



## The difference we make

Middle East and Eurasia Regional Office

Annual Report 2013



**Save the Children**

## Contents:

- 3 – Introduction
- 5 – Save the Children: An overview
- 6 – How we do what we do
- 8 – The Middle East
  - 9 – Syria
  - 11 – Jordan
  - 13 – Egypt
  - 14 – Iraq
  - 14 – Lebanon
  - 17 – Occupied Palestinian territory
  - 18 – Yemen
- 20 – Eurasia
  - 21 – Kosovo
  - 22 – Georgia and Azerbaijan
  - 22 – Armenia
  - 25 – Albania
  - 25 – North West Balkans

Zeina\*, two, at her home in a tented refugee settlement in Lebanon, near the Syrian border.

Her father, Ahmad, has been part of Save the Children's Cash for Work programme and used the money on food and water for the whole family. The family remains in regular contact with Save the Children staff on the ground, who monitor the settlement for signs of malnutrition and conduct health outreach visits.



**“The world is not ungenerous, but unimaginative,  
and very busy.”**

- Eglantyne Jebb, Save the Children co-founder (1879–1928)



Report authored by Sam Davies  
Cover photo: Save the Children  
This page: Linda Forsell/Save the Children  
Back cover photo: Linda Forsell/Save the Children



Save the Children

## Introduction

2013 was a monumental year for our Middle East and Eurasia regional office, as it took responsibility for Save the Children's regional response to the Syrian crisis. The tragic events in Syria and the impact of the conflict on surrounding countries within the Middle East dominated global attention. During the course of the year the refugee crisis spiralled out of control, increasing nearly fivefold to 2.3 million. The impact of this number of refugees on countries struggling with their own social, economic and political issues cannot be overstated. For example, with roughly a quarter of its population refugees, Lebanon has become strained beyond imagination. Within Syria, the level of displacement and deprivation continues to grow. Millions of people are displaced from their homes, the healthcare system is decimated and there is growing desperation among Syrians caught in the middle of the civil war. The impact on children has been devastating. During 2013, we became increasingly aware of the threat of a lost generation of Syrian children and young people. For many, education has become a distant dream as a quarter of the schools in Syria are damaged or destroyed. As refugees, the vast majority of Syrian children have been unable to access any form of education.

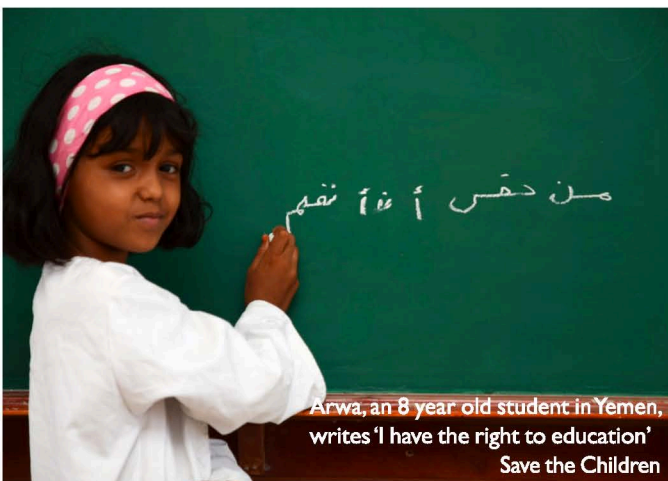
The issues within our region are not, however, restricted to the Syrian regional crisis and during 2013 we continued our work across the Middle East. Although Yemen is not the focus of widespread media attention, the depth of its current humanitarian crisis is similar or worse than many countries in sub-Saharan Africa. The occupied Palestinian territory is still under a crippling occupation and the blockade of the Gaza Strip, in a protracted crisis that keeps millions of Palestinians dependent on humanitarian aid. Decades of failure to tackle the root causes of the Israeli-Palestinian conflict meant that the situation only got worse in 2013; children continued to be victims of rights abuses and witnessed or directly experienced violence.

The context and challenges in Eurasia are profoundly different. In these environments, Save the Children worked to build the capacity of, and provide a platform for, civil society as it attempts to safeguard the rights of children in transitional economies and societies.

2013 was also an important year for Save the Children as an organisation in the Middle East and Eurasia as we more than tripled the scope of our work in the region. We established new programmes in Syria, and significantly expanded country programmes such as Lebanon and Jordan. We consolidated and reconfigured our regional office in Amman, Jordan to ensure we meet the region's growing and rapidly evolving challenges. This includes the capacity to deploy rapidly and assist the scale up of programmes, to have an effective media and advocacy presence, and to support the development of innovative and effective programmes throughout the region.

As we move into 2014, Save the Children is more prepared than ever to meet the challenges of this region and ensure that we make a real, immediate and lasting impact on children in need.

**Roger Hearn**  
Middle East and Eurasia Regional Director,  
Save the Children International



Arwa, an 8 year old student in Yemen, writes 'I have the right to education' Save the Children



Disaster risk reduction programmes across Eurasia work to prepare communities for various natural or conflict-related disasters, through building individual skills, institutional capacity and community awareness.

This can greatly reduce the impact of uncontrollable events on children and their families.

This image shows children at a Save the Children-supported school in Georgia participating in a disaster risk reduction programme.

# 4.4 million children reached in 2013

## Key Middle East and Eurasia highlights in 2013:

- 2.8 million people reached directly,\* including 1.5 million children.
- 12.3 million people reached in total,\* including 4.4 million children.
- Over US\$173 million spent on programmes to help the most vulnerable people across the region.
- US\$61.37 – the average cost to Save the Children per individual reached directly,\* including those who we supported in several different ways.
- US\$14.01 – the average cost to us per person reached directly or indirectly.\*

## 60 years in the Middle East and Eurasia:

- 1953: Save the Children opened its first office in the region, in Lebanon.
- 1990: We began working in Eurasia following the fall of the Soviet Union.
- 2010: We established our regional office, split between Istanbul and Amman and staffed by 13 people.
- 2013: We unified our regional office in Amman, with an expanded role to provide support to our existing country programmes and our regional response to the Syrian crisis.

We make every effort to collect complete and accurate data even in the most difficult of operating environments.

\*Direct reach refers to someone who received aid from us or who participated in one of our programmes. For example, someone who attended a class run by Save the Children on hygiene is a direct beneficiary. Indirect reach includes people who benefited indirectly from our programmes. For example, if the person who attended our hygiene course then taught their family members to wash their hands before eating, their family members are indirect beneficiaries. Total reach includes people who benefited directly and indirectly from our work.

## Save the Children: an overview

Save the Children is the world's leading independent organisation for children.

Witnessing first-hand the horrible toll that World War I was having on children, Eglantyne Jebb and her sister Dorothy Buxton founded Save the Children in 1919 to do just that, save children. In 2013 Save the Children delivered emergency humanitarian aid and development programmes in more than 120 countries around the world. Globally, we raised nearly US\$2 billion in 2013, which enabled us to directly\* reach more than 52 million children.

Eglantyne and Dorothy's principles remain with us today through our five core organisational values: ambition, accountability, collaboration, creativity and integrity.

## Save the Children in the Middle East and Eurasia

2013 was a year of extensive growth for Save the Children in the Middle East and Eurasia region, during which our programmes reached 12.3 million people. Responding to rapidly escalating humanitarian crises meant that our staffing levels across the region expanded from 550 national staff and 40 international staff in June 2012 to 2,000 national staff, 150 international staff and over 2,000 volunteers by April 2014. Our total operating budget more than doubled from US\$63 million in 2012 to US\$173 million in 2013.



### Our vision:

A world in which every child attains the right to survival, protection, development and participation.

### Our mission:

To inspire breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives.

Jonathan Hyams/Save the Children

# How we do what we do

## Our goals:

### • Health and nutrition:

No child under five dies from preventable causes, and public attitudes will not tolerate high levels of child deaths.

### • Education:

All children can read by the time they leave primary school; and children caught up in humanitarian crises have access to quality education.

### • Child protection:

All children thrive in a safe family environment and no child is placed in harmful institutions.

### • Child rights governance:

All children, especially the poorest, benefit from greater public investment and better use of society's resources in realising their rights.

Save the Children not only helps children directly, we also work with parents, families, communities, schools, state institutions, civil society and governments to benefit children.

## Our Theory of Change:

**We are the innovator.** We develop and provide evidence-based, replicable breakthrough solutions to problems facing children.

**We achieve results at scale.** We support effective implementation of best practices, programmes and policies for children, leveraging our knowledge to ensure sustainable impact at scale.

**We are the voice of change.** We advocate and campaign for better practices and policies to fulfill children's rights and to ensure that children's voices are heard (particularly those children most marginalised or living in poverty).

**We build partnerships.** We collaborate with children, civil society organisations, communities, governments and the private sector to share knowledge, influence others and build capacity to ensure children's rights are met.

Nothing is more fundamental to our work than empowering children. Children are our planning, implementation and accountability partners.

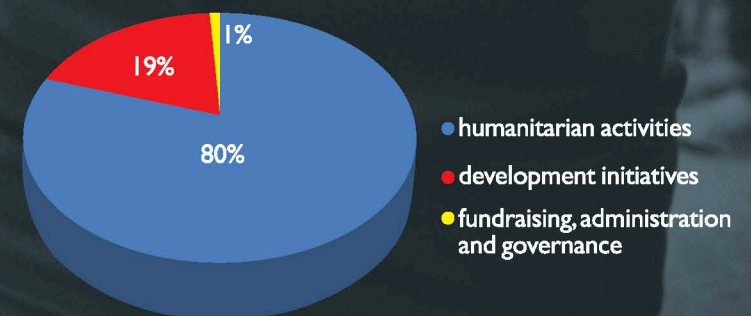
We work within communities and so we also work with communities. Partnerships are central to everything we do, so when we implement a programme it is a whole community effort, not a passive receipt of aid.

## Save the Children is a 'Full Spectrum' organisation.

### We undertake:

- Humanitarian And Emergency Response Work.
- Development Work.

Save the Children spending by activity, Middle East and Eurasia, 2013



Children run at the “Race for Survival” 2013 in Hodeida, Yemen. The “Race for Survival” is a global annual event organised by Save the Children as part of its Everyone Campaign, which aims to reduce the mortality rate of children under the age of 5.





# The Middle East

“Every generation of children, in fact, offers mankind the possibility of rebuilding this ruin of a world.”

- Eglantyne Jebb, Save the Children co-founder

In 2013, we reached 2.5 million individuals directly, including 1.4 million children, and 7 million individuals in total, across the Middle East.



## Overview

Save the Children has been present in the Middle East since 1953. We have a long history of both humanitarian and development work in this complex region with a history of conflict. We operate seven country offices in the Middle East – Syria, Lebanon, Jordan, Iraq, Yemen, Egypt and the occupied Palestinian territory (oPt) – serving a population of some 181 million people.

In 2013 the Syria crisis escalated significantly. We responded across the entire region to provide vital, often life-saving, aid to the millions of people in need. These included children and families within Syria, refugees from Syria, and neighbouring countries and host communities struggling to support large numbers of refugees. We simultaneously responded to the humanitarian emergency in Yemen and the ongoing crisis in oPt.

Following are some of the highlights from our work in the Middle East during 2013.

## The Middle Eastern context in 2013:

- Pre-existing regional rivalries intensified and escalated as a result of the Syrian crisis, worsening existing humanitarian situations and creating new ones. We had to significantly scale up our work in countries surrounding Syria, in addition to developing a programme inside the country.
- The complexity of the Syria crisis, including massive movements of refugees, required us to engage in a regional response involving six countries. In addition to an emergency response, we advocated on key issues related to the crisis.
- Long-term protection crises in Yemen and oPt continued to affect millions of people and face potential escalations as regional rivalries become more intense.
- A very large youth population across the region – 67% of people in the region are under 30 years old – combined with high levels of unemployment and poor economic outlooks present major challenges for the future. We received funding to employ a Regional Youth Advisor to expand our work in this area and to encourage linking and learning between Save the Children country offices.

# Syria

Response type: conflict

Results: 199,301 total beneficiaries in Syria. We reached 807,187 people, through a regional response to the crisis in Iraq, Egypt, Syria, Lebanon and Jordan

Budget: US\$11.4 million



The Syria crisis dramatically escalated in 2013. According to the United Nations Office for the Coordination of Humanitarian Affairs (UN OCHA), by the end of the year there were 9.3 million people in need of assistance in Syria, including 4.5 million children, and 2.3 million refugees outside of Syria. Nearly half of these refugees were children. By the end of 2013, 3 million children were forced out of school. One of the harshest winters on record made already difficult circumstances worse for the people of Syria.

While access to internally displaced people and affected populations inside Syria remained difficult, Save the Children worked across the country to reach children and families with food, water, medicine and clothing. We were one of only a handful of non-governmental organisations that worked inside Syria in 2013 and our staff risked their lives to deliver life-saving aid. We worked tirelessly to assist 199,301 people in Syria and 607,886 people through our programmes and work with partners in the surrounding countries of Lebanon, Jordan, Iraq and Egypt.

## Water provision inside Syria:

Every day in 2013, we delivered 38 trucks of drinking water to locations in Syria, and we built and/or maintained latrines and other water, sanitation and hygiene facilities throughout the country. These are vital services for people in need, and just one example of how we provide essential support to the most vulnerable people in Syria.

## 3 million Syrian children forced to leave school

Prior to 2011 Syria had a well-performing education system.

According to UNICEF, over 90% of men and women aged 19–24 were literate, surpassing the regional average. Some 97% of primary school-aged children and 67% of secondary school-aged children were in school. UN OCHA statistics show that by the end of 2013, 3 million of the 4.8 million school-aged Syrian children had been forced to quit school due to schools being damaged, children being too terrified to go to school and families fleeing to other countries. Children who escape Syria often face challenges to access education as well. In Lebanon alone there were 300,000 school-aged Syrian children unable to attend classes in 2013 because demand exceeded supply.



Jonathan Hyams/Save the Children

Gualnaz\*, 9, Lara\*, 6 and Siba\*, 3, with a friend in Domiz refugee camp. Their mother, Lubna\*, runs a bridal parlour in the camp, which she financed by selling her jewellery.

“My children keep asking me, ‘why are we living here? Where is our beautiful house? Can we go back to Syria?’ I tell them we must be patient but I know that armed forces broke into our flat and there are troops living in our home. Everything has been taken or is damaged. There is nothing left.

But I am not the kind of woman to sit around and do nothing. My business in Damascus was my passion as well as my livelihood. There was no work for my husband in the camp and we had four girls to look after, so I decided to set up my salon and start earning again. We have somany people in the camp who want to get married. And why shouldn't they? People can't wait to start a family until we can all safely return to Syria. Life goes on.”



\*These names have been changed to protect this family's identity.

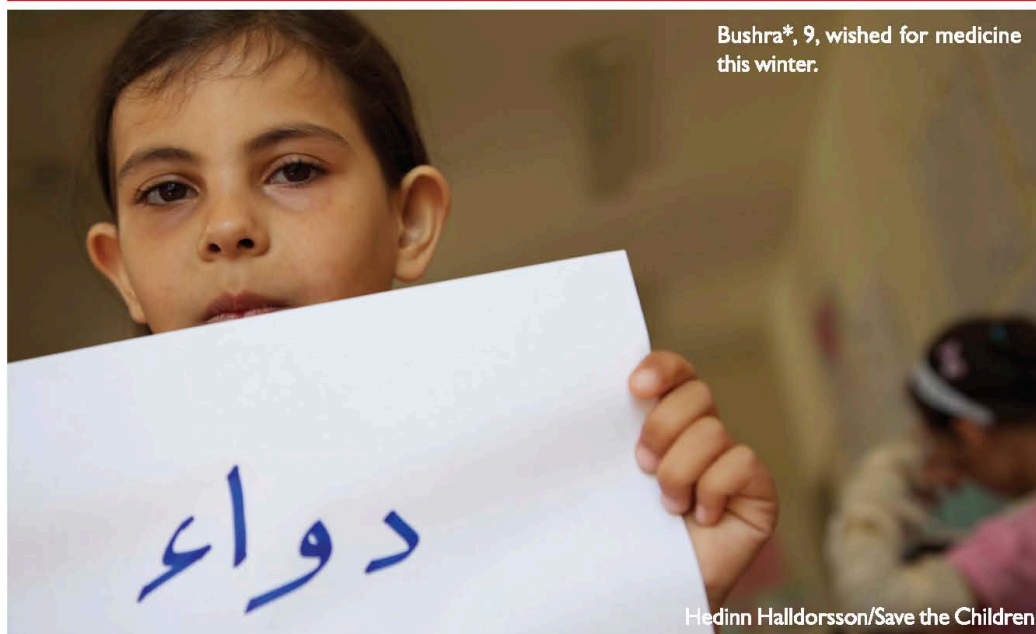
Save the Children

# Jordan

Response type: refugee influx, development programming

Results: 465,485 direct beneficiaries, 352,927 indirect beneficiaries

Budget: US\$86.2 million



Bushra\*, 9, wished for medicine this winter.

Hedinn Halldorsson/Save the Children

## Programme spotlight: School to Career programme, Jordan

Save the Children's School to Career programme is an excellent example of the way we scale up successful programmes, build local capacity and collaborate to increase our impact and effectiveness. The programme targets more than 130,000 school children in Jordan, providing career guidance and advice to students in grades 8–11. The main elements of the programme are: career counselling sessions, career days, workplace visits, internships.

As part of the programme we also train school staff on engaging parents in student career planning, and on improving links with employers. In 2013 we extended the programme to 58 new schools, reaching a total of 84 schools. The Jordanian Ministry of Education rolled it out to a further 60 schools, meaning the programme operates in 144 Jordanian schools. We aim to reach a total of 330 schools. The Jordanian government has agreed to take over programmes that we start and to expand the programme each year.

This programme helps youth in their transition from school to employment, improving their prospects for a fulfilling and rewarding career, and supporting the Jordanian economy.

Jordan hosts one third of the region's refugees. During 2013, Save the Children delivered a significant amount of food, hygiene, education and child protection support to Syrian refugees in camps and host communities in Jordan.

We also assisted many Jordanians, who face their own challenges.

## Key highlights from 2013:

- Through our partnership with the World Food Programme (WFP), we supported the entire population of Za'atari refugee camp, the largest refugee camp in the region, populated by 90,000–130,000 people, through a daily food distribution programme.
- We also distributed food vouchers to more than 177,000 people in Jordan outside of Za'atari camp.
- We provided more than 50,000 households in Jordan with monthly vouchers, enabling them to buy food.
- 8,000 children in host communities and nearly 10,000 children in refugee camps received clothing kits from us.
- We provided 3,000 children in refugee camps with hygiene kits containing a toothbrush, toothpaste, soap, shampoo, a comb and other related items.
- We trained 500 teachers in early childhood education, age-appropriate and child-friendly teaching methods. We also commissioned a literacy and numeracy exam for 13,000 children to assess educational needs and quality.
- Our Life Skills through Sports programme supported 5,500 students in more than 50 Jordanian schools.
- 217 of our camp-based staff and 435 Syrian volunteers received training in child protection, child rights and other relevant skills.
- We helped form 23 community child protection committees in camps and six in host communities to enable communities to protect vulnerable children and we reached 5,000 people through child protection awareness-raising programmes..
- We removed 455 children from exploitative labour and prevented 629 from entering into exploitative work.
- We provided 2,400 children with life skills training and we ran English, Arabic, French and maths classes in our two multi-activity centres in Za'atari Camp.
- We provided 1,650 families with cash grants to help children enrol and stay in school.

## CASE STUDY:

### Amira's psychosocial recovery in Za'atari camp, Jordan

When she was 10, Amira\* was hit by shrapnel while escaping her home in Syria.

She was badly burned all over her body, including her face. She was unable to receive adequate healthcare in Syria, but once in Za'atari refugee camp in Jordan she was treated immediately and made a full physical recovery.

However, Amira had not recovered mentally or emotionally from her ordeal.

Amira's mother explained, "She refused to leave the tent and on rare occasions when she did, she came back crying because children called her names and did not play with her. It broke my heart."

Save the Children operates a child-friendly space (CFS) in Za'atari. Sensing Amira's needs, one of our staff asked her to join the other children in the CFS.

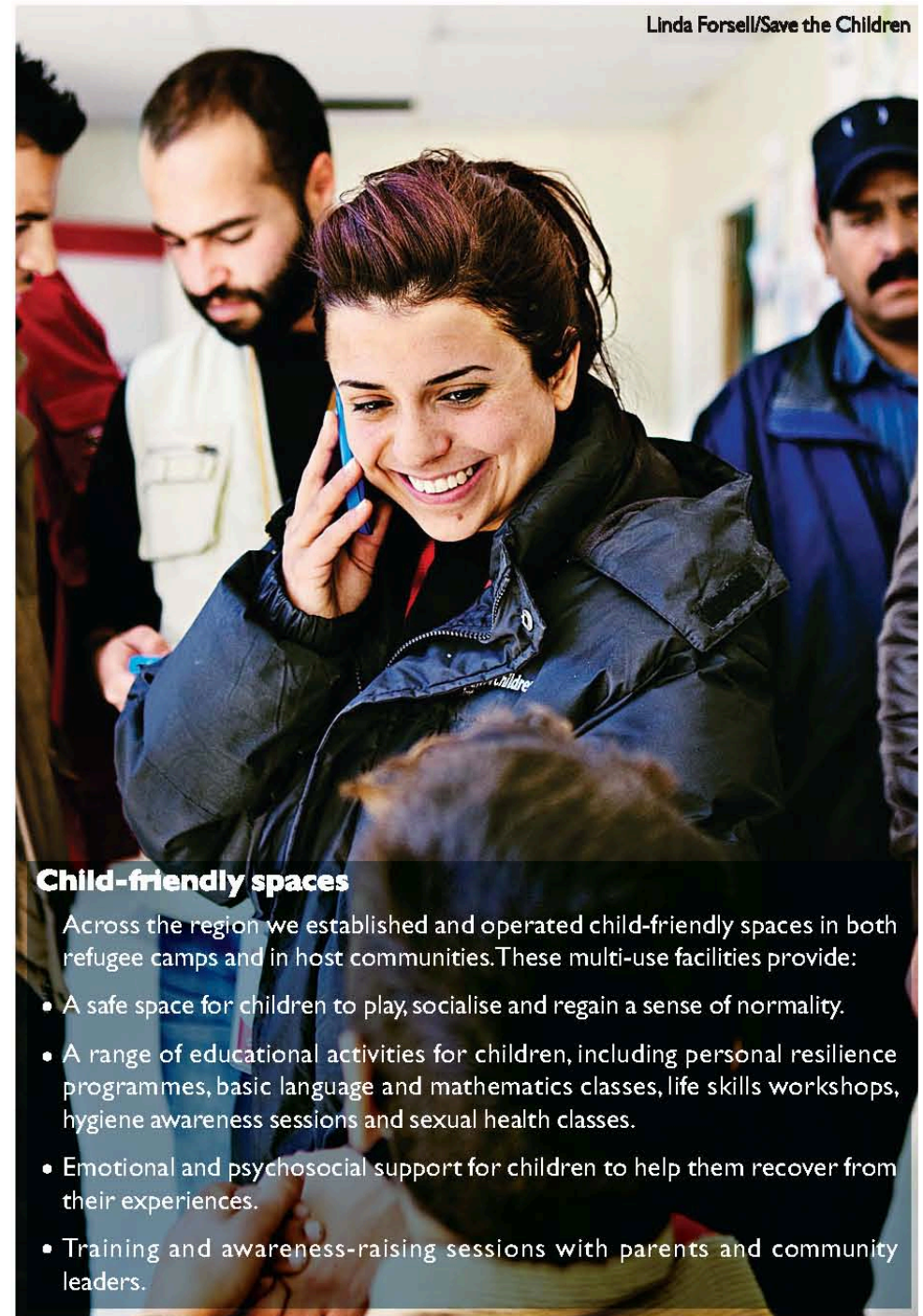
CFS staff member Rowaida recalled that Amira initially kept to herself, but Rowaida counselled her every day and included her in games with other children. Through carefully designed educational, resilience building and child protection support, CFS staff helped Amira regain confidence.

Amira's mother recounted: "[A] few months ago, I bought my daughter a jacket from the camp. As soon as she saw it, she jumped up and down and ran to the CFS to show it to Rowaida. That was the moment I knew my daughter had recovered."

\*This name has been changed to protect the child's identity.



Linda Forsell/Save the Children



### Child-friendly spaces

Across the region we established and operated child-friendly spaces in both refugee camps and in host communities. These multi-use facilities provide:

- A safe space for children to play, socialise and regain a sense of normality.
- A range of educational activities for children, including personal resilience programmes, basic language and mathematics classes, life skills workshops, hygiene awareness sessions and sexual health classes.
- Emotional and psychosocial support for children to help them recover from their experiences.
- Training and awareness-raising sessions with parents and community leaders.

# Egypt

Response type: conflict, refugee influx, development programming

Results: 474,823 direct beneficiaries, 853,015 indirect beneficiaries

Budget: US\$7.6 million



## CASE STUDY: The impact of our child-friendly spaces in Egypt: Media's story

Media, 22, and Banan, 19, work as facilitators in our Cairo child-friendly space (CFS).

Their older sister works at a Syrian community school nearby. They are themselves refugees from Syria.

"What I will remember most about Egypt is my experience working at the child-friendly space. I grew up. I learned how to be human, how to be free", said Media.

Our CFSs provide a safe environment for everyone – children, facilitators and parents – to regain a sense of normality in the midst of crisis.

"What makes you happy is when you compare them [the children] now to when they first started coming here. You saw them fighting, but now, if a new kid arrives and does something wrong, the other children tell them 'No, we don't fight here – it's not good to fight.' It's the thing I'm most proud of."

Media, Banan and their older sister will soon leave for Turkey to finish their education, which was interrupted by the Syrian conflict. They will take with them the experiences and lessons from their time at the CFS, and they will leave behind hundreds of children who are happier, safer and more confident in themselves.

Media reflected on the impact of the CFS, "you know that this child will go on to help develop the future of Syria".

Since 1982, Save the Children has been working to help Egyptian boys and girls enjoy childhood and reach their full potential. We improve access to health services and quality education, as well as providing support for street children and others at risk. In 2013, we supported the most vulnerable Egyptian children and responded to the needs of around 250,000 Syrian registered and unregistered refugees in Egypt.

## Key highlights from 2013:

- We were involved in consultations about the new Egyptian Constitution and our recommendations became law.
- Our health-based programmes in Abnoun have reduced the under five mortality rate by 8.5% in five years. Over the same time period, the number of births attended by health professionals increased by 20%, anemia among pregnant women decreased by 15%, and the number of women exclusively breastfeeding young infants rose by more than 40%.
- We developed a manual on child rights – focusing on empowering youth and peer-to-peer learning – and implemented it in 36 schools.
- We established and trained seven governorate level and 20 district level child protection committees, building the country's capacity to detect abuse and protect children.
- 1,264 small loans that we issued to young people and mothers resulted in household incomes increasing by an average of 22%.
- We conducted two baseline surveys to inform our 2014 programming in health and nutrition.
- We established a strong relationship with the Ministry of Health and Population, which we will build on in 2014 to create positive outcomes for children.

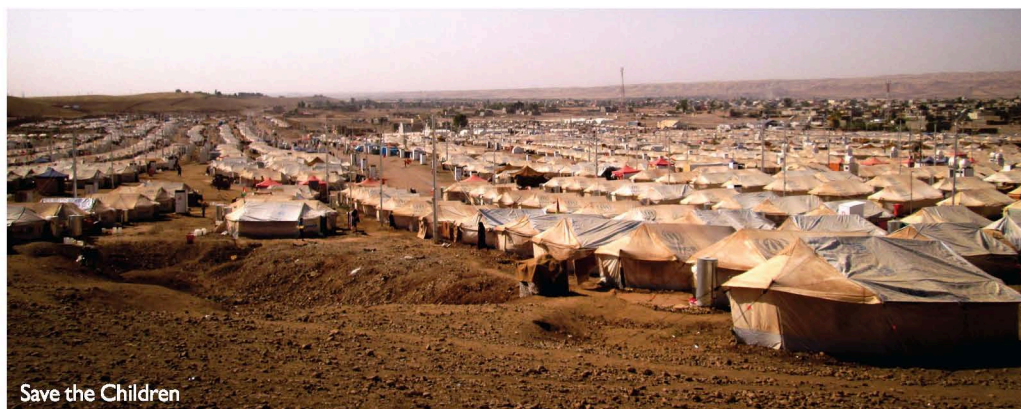


# Iraq

Response type: conflict, refugee influx

Results: 251,566 direct beneficiaries, 494,164 indirect beneficiaries

Budget: US\$12.2 million



Iraq has a population of 32.5 million. Save the Children has been working to alleviate poverty and build a better future for Iraq's children since 1991.

In 2013 we launched our response to the Syrian crisis within Iraq – some 210,000 vulnerable Syrians have fled to Iraq as refugees. Iraq also faced increasing security concerns in 2013 – experiencing the highest level of violence since 2008 – so we expanded our capacity to respond to the future needs of Iraqis.

## Key highlights from 2013:

- 25,254 refugees benefited from hygiene kits, including 14,734 children, and 8,173 people in camp settings received hygiene training.
- We improved school infrastructure in the Basra governate, benefiting 32,338 children, and we supplied 41 schools across the country with school equipment.
- We reached 32,616 people through awareness-raising campaigns on health and hygiene practices.
- We helped 27 schools in Iraq to improve their hygiene standards.
- 2,814 Iraqi youth benefited from apprenticeships and vocational education courses and 1,057 Iraqi youth participated in our life and work skills workshops.
- We trained 410 mothers on safe infant hygiene and health practices.
- We opened three new child-friendly spaces to support Syrian refugees and prepared to open several more in 2014. In total, 3,474 children benefited from our child-friendly spaces in Iraq in 2013.

# Lebanon

Response type: refugee influx

Results: 210,774 direct beneficiaries, 117,939 indirect beneficiaries

Budget: US\$21.2 million

Lebanon is a country of just 4.2 million people, but by the end of 2013 it had absorbed 845,000 Syrian refugees, meaning that Syrian refugees made up a quarter of the population.

This put incredible strains on Lebanon's infrastructure and society. We rapidly supported hundreds of thousands of the most vulnerable people in Lebanon.

## Key highlights from 2013:

- We supplied 14,414 people in Lebanon with free healthcare. We supported public health clinics providing primary healthcare in areas with high refugee populations, and subsidised consultations for children and pregnant women in clinics in Bekaa Valley.
- We helped almost 20,000 Syrian children access formal education in Lebanon, including via our accelerated learning programmes to enable children who have been out of school to catch up on core subjects.
- We worked with the Lebanese government to begin daily 'second shift' schooling for Syrian refugee children, using a condensed version of the Lebanese curriculum. We manage more than one third of the schools that provide these services in Lebanon.
- In 2013 we supported over 12,000 teachers and students by providing educational stationery and books, and provided more than 6,000 students through school fees, uniforms and transport to school.
- Because of the Lebanese public health system's limited resources we focused on disease prevention and reproductive health issues.
- We trained 1,100 youth in life and work skills. We piloted youth and life employability skills training for 165 youth in Bekaa and 170 in Tripoli, complemented by youth-led community projects, vocational training and innovative trainee placements in humanitarian organisations.

## CASE STUDY: Rugayya\* and her grandchildren prepare for winter in a tent in Lebanon

Rugayya, 85, fled Syria with her five grandchildren, aged 5–17. Before the war, she lived with her only son, his wife and her grandchildren on a small farm. In 2012 Rugayya's son and daughter-in-law were detained, leaving her alone and under siege with no income.

With five dependant grandchildren, Rugayya sought refuge in Lebanon. In November 2013, she was living in an informal settlement in Central Bekaa. She had just received a 'winterisation' kit from us to help weatherproof her makeshift shelter.

Rugayya told us her story: "They took my son and left me on my own; he was my everything. For more than a year I have had no idea where he is, if he is still alive or if they killed him. The children need a father and a mother, I can't take care of them – I need someone to take care of me!

In Syria life became almost impossible; continuous shelling made us prisoners in our house. But even the house was not safe – many families died under their houses because of the shelling.

Leaving Syria was the most difficult decision I had to make in my whole life. What if [my son] was still alive and came back? But the children were exposed to danger; they were hungry and traumatised. It was very difficult to leave my home.

...Lebanon is so cold. When we arrived, we thought, 'We've survived – and now we'll get some rest.' But things weren't easy. The people in this camp are very nice to me but they have nothing; they all have families and children to feed and take care of, yet they've shared the little they had.

Everything you see in my tent was given to me by the neighbours. But today I've been given plastic sheets and wooden timbers [from Save the Children]; it will help to support the tent and stop the leaks."

\*This person's name has been changed to protect their identity.



Ahmad Baroudi/Save the Children

## SHE CAN programme

We conduct training sessions to help marginalised people into work. In 2013, our SHE CAN project in Iraq provided 976 women with business development and management training, 200 women with literacy workshops, 53 women with vocational education and 779 women with life skills training. We also provided funds for start-up businesses. In Jordan, 422 households and an additional 432 individuals benefited from similar Save the Children programmes.





## Winter Storm Alexa: a disaster within a disaster

Ahmad Baroudi/Save the Children

In addition to the devastating impacts of conflict and the largest refugee crisis in the world, the Middle Eastern region was also hit hard by a natural disaster in 2013. The winter was one of the worst in recent decades, with freezing temperatures and a powerful winter storm, named Alexa, that left Amman shut down for nearly two weeks, parts of Syria covered in snow, and refugee communities in Lebanon's Bekaa valley and in oPt devastated. The storm caused extensive flooding, damaged houses and schools and forced people to evacuate their homes.

For internally displaced and refugee communities, natural events like this can be life threatening. Save the Children

provided 'winterisation' services across the region to a largely displaced population, many of whom fled their homes with little more than the clothes on their backs, leaving them unprepared and vulnerable to the freezing temperatures.

In **Jordan**, 2,569 households benefited from gas heaters, blankets and clothes. 5,775 children in our child-friendly spaces received clothing vouchers and 18,000 children received clothing kits. We also temporarily relocated people from flooded tents to our weather-protected child-friendly spaces. In **oPt**, we restored access to more than 100 schools and 83 kindergartens by removing snow and

cleaning buildings, and we repaired 25 schools. We protected more than 1,200 residents and 6,000 school children from sewerage flooding by repairing broken pumps and constructing new overflow pipelines.

We provided 20,000 people in **Lebanon** with cash and blankets to help them prepare for winter and assisted 13,000 families through emergency shelter support. Save the Children was the single biggest provider of shelter support in Lebanon during 2013, according to United Nations Refugee Agency data, delivering more than 35% of all shelter support provided by international agencies.

# Occupied Palestinian territory

Response type: conflict, development and humanitarian programming

Results: 172,318 direct beneficiaries, 1.7 million indirect beneficiaries

Budget: US\$10.7 million



Mohammad, 7, watched his father dig gravel in Gaza.  
Warrick Page/Save the Children

Save the Children continues to respond to natural disasters and armed conflict in the occupied Palestinian territory (oPt), alongside our development work aimed at protecting children and their rights.

The situation in oPt is a protracted crisis affecting over 4.2 million people, including 2 million children. It is a unique challenge with long-term development needs and frequent, short-term emergencies (armed conflicts, violence and natural disasters, notably winter storm Alexa in 2013). Children continue to be victims of persistent rights violations: Israeli forces displaced more than 1,100 Palestinians in 2013, and kept an average of 199 children in detention each month. One of the major concerns in oPt is the effect that witnessing and living through these experiences has on children.

## Key highlights from 2013:

- Our child protection programmes supported more than 41,000 children, by tackling child labour and child exploitation, reintegrating hundreds of ex-detainee children into society, providing psychosocial support to nearly 2,000 children and creating a hotline for child protection emergencies.
- We repaired 3 kilometres of road to enable access to farmlands, rehabilitated 225 greenhouses and supplied 400 farmers with organic fertiliser. This enabled farming families to generate income and provide for themselves. We also provided short term employment for 560 people.
- We created better mechanisms for reporting child rights abuses, leading to a threefold increase in the reporting of abuses and the first ever National Report on the implementation of the United Nations Convention on the Rights of the Child (CRC).
- We trained hundreds of teachers, counsellors and school principals on best practice teaching techniques, how to support distressed children and how to increase the resilience of individuals and communities.
- More than 1,000 students attended our leadership workshops, building their skills for the future.
- We increased the quality of education in 50 schools and are scheduled to do the same in a further 50 schools in 2014.
- We provided 1,150 infants and children with potentially life-saving food and vitamin supplements.
- We supported hundreds of children with disabilities by adapting 26 homes, renovating homes, conducting home-based healthcare, supplying medicine and running an information campaign on early detection of disabilities in children.
- We trained parents and volunteers on hygiene and safe infant practices.
- We supported 2,609 young entrepreneurs, including 100 people who received grants to start new businesses.
- We improved 10 community centres and enabled eight youth groups to receive training in advocacy.

# Yemen

Response type: conflict, famine, development programming

Results: 957,143 direct beneficiaries, 659,479 indirect beneficiaries

Budget: US\$24.7 million



Saleh Awadh/Save the Children

Yemen is facing one of the major humanitarian crises in the world today, affecting an estimated 58% of its population, or 14.7 million people. Access to basics such as clean water, healthcare and education are key challenges and the government remains largely unable to respond to the needs of its population. Yemen is facing a catastrophic hunger crisis, with millions of people unable to afford enough food and 1.1 million children under five suffering from acute malnutrition. In some areas of the country, child malnutrition rates are double the internationally agreed emergency level.

## Key highlights from 2013:

- We addressed the immediate survival and food needs of over 41,000 people.
- We established 48 community hygiene and sanitation committees, benefiting 117,900 individuals by providing 150 waste disposal points, repairing 15 water points, and improving hygiene and sanitation in 35 schools and 24 health facilities.
- We screened 39,230 people for malnutrition in the second half of the year alone, treating 1,272 children as a result.
- Over 55,000 children benefited from our child protection, non-formal education and awareness-raising programmes.
- We enabled community members to help one another – for example by training 105 local council members on child rights, who then conducted awareness-raising sessions in their own communities, reaching at least 13,000 people.
- We reached more than 132,000 people through our mass awareness-raising campaigns on water, sanitation and hygiene topics.

## CASE STUDY: Mo'ataz's\* life saved by nutritional support

Just weeks after his birth, Mo'ataz suffered from severe malnutrition, diarrhoea and dehydration. His father didn't know how to deal with this problem. "I have two daughters and Mo'ataz. I heard my neighbours and friends talk about Al-Salam Health Centre, and that it treats cases of malnutrition. The health workers in the centre advised his mother to visit the centre regularly with Mo'ataz for six months at least."

During the visits, Mo'ataz received a comprehensive nutrition programme that saved his life. His mother also received information on nutrition and breastfeeding.

"I cannot read or write and it was difficult to know the foods that I should give to my son. These visits were really useful. Now, I know about breastfeeding, malnutrition, reproductive health, hygiene and family planning," said his mother.

Mo'ataz's father added, "Our economic situation is really poor and I cannot afford enough food for my children. The supplementary food that Mota'az received over the last six months was enough for him to gain weight and get back to his normal shape. I really appreciate the good services that Al-Salam Center and Save the Children provide to the children and their mothers."

Mo'ataz was born healthy. His sickness was likely caused by a lack of access to clean water, exposing him to communicable diseases. This is why Save the Children in Yemen includes a full water and sanitation programme in all nutrition activities.

\*This child's name has been changed to protect his identity.

Save the Children supported Roma and non-Roma primary school children in Tirana, Albania.



# Eurasia

In 2013 we reached 287,301 individuals directly, including 163,815 children, and 5.4 million individuals in total, across Eurasia.



Children from Save the Children-supported schools and education programmes in Albania send messages of hope and support to Malala Yousafzai on her 16th birthday. Malala was shot by the Taliban in October 2012 for speaking out and demanding that all children have the right to education.



Save the Children began working in Eurasia in the early 1990s, after the fall of the Soviet Union. In response to the political and social context, our work in the region focuses on building the capacity of individuals, families, communities and governments to ensure that children are protected and can fully access their rights. We have extensive programmes in education, disaster risk reduction, child protection and child rights governance.

We work in Albania, Armenia, Kosovo, Georgia and Azerbaijan, and the North West Balkans (Serbia, Montenegro, and Bosnia and Herzegovina). These countries have an estimated combined population of 34.1 million.

## The Eurasian context in 2013:

- As post-Soviet states continued to navigate the transition to individual statehood, regional tensions between the European Union and the Eurasian Union have increased, driving instability between and within states. This affects social cohesion, political stability and economic development in the region.
- High levels of poverty, unemployment, youth disengagement and low levels of social mobility are key challenges in the region and a focus of Save the Children's work.
- Child protection mechanisms and child rights legislation requires reform, strengthening or even creation in many countries. This is particularly true for children with disabilities, a key focus of our work in Eurasia.
- Supporting traditionally marginalised sections of the population, including women, people with disabilities and ethnic minorities, is key to economic development, so we focus on empowering these groups.

# Kosovo

Response type: development programming

Results: Results: 25,025 direct beneficiaries, 173,659 indirect beneficiaries

Budget: US\$2 million



Kosovo is Europe's youngest state, having become independent in 2008. Its high rates of poverty (34.5%) and unemployment (55.3%) create a difficult social and economic situation for residents.

## Key highlights from 2013:

- We appeared more than 40 times in national mass media, raising awareness of child protection and child rights issues.
- As part of a Eurasia regional programme in Albania, Kosovo and Bosnia and Herzegovina, we enabled children to take part in research on child rights governance and created child-led assemblies to highlight issues and advocate for better practices.
- We worked with partner organisations to tackle physical and humiliating punishment in schools, an issue we also addressed through teacher and parent training sessions in 18 primary schools and nine kindergartens.
- We enrolled 88 children with disabilities into formal education for the first time and supported 373 children with disabilities in non-formal education activities through supporting eight rehabilitation centres.
- We trained 579 teachers on inclusive education (benefiting over 17,000 students), created and secured funding for 13 school development programmes and ran extracurricular activities for 642 children in eight schools.
- We successfully lobbied seven municipalities to hire inclusive educators and teachers, who will start work in early 2014, a positive long-term outcome for children with disabilities.
- We enabled 13 schools to develop their own development plans to increase the quality of children's education.
- We supported 525 families through door-to-door visits aimed at increasing school attendance.

## CASE STUDY: Overcoming disability in Kosovo: Vardan's\* story

When Vardan first came to our community-based rehabilitation centre eight years ago, he was completely immobile. His mother didn't think he would ever walk or talk. Today, 10-year-old Vardan attends an ordinary school close to his home.

"I like going to school where I enjoy drawing and reading, especially telling stories through drawings", he said.

Vardan is one of an estimated 14,500 children with disabilities in Kosovo. One side of his body is partly paralysed and he has an intellectual disability. Growing up with disabilities in poor conditions in Kosovo is a struggle. His family lives in a one-room house and has no indoor toilet. Save the Children's rehabilitation centre made all the difference for Vardan.

"I love coming to the centre because I get help to read and write and I get to do exercises for my hand and foot, which make it easier for me to draw. They are all helping me, so I can become the Head of Police when I grow up and stop crime and theft."

"If the organisation hadn't existed, many of the children would have been locked in homes, and we would never see [their] marvellous potential," said Naxhije who works at the centre that Vardan attends.

The IKEA Foundation and Save the Children support eight centres like this throughout Kosovo as part of a larger programme to include children with disabilities and minority ethnic children in pre-primary and primary education. The programme has reached 600 children with disabilities and improved the learning situation for over 12,000 children in one of the poorest parts of Europe.

Our rehabilitation centres not only help children with training and therapy, but also show municipal officials that children with disabilities can progress in schools. The centres have helped to reduce prejudice and increase disability awareness in local communities.



\*This child's name has been changed to protect his identity.

# Georgia and Azerbaijan

Response type: development programming

Results: 63,500 direct beneficiaries, 377,276 indirect beneficiaries

Budget: US\$2.2 million



Save the Children's priority in Georgia and Azerbaijan Country Office is protecting vulnerable children and improving the quality of children's education. We have been actively working here since 1993 and we have spent more than US\$120 million since then to support children, their families and their communities.

## Key highlights from 2013:

- We worked with the Association for Blind Persons, which has 14,000 members, to give people with disabilities better access to employment.
- We prevented more than 100 children from family separation and continued to work on reforming the Reintegration Rule, a state document that governs the process of reunification of children and their families after children are released from institutions.
- We reached 20,500 youth with awareness-raising campaigns on health and hygiene practices.
- We helped 1,334 refugees and asylum seekers access health services, our social workers visited 135 families, we distributed 3,958 hygiene kits and we provided health training to 616 people.

# Armenia

Response type: development programming

Results: 15,119 direct beneficiaries, 316,800 indirect beneficiaries

Budget: US\$1.7 million

Armenia is home to 3 million people. Over the past two decades, Save the Children has spent more than US\$60 million in Armenia, benefiting the country's most vulnerable people. We continue to be one of the leading assistance providers in the country, focusing our efforts on protecting and valuing each child, providing children with hope and opportunity, and ensuring all children can access their basic rights.

## Key highlights from 2013:

- We dramatically increased the opportunities for people with disabilities to attend and benefit from technical vocational education and training by running teacher training sessions and creating manuals for staff and students. We partnered with 14 other organisations to make this programme as effective as possible.
- We integrated health and hygiene messages and information into our education programmes in Armenia, improving sanitation and hygiene.
- We increased disaster preparedness by running sessions in 24 special schools and care institutions.
- We helped 50 refugee and former refugee households cultivate their land more effectively, improving their diets and livelihoods.
- We established five parental resource centres, which provide information and training on childrearing, nutrition and health practices to parents and carers.
- We helped 191 people with disabilities to gain employment, 104 to complete internships, 98 to benefit from mentorships and enabled 45 to remain in work through workplace adjustments.
- Through our grants programme, we helped 16 young entrepreneurs start or expand their businesses.
- We constructed four playgrounds in refugee communities.

## Inclusive disaster risk reduction in Georgia and Azerbaijan

Building the capacity and resilience of a community or country to prepare for potential disasters can reduce their impact and avoid the need for outside intervention.

In Georgia and Azerbaijan we ran a campaign to educate children and their teachers on what to do in emergency situations, focusing on how to assist children with disabilities, a group omitted from all previous disaster planning and preparation. We reached 15,275 children and 1,664 teachers and carers directly and broadcast an educational cartoon to 350,000 people.



Save the Children



Mark Kaye/Save the Children

# 5.35

50 refugee families received 5.35 times more income from improved agriculture production in Armenia.

## **CASE STUDY: Jason's\* story: early childhood care and development in Armenia**

Jason is a six-year-old boy who attends the preschool established by Save the Children in Sasunik village, Armavir province. When he first enrolled, Jason was considered a difficult and uncooperative member of the class.

Vergine, Jason's mother, participated in classes that we organised for the preschool children's parents. "Initially I was thinking that Jason's bad behaviour was the result of being the only child in the family," she said. "After participating in positive parenting classes I realised that it was caused mostly by my own wrong attitude to him, as I didn't find it necessary to listen to him and I used to slap him for minor misconduct."

As a result of our programme, Vergine became more patient, and began listening to Jason and spending more time talking, playing and caring for him. As a result, Jason began trusting, helping and caring for others. Simultaneously, the preschool gave Jason guidance and support. This holistic approach made a substantial difference to Jason's attitude.

"My son has many friends at the preschool. He shares his toys and books and is very happy to play and learn with them," Vergine observed. "I can't believe how my child has changed positively since he first stepped into the preschool. The preschool not only helped my son become ready to enter school, but also helped us become good friends."

Jason is one of more than 1,000 children who benefitted from Save the Children's Action for Child Health and Education project's early childhood development component. This included preschool services and parental training, both of which continued after the project end. In Armenia, children's preschool enrolment rate in rural areas is as low as 14%, largely due to the inaccessibility or non-existence of preschool institutions. Through this project, we helped establish 12 preschools in the most disadvantaged villages of Armavir, Aragatsotn and Gegharkunik provinces. Local communities invested around 17% of the cost of the centres, displaying a grassroots enthusiasm and commitment to the preschools.

\*This child's name has been changed to protect his identity.





### **CASE STUDY: Child rights leadership in Albania: Manjola's story**

Child protection remains a serious issue in Albania. Roma and Egyptian children are discriminated against, and orphanages are not always places of protection and support.

When she was five, Manjola and her brother were mistreated and experienced violence at their orphanage. Their story was broadcast in the media, shocking the community.

The children had been put into care because their family was poor and hoped the orphanage would be better able to look after them. On hearing of their abuse, Manjola's grandmother got her and her brother out.

Save the Children helps local organisation 'Children of the World and Albania' (FBSH) to run educational support programmes and reintegrate children in care into family settings. Through FBSH, Manjola and her brother received psychosocial support, assistance in finding and enrolling in a school, extra tuition, school uniforms and food.

Manjola has now finished eighth grade and helps younger children with their homework. She is a leader and a real-life hero – she once saved a small girl from drowning in a flooded river. She hopes to one day become a nurse.

She explained, "Where I live, everyone knows me and my group of friends now: we speak about child rights in all the schools in our neighborhood. We talk with children about education, registration and violence issues. We also teach them about their rights in case they have any problem with the law."

In the family, it's normal to see violence towards children. I don't accept it and I don't tolerate any form of violence. Violence ruins children's lives; violence stops children from going to school and that is the worst thing that can happen to a child. Children need to be treated with care and love, just like the teachers in the centre treat me and the other children."

Manjola is the personification of Save the Children's child rights approach. We aim to empower children, their families and their communities to support and protect themselves, to develop a society and system of laws that respects human rights and children's rights. Manjola not only benefited from our work, but she has gone on to create change in her community.

# Albania

Response type: development programming

Results: 72,339 direct beneficiaries, 1 million indirect beneficiaries

Budget: US\$2.7 million

Save the Children has been working in Albania since 1999, earning a reputation for delivering quality programmes for children. We have been well placed to influence and help implement many new laws affecting children, as well as running our own and partnership initiatives to support children.

## Key highlights from 2013:

- The 20 child-led groups that we created and support ran awareness-raising activities on child rights and disaster risk reduction, reaching thousands of their peers.
- We trained 53 attorneys, 68 police officers and 57 prosecutors and judges from a number of districts on best practice interviewing techniques for children in contact with the law, and child victims and witnesses. These protocols have been endorsed by national legal, police and judicial bodies and will be part of the future training of lawyers, prosecutors and police officers.
- We ran 50 workshops on conflict mediation, benefiting 185 youth. 403 children, 397 parents and caregivers from 198 vulnerable families directly benefited from the child protection services offered by our five child protection units.
- We assisted 46 of the most vulnerable pregnant Roma women to access healthcare.
- We commissioned an exam in literacy and numeracy for 10,157 students to assess educational needs and quality and inform our future programming.
- We helped write the chapter on the inclusion of children with disabilities in the preuniversity education legislation, which will directly benefit the 15,000 children with disabilities in Albania.
- We supported 241 young people through legal services and 188 through psychological counselling. We also successfully reintegrated 25 young people into society after leaving prison and are currently reintegrating 50 others.
- We trained 10 specialists from the Ombudsman's office in child rights governance and how to address child rights violations. The office created two reports on specific problems affecting child safety, which we published, promoted and distributed.
- We trained 70 journalists on child rights issues and media ethics to increase public awareness and understanding of child rights issues.

# North West Balkans

Response type: development programming

Results: 111,228 direct beneficiaries, 3.2 million indirect beneficiaries

Budget: US\$3 million



Tuzla Canton/Save the Children

Save the Children's North West Balkans Office governs our work in Serbia, Montenegro, and Bosnia and Herzegovina. It works with 27 local partners to run education, child rights governance and child protection programmes.

## Key highlights from 2013:

- We established 47 new early childhood care and development centres.
- We helped establish safe Internet centres that help to protect children against online abuse. 48,942 children benefited directly and 62,879 benefited indirectly from our education initiatives, which improve access to quality preschool and primary education.
- In Serbia we worked to strengthen anti-trafficking laws. In Montenegro we ensured formal government commitment to universal child rights legislation and best practice (the Third Optional Protocol on Communication Procedure to the UN Convention on the Rights of the Child).
- We enabled 113 youth to complete recognised training programmes, significantly improving their employment prospects.
- We trained 185 staff from 10 schools on anti-discrimination practices, tolerance and equal opportunities best practice.
- We continued our Children Without Appropriate Care programme, focusing on children at risk of various kinds of abuse. We worked with 638 non-judicial professionals to assist youth in contact with the law and we translated and distributed manuals on child protection issues, including 'positive discipline' techniques.



Children at one of the 45 units for Early Childhood Care and Development, established by Save the Children in Tuzla Canton, Bosnia and Herzegovina



Agdal Nuhanovic/ Save the Children



Save the Children International  
Middle East and Eurasia Regional Office  
Amman, Jordan

PO Box 941878  
Amman, 11194  
Jordan

Office phone: +962 6 569 0155  
Office Fax : +962 6 569 0188  
[www.savethechildren.net](http://www.savethechildren.net)



**Save the Children**