their communities/camps. 	

2.3.4 Emergency response for fire and flood in 2024:

- In 2024, WATAN distributed 195 Emergency CRI kits, 2,311 tents, and 2,000 plastic tarpaulins as part of their emergency response to fires and floods.
- All beneficiaries were IDPs affected by fire or flood.
- PDM results in 2024 were similar to those in 2023.

2.3.5 Lessons learned from NFI/Tent distribution

- Gained valuable practical experience in emergency response following the earthquake response period.
- Developed professional handling of emergency situations and improved ability to prioritize response according to needs.
- Recognized the need for a temporary operations center in rapid response areas when dealing with large-scale responses, due to the challenges posed by long distances between affected areas and the main operations center.
- Improved coordination processes with authorities responsible for camp management, including response to fires and floods. This proactive approach allowed for better preparedness and quicker response times.

2.3.6 Best Practices in NFI/Tent distribution

- Demonstrated ability to handle emergency situations efficiently, accelerating response operations and providing necessary shelter assistance to earthquake-affected individuals.

- Achieved highly effective coordination between supporting agencies, local authorities, and stakeholders, enhancing response operations and reaching actual victims through local authorities and volunteer teams.
- Successfully secured affected families in safe locations during the earthquake period, providing essential shelter, bedding, and tools for their new living situations.
- Responded effectively to mass displacement caused by bombing in southern Idlib by establishing temporary shelter centers in safe areas and providing necessary services for displaced families.
- Showcased distinctive rapid response capabilities during sudden incidents, quickly setting up tents and distributing emergency baskets to families affected by fires and floods in northwestern Syria.

2.3.7 Recommendations for NFI/Tent distribution

- Based on NFI PDM results, consider replacing less-used items with more essential materials or implement a cash voucher system for beneficiaries.
- Conduct a thorough evaluation of the current NFI kit, focusing on replacing low-utility items like solar lamps and jerry cans with more useful alternatives.
- In light of Tent PDM results, explore options for distributing higher-quality tents.
- Streamline emergency response protocols for fires and storms to allow for more flexible and dynamic action, reducing delays in coordination and approval processes.
- Expand services in emergency-established centers to include WASH and health services.
- Set up an emergency center with a warehouse closer to intensive response areas and at a suitable distance from WATAN offices.

2.4 IOM - Cross Border Emergency Response for Syria 2023-2024

2.4.1 Cross Border Emergency Response Overview

- **IOM Distribution Information:** Over the past year, IOM, through its implementing partners, distributed 6,165 tents, 5,064 NFI kits, 15,385 WNFI kits, 12,885 SRKs, and 7,692 MPCA, reaching 41,433 households (207,972 individuals) across 379 camps in 115 communities in both Idlib and Aleppo.
- **IOM Quick Release Approach:** IOM, through its quick-release partner Muzun, responded to various incidents and referral cases.
- **Types of Incidents:** Displacement, distress calls, fire incidents, flood incidents, shelling incidents and Wind incidents.

<p>1. IOM Shelter Repair Kits:</p> <p>Overview of the Shelter Repair Kit: Shelter repair kits were crucial for urgent needs during emergencies but didn't adequately meet beneficiaries' needs under normal conditions.</p> <p>According to beneficiary feedback:</p> <ul style="list-style-type: none"> ▪ The majority prefer to receive cash assistance, insulation, and heating materials ▪ Most useful items: Plywood, curtains, hammer, handsaw, wood timbers, and pliers 	<p>2. Challenges, Lessons Learned, and Improvements</p> <p>Main Challenge: FUNDING REQUIREMENTS</p> <p>In 2024, the IOM Cross Border programme appeals for approximately 90 million USD to continue maintaining critical and life-saving services, targeting more than 2 million people.</p>
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- Least useful items: Duct tape, nails, rope, woven and hessian sacks

Thus far, only about 10 percent of this amount, approximately **11 million USD**, has been secured.

2.4.2 Challenges & Actions Taken

- IOM's implementing partner encountered HLP issues in some initially selected sites and had to cancel some camps from the response.
- Challenges arose in canceling some camps due to lack of coordination between NGOs and the cluster, especially in Idlib governorate. In response, IOM and its implementing partner identified new sites in need, coordinating with the S/NFI clusters.
- During SRK distributions in some camps, IDPs refused to receive items they deemed not useful. In response, awareness sessions were conducted for beneficiaries, and the implementing partner team explained the importance of SRK materials for maintaining makeshift shelters.
- Some families in the camps objected to not being included in projects due to eligibility criteria, as blanket distribution was avoided. Action taken: Clear and transparent communication about beneficiary selection criteria, explaining that blanket distribution is no longer applicable.

2.4.3 Lessons Learned

- Enhance the capacity of implementing partner field team members to be fully aware of the HLP process through continued relevant training and induction sessions, avoiding issues that could cause delays in distributions or camp cancellations.
- Maintain sustained coordination with responsible local authorities and implementing partner field teams, while encouraging all partners to properly coordinate with the SNFI cluster to achieve efficient and timely responses.
- Improve SRK kit content selection to better meet beneficiaries' needs, ensuring active deployment during harsh conditions and sustaining shelters (makeshift or dignified) to increase their lifespan.
- For future quick release projects, IOM will advise conducting the provision of new tents/shelters on solid ground (graveled ground/slab) to reduce the risk of flooding for delivered tents and NFIs.

2.4.4 A Better Approach to Improve the Response

1. Improve shelter quality

- Emphasize the use of dignified shelter types/improved tents, even during emergencies.
- Include a small kit for quick repairs to address wear and tear and increase durability.

2. Enhanced Needs Assessment

- Rely more on secondary data associated with/reviewed by the cluster as a starting point for field assessments to ensure meeting the needs of the most vulnerable families across Northwest Syria.

2.5 Human Appeal – Emergency Response – NWS

Human Appeal initially constructed Al Zohoor Camp as a regular shelter project for future internally displaced persons (IDPs). However, following the devastating February 2023 earthquake in Syria, which caused extensive damage to homes, the camp was swiftly repurposed into an emergency response project. Within 100 hours, Al Zohoor was prepared to accommodate 1,000 households affected by the earthquake. Demographic Information: 1,000 Households, 5,521 Individuals, 256 Persons with Disabilities.

2.5.1 Main Findings of PDMs

- The vast majority of beneficiaries (97%) expressed satisfaction with the overall quality of the constructed shelters, indicating that the new housing project successfully met the basic housing needs of the families.
- Additionally, 98% of respondents reported satisfaction with the infrastructure in the new housing area.
- The new houses provide a long-term, sustainable solution for the families' housing needs, with 96% of respondents agreeing with this assessment.
- During the transition to the new houses, 98% of respondents reported receiving adequate support and assistance.
- Complaint boxes were provided, and beneficiary feedback was used to improve the project. However, some respondents reported issues with the sewage system and taps. Additionally, some felt that specific amenities and facilities—such as schools, mosques, markets, and ambulance services—were lacking in the new housing area.

2.5.2 Lessons Learned

- **Using Local Materials for Foundations:** Building foundations with calcareous limestone directly on rocky ground, without intermediate filling layers, significantly reduced the impact of the 2023 earthquake. This approach not only prevented damage to the shelters at Al Zohoor but also substantially reduced costs and construction time.
- **Flexibility and Adaptability:** The ability to quickly adjust project timelines and priorities in response to the earthquake demonstrated the value of maintaining flexibility in humanitarian initiatives. Planning for potential contingencies and being prepared to adapt to unforeseen circumstances can enhance the overall effectiveness and responsiveness of a project.
- **Beneficiary and Community Engagement:** Involving local community members, leaders, and stakeholders in the project's planning and implementation processes ensured that it met the needs and preferences of the broader community. Establishing open communication channels and promoting participatory approaches fostered trust, ownership, and long-term sustainability.

2.5.3 Best Practices

- The Al Zohoor IDPs site project exemplified several key best practices. Resilient construction using durable, earthquake-resistant materials ensured long-term protection for displaced families. The project's adaptability was crucial, allowing for rapid adjustments following the

February 2023 earthquake and prioritizing those most affected. An integrated approach, combining shelter with essential infrastructure like drainage and sanitation, promoted sustainability and improved overall living conditions.

- Effective multi-stakeholder collaboration with local authorities and partners streamlined the implementation process. Strong community participation fostered local ownership and tailored the response to meet residents' specific needs. Together, these practices created a resilient, sustainable community model.

2.5.4 Recommendations for More Effective Emergency Response

To achieve an effective response in emergency situations caused by earthquakes, humanitarian organizations should consider the following recommendations:

<p>Planning and Preparedness</p>	<ul style="list-style-type: none"> ▪ Develop Comprehensive Emergency Plans: Create plans that cover all potential scenarios and clearly define the roles and responsibilities of each team member. ▪ Train Teams: Conduct regular training for teams on handling emergencies, including first aid and rescue operations. ▪ Risk Assessment: Perform regular risk assessments in earthquake-prone areas and update plans based on the findings.
<p>Communication and Coordination</p>	<ul style="list-style-type: none"> ▪ Establish Effective Communication Channels: Ensure open and effective communication among all stakeholders, including local authorities and other organizations. ▪ Coordinate with Local Authorities: Collaborate with local authorities to ensure a coordinated and effective response.
<p>Relief and Assistance</p>	<ul style="list-style-type: none"> ▪ Provide Essential Aid: Ensure the availability of basic necessities such as food, water, medicine, and shelter for those affected. ▪ Offer Psychological Support: Provide psychological support to those affected through specialized teams.
<p>Assessment and Follow-Up</p>	<ul style="list-style-type: none"> ▪ Assess Damages: Conduct rapid damage assessments to prioritize needs and allocate resources effectively. ▪ Monitor the Response: Follow up on the implementation of emergency plans and evaluate the effectiveness of the response to improve future performance.
<p>Awareness and Education</p>	<ul style="list-style-type: none"> ▪ Raise Community Awareness: Organize campaigns to educate the community on how to act in emergencies. ▪ Train Volunteers: Prepare local volunteers to provide assistance in emergency situations. ▪ Train Volunteers: Train local volunteers on how to provide assistance in emergency situations.

2.6 ATAA - Insights from Emergency Response Interventions

ATAA provided affected families with in-kind NFI and winterization assistance during emergencies.

2.6.1 Main PDM Findings

- **Activity:** Distribution of blankets and mattresses in Jisr Alshugur/Kherbet Aljuz. **PDM findings:** 30% of households reported that acrylic blankets don't provide sufficient warmth in winter.
- **Activity:** Distribution of Pomace/Olive Stoves. **PDM findings:** 20% of newly displaced households lack sufficient information on proper stove usage.
- **Activity:** Distribution of Pomace/Olive Fuel. **PDM findings:** 30% of newly displaced families who received Pomace/Olive fuel reported having different types of stoves.
- **Activity:** Distribution of tents. **PDM findings:** 20% of households either didn't use the received tents or reported that they don't provide adequate insulation against harsh weather.
- **Activity:** Distribution of shelter kits. **PDM findings:** 7% of interviewed households expressed dissatisfaction with the distributed kit contents. 80% of dissatisfied households stated that the kit was insufficient to meet their families' needs. 20% of dissatisfied households suggested adding some items.

<p style="text-align: center;">2.6.2 Lessons Learned</p> <ul style="list-style-type: none"> ▪ Provide simple guidance sheets for some distributed items to families newly displaced from communities to camps. ▪ For in-kind distribution, offering alternatives results in more effective intervention. ▪ Use wool blankets when possible. ▪ Optimize shelter repair kits to include only usable, specific items. 	<p style="text-align: center;">2.6.3 Challenges</p> <ul style="list-style-type: none"> ▪ Continuous movement of displaced families between temporary camps and affected areas during emergencies. ▪ Difficulty accessing affected areas. ▪ High prices due to increased demand.
<p style="text-align: center;">2.6.4 Best Practices</p> <ul style="list-style-type: none"> ▪ Coordination, coordination, and coordination: With NGOs, SNFI&CCCM clusters, CWG. ▪ Use door-to-door distribution for heavy materials: Especially for female-headed families or persons with disabilities. ▪ SOPs for emergency response: Mechanisms for continuous monitoring, response based on real-time data, and regular training on emergency response. ▪ Tailor NFI kits to specific household needs (when possible): Consider family size, specific vulnerabilities, and local preferences. 	<p style="text-align: center;">2.6.5 Call for Action</p> <ul style="list-style-type: none"> ▪ Develop contingency plans for emergency response. ▪ Ensure availability of NFI stock in different locations. ▪ Update material specifications based on beneficiaries' feedback. ▪ Contingency plan for emergency response. ▪ Availability of NFI stock in different locations. ▪ Updating materials specifications considering beneficiaries' feedback.

2.7 White Helmets - Enhancing Disaster Management and Climate Resilience in NWS

Flood Response Statistics (2020–2024): White Helmets main operations included

- **Raising Water Barriers:** Preventing floodwaters from entering vulnerable areas.
- **Water Pumping:** Removing accumulated rainwater from residential areas and roads.
- **Opening Water Pathways:** Clearing drainage channels to improve water flow.

Early Warning System Development

- **Establishment of Weather Stations:** These stations help us predict weather conditions more accurately, providing early warnings to communities about potential floods or severe weather.
- **Early Warning System:** Early warnings give people time to prepare and protect themselves and their property. They also allow us to organize our resources and respond more effectively.

Improving White Helmets Response

Community Reporting:

- i. We have encouraged civilians to report incidents directly to the WH.
- ii. This system significantly speeds up our response time.

Benefits:

- i. Faster reporting enables us to reach affected areas more quickly.
- ii. It empowers the community to be active participants in their own safety.

<p style="text-align: center;">2.7.1 Climate Resilience Projects</p> <ul style="list-style-type: none"> ▪ Plant Nursery Initiative: We are establishing a plant nursery. ▪ This project aims to: 1. Improve the local environment. 2. Promote sustainable agriculture. 3. Enhance the community's resilience to climate challenges ▪ Long-Term Goals: 1. Reduce the impact of climate change on local communities. 2. Provide resources for reforestation and land rehabilitation 	<p style="text-align: center;">2.7.2 Challenges Faced</p> <ol style="list-style-type: none"> a. Geographical Difficulties: <ul style="list-style-type: none"> ▪ Many camps are in areas with rough terrain and narrow roads. ▪ Poor site selection has led to increased vulnerability to floods. b. Infrastructure Issues: <ul style="list-style-type: none"> ▪ Lack of sewage systems and drainage makes flood management difficult. ▪ Unplanned distribution of tents hinders access for heavy machinery. ▪ Coordination Hurdles: At times, delays in coordination with local and international bodies have slowed down our work. c. Community Preparedness: <ul style="list-style-type: none"> ▪ There's a need for better disaster preparedness among residents. ▪ Limited awareness increases the risks during floods.
<p style="text-align: center;">2.7.3 Recommendations for Improvement</p> <ol style="list-style-type: none"> a. Infrastructure Development: <ul style="list-style-type: none"> • Pave roads in summer to improve access to camps and affected areas. • Implement quality control: Test construction materials to ensure they meet safety standards. b. Integrated Projects: 	<p style="text-align: center;">Additional Recommendations</p> <ol style="list-style-type: none"> c. Sustainable Housing: Transition from tents to dignified shelters that can withstand harsh weather. d. Use of Durable Materials: Apply asphalt materials in main road projects to extend their lifespan. e. Community Involvement: Encourage residents to participate in projects, enhancing responsibility and sustainability.

<ul style="list-style-type: none"> • Coordinate with other organizations to implement comprehensive solutions. • Avoid fixing one problem while creating another (e.g., adding gravel without proper drainage). 	<p>f. Reevaluate Camp Locations: Work with experts to select safer sites for camps, following international standards.</p>
<p>2.7.4 Collaboration and Disaster Management</p> <ul style="list-style-type: none"> • Coordination Efforts: We are working closely with local organizations and international partners. • Disaster Risk Reduction: Focus on anticipatory action to reduce the impact of disasters. • Response and Recovery: Improve our response strategies and support communities in recovery phases. 	

3. Challenges Faced in emergency responses in NWS

1. **Response Delays:** Delayed cluster member responses to emergencies such as flooding, fire, wind damage, and conflict displacement.
2. **Role Clarity:** Unclear responsibilities and uncoordinated responses leading to duplication of assistance.
3. **Emergency Classification:** Inconsistent assistance packages across emergencies, highlighting the need for standardized responses to similar emergencies.
4. **Emergency Stock Management:** Inefficient utilization of prepositioned items. Some organizations hold stocks for too long. Current Emergency Stocks: 5,612 NFI Kits and 6,541 Tents with 3 partners | 0 NFI or Tents in the plans.
5. **Project-based Emergency Activities:** Inflexibility in stock reallocation leading to ineffective distribution of short-term items.
6. **2024 Statistics**
 - i. 9 organizations reached 4,778 households with 4,800 Core & essential NFIs.
 - ii. 12 organizations reached 4,035 households with 4,042 Tents.
7. **Additional Information**
 - i. 7 (77%) organizations distributing Core & essential NFIs had project-based supplies.
 - ii. 10 (83%) organizations distributing tents had project-based supplies.
8. **Beneficiary Verification:** Preventing fraud and duplicate assistance. Beneficiary movement to anticipated assistance areas is common, especially during floods.
9. **CCCM/SNF Cluster Roles:** Coordinating incident reporting and response. Sometimes needs published in incident reports do not match the realities on the ground. Partners also have to report their responses twice.
10. **Response Modality:** Balancing cash vs. in-kind assistance while avoiding duplication.

4. Group work

4.1 Response Delays: Improving Response Effectiveness

During flooding, fire, wind, or conflict displacement incidents, cluster members sometimes experience delays in response time. What are the possible causes of these delays, and how can we improve the timeliness of the response?

Causes and Solutions:-

- Lack of a proper Emergency Response Plan (ERP): Develop an updated ERP with clear roles, responsibilities, risks, indicators, and scenarios.
- Insufficient flexible funding: Set aside funds for emergency response. Advocate for emergency response funds with flexible funding from donors.
- Lengthy project procedures: Implement waivers for emergency response to expedite processes.
- Poor coordination: Establish strict criteria and monitoring, including robust reporting tools.

4.2 Role Clarity: Defining Coverage and Responsibilities

Would an advance geographic distribution (e.g., at community or site level) of response areas across cluster members with emergency response capacity help improve the timeliness and effectiveness of the response? If so, how can this be implemented? If not, why?

Yes, this approach can work. We need to enhance coordination and combine efforts for available funding. No single actor can manage it alone. We should also consider cluster members' capacity, funding, acceptance, and access.

4.3 Emergency Stock Management: Enhancing Efficiency

In 2024, 9 organizations had 4,800 Core & essential NFIs, while 12 organizations had 4,042 Tents. Of these, 7 (77%) organizations distributing Core & essential NFIs and 10 (83%) organizations distributing tents relied on project-based supplies for emergency response. How can we improve the management of these stocks to enhance the efficiency of our emergency response in the future?

- Enhance coordination among organizations
- Implement a robust warehouse management system
- Consider appropriate timeframes for stock rotation
- Prioritize effective resource mobilization
- Advocate for flexible donor support

4.4 Project-based Emergency Activities

What are the impediments and challenges faced in utilizing project-based emergency resources to respond to various emergencies across Northwest Syria? How can we address these challenges?

- Advocate for donor flexibility
- Address limited capacity of implementing partners (access and resources)
- Bridge significant gaps between needs and available resources
- Ensure resources address assessed needs on the ground
- Mitigate safety and security risks that impede project response

- Address protection risks

4.5 Beneficiary Verification: Preventing Fraud and Duplication

During seasonal emergencies, some sites attract beneficiaries who move to specific locations anticipating assistance, particularly after incidents like flooding. Additionally, families may receive duplicate assistance during responses. How can we address these challenges?

- Enhance coordination with surrounding communities and local leaders
- Improve coordination within the cluster and with other clusters
- Ensure cluster members conduct 100% verification of beneficiaries
- Utilize data collected by local authorities

4.6 CCCM/SNFI Cluster Roles: Clarifying Responsibilities in Emergency Response

The CCCM Cluster is responsible for tracking and reporting incidents affecting camps, including totally or partially damaged tents/shelters and associated needs. Reported incidents include flooding, fire, and wind damage. A key challenge is coordinating, responding to, and reporting these incidents, which can range from minor (fewer than 5 tent replacements in a site) to major (more than 100 tent replacements during peak flooding). Propose a distribution of responsibilities between these two clusters and a standard operating procedure for response tracking and reporting of these incidents.

- Create a unified platform for incident and response tracking among CCCM, SNFI, and CWG
- CCCM Cluster to be responsible for incident reporting, i.e., receiving incident reports, updates, and follow-ups, including managing the platform
- CWG and SNFI will cover the response part, including reporting on undertaken responses and updating the unified platform in the response sections

4.7 Response Modality: Balancing Cash versus In-Kind Assistance to Prevent Duplication and Ensure Effective Response

During emergencies, some cluster members provide cash assistance to families, which can be more effective than in-kind assistance in certain situations. Let's explore when each type of assistance is preferred and how to prevent duplication while ensuring effective responses.

- For earthquake response within 72 hours, in-kind assistance is preferable, with cash as a secondary option.
- For conflict-related displacement, cash is preferred when markets are functional, as it offers flexibility and restores dignity to the displaced population.
- For natural disasters, tailor the response based on rapid needs assessments.
- To prevent duplication, enhance coordination at both hub and field levels, including cross-checking available beneficiary lists.
- For an effective response, consider complementary assistance that combines different modalities.

4.8 Emergency Classification: Identifying Types of Emergencies and Their Recommended Responses

What are the various types of emergencies that affect Northwest Syria? Recommend S/NFI cluster assistance packages that can be provided to families for each type of emergency and its impact.

Recommended Packages:

- Earthquakes: Core Relief Items (CRIs), tents, food, and cash assistance
- Displacements: Cash or in-kind assistance (NFIs & tents)
- Natural disasters: Tailored assistance based on rapid needs assessments

5. Recommendations and Action Points from the Workshop:

- Emergency Response Planning:** Develop and update a comprehensive Emergency Response Plan (ERP) with clear roles, responsibilities, risks, indicators, and scenarios
- Funding Flexibility:** Advocate for flexible emergency response funds from donors
- Streamlined Procedures:** Implement waivers for emergency response procedures to reduce delays
- Unified Tracking System:** Establish a unified platform for incident and response tracking among CCCM, SNFI, and CWG clusters
- Enhanced Coordination:** Enhance coordination among organizations for better stock management and resource allocation
- Inventory Management:** Implement a robust warehouse management system for emergency stocks
- Beneficiary Verification:** Improve beneficiary verification processes, including 100% verification by cluster members
- Standardized Packages:** Create standardized assistance packages for different types of emergencies (e.g., earthquakes, displacements, natural disasters)
- Local Capacity Building:** Enhance local organizations' capacity to manage cash distributions and emergency responses
- Data Sharing & coordination:** Improve data sharing and coordination among actors to avoid duplication of efforts
- Long-term Support:** Explore options for transitioning one-off emergency aid recipients into regular assistance programs for the most vulnerable

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