

ANNUAL REPORT

2014



NORWEGIAN
REFUGEE COUNCIL

NRC

The Norwegian Refugee Council (NRC) is an independent, humanitarian non-governmental organisation which provides assistance, protection and durable solutions to refugees and internally displaced persons worldwide.

NORWEGIAN REFUGEE COUNCIL

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A warm thank you to all NRC staff who have contributed to the report.

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23 DISPLACEMENT PHASES

NRC's primary focus is to deliver humanitarian assistance in times of emergency, when needs are most acute. Expert deployments through NORCAP and the Emergency Response Team are central to strengthening NRC's humanitarian response to crises. However, emergency relief alone cannot deliver solutions. Therefore, NRC's activities also cover the early recovery phase and situations of protracted displacement.

42 GENDER-BASED VIOLENCE

Women and children make up around two-thirds of the world's displaced. In times of conflict, women and girls are particularly at risk of experiencing gender-based violence (GBV). In 2013, NRC focused on developing a new programme area on gender based violence and started a GBV-pilot project in the Kurdistan Region of Iraq.

46 HUMANITARIAN ACCESS

NRC primarily operates in areas affected by armed conflict and instability. Ensuring humanitarian access – the fundamental right of people to access assistance – in such areas remains a significant challenge. In 2013, four countries were identified for particular access follow-up: Afghanistan, the Democratic Republic of the Congo (DRC), Mali and Syria.

64 THE SYRIA CRISIS

NRC operates in Syria, Lebanon, Jordan and Iraq to assist people affected by our time's worst humanitarian crisis. The regional response to the Syria crisis illustrates how all of NRC's programme activities come together to create a holistic approach to humanitarian assistance. Here, shelter and ICLA-services, education, WASH-services, and food security all reinforce each other. Programme activities are coupled with substantial advocacy work for increased humanitarian access and for a political solution to the crisis.

73 PUBLICATIONS

Through various publications, targeting both decision makers and the general public, NRC aims to raise awareness and contribute to increased assistance to people in need. NRC's Internal Displacement Monitoring Centre (IDMC) is the leading source of information and analysis on internal displacement globally and annually publishes the Global Overview report. NRC's flagship report Flyktningregnskapet ("Refugee Accounts"), a comprehensive overview of the situation for refugees and internally displaced, is also published annually.

27 CORE COMPETENCES

NRC operates through five specialised programme areas, called core competences: Shelter, Food Security, Education, Water, Sanitation and Hygiene (WASH), and Information, Counselling and Legal Aid (ICLA). In 2013, all core competences experienced significant growth, enabling NRC to assist a record 4.5 million people. The core competences are mutually reinforcing and adaptable to complex displacement situations.

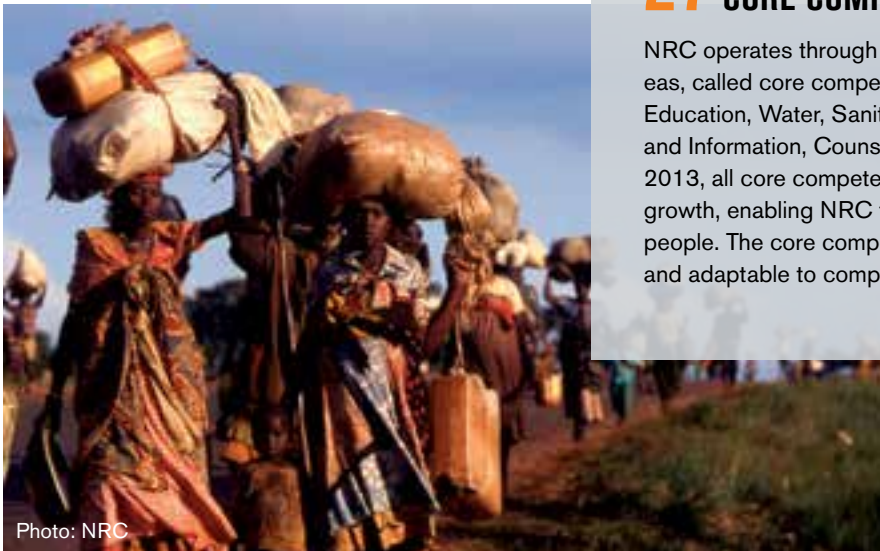


Photo: NRC

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NRC ANNUAL OVERVIEW



WORST DISPLACEMENT SINCE WWII

2013 was a year of extreme humanitarian challenges. The number of displaced worldwide is now the highest since the aftermath of the Second World War. 20 years of progress was broken as the post-1990s trend of fewer and less bloody wars came to a dramatic end with the horrific fighting in and refugee exodus from Syria. The humanitarian community's capacity was also challenged on several other fronts by outbreaks and escalation of conflicts and natural disasters. Inter-communal violence in Myanmar, typhoon in the Philippines, and unrest in the Democratic Republic of Congo, Mali, South Sudan and Somalia created large-scale displacement, infrastructure damage, and pressing humanitarian needs. 2013 thus became the year in which the United Nations (UN), for the first time, declared three mega-scale "level 3" emergencies: Syria, the Central African Republic and the Philippines.

The Norwegian Refugee Council (NRC) responded to these large crises through our standby rosters, the country programmes or both. Our ability to respond to new crises was significantly enhanced by the establishment of a rapid response team.

Around Syria, NRC was able to quickly establish refugee assistance in Lebanon, Iraq and Jordan as well as cross-border relief to internally displaced and war victims inside Syria. 91 experts were deployed from NRC's standby rosters (NORCAP) to support the UN, the International Organisation for Migration (IOM) and others working for and with Syrians across the region.

In 2013, NRC was able to assist more refugees and displaced than ever before. By the year's end we assisted

over 4.5 million refugees and displaced persons in our 25 country programs. Standby roster experts undertook 600 assignments in more than 55 countries. We provided key personnel for shorter and longer assignments with more international organisations, regional institutions and host governments than ever before.

More people are fleeing today than at any point in the last generation. Today's displacement patterns are complex, caused by multiple factors such as wars, political violence, marginalisation, natural disasters and organised crime.

In the future, NRC will strive to meet these new and challenging displacement patterns in order to assist even more people in need.

I am immensely proud to represent 4,000 well qualified and hard-working colleagues who make a real difference for millions of refugees and displaced persons. This report reflects the increased trust and confidence that beneficiaries, humanitarian partners, host communities and international donors have shown NRC. We will do our best to live up to these expectations by doing our utmost to provide more and better aid in order to help refugees and internally displaced help themselves.



Jan Egeland

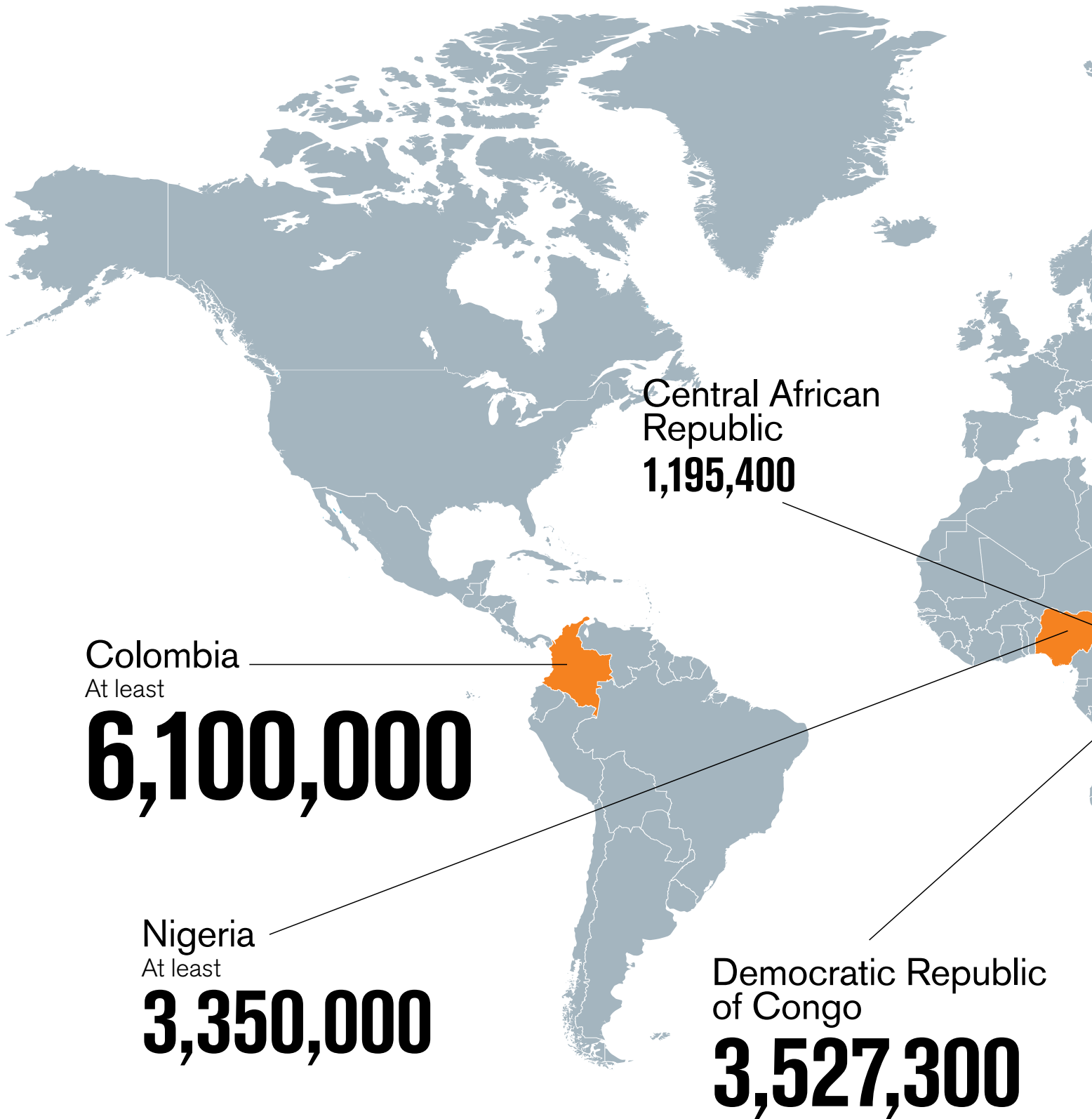
Secretary General of the Norwegian Refugee Council



Extreme humanitarian needs. 2013 saw three mega-scale emergencies and mass-displacement in a number of other countries. In late 2013 violence broke out in South Sudan forcing thousands to flee. NRC's Secretary General Jan Egeland visited the country in February 2014. Photo: NRC/Christian Jepsen

GLOBAL DISPLACEMENT FIGURES

– OVERVIEW OF COUNTRIES WITH THE HIGHEST NUMBER OF DISPLACED



Total: 51.2 million

No. of refugees: 17.9 million
No. of internally displaced: 33.3 million

Palestine
At least

5,275,000

Afghanistan
At least

3,263,000

Iraq
Up to

2,540,000

Syria
At least

9,000,000

Sudan
At least

3,104,700

Somalia
2,260,000

STRIVING TO MEET INCREASING NEEDS

In a year marked by multiple humanitarian emergencies and a dramatic rise in the number of persons displaced by war and persecution, NRC assisted a record 4.5 million people.

Norwegian Refugee Council (NRC)

NRC promotes and protects the rights of refugees and people who have been displaced within their own country. We take action during situations of armed conflict, and engage in other contexts where our competences will add value.

NRC's main activity is the deliverance of humanitarian aid through programme activities in the field. NRC specialises in five programme areas, or core competences - *Shelter, Food Security, Water, Sanitation and Hygiene (WASH), Education, and Information Counselling and Legal Aid (ICLA)*. The core competences are adaptive to different contexts and mutually reinforcing.

In addition to our programme activities we contribute to the overall coordination and strengthening of humanitarian response through our stand-by rosters. *The Norwegian Refugee Council's Expert Capacity (NORCAP)* provides expert personnel to national governments and international organisations to enhance their ability to prevent and respond to humanitarian challenges. The United Nations (UN) is the main recipient of experts from NORCAP.

NRC also advocates on local, national, regional and global levels for the rights of displaced and vulnerable people. Our advocacy is based on our first-hand experience from the field. In order to understand and respond better to displacement, NRC conducts research into both global displacement and specific displacement contexts. *NRC's Internal Displacement Monitoring Centre* is a global leader in monitoring, reporting and advocating specifically on internal displacement.

One day in early 2013, a rocket tears through a residential building in Syria leaving eight-year-old Mirijam and her family without a home. Like so many of their fellow Syrians, they first sought refuge nearby, but soon the violence caught up with them. Twice more they were forced to move on as their improvised housing became destroyed by fighting. Finally, the family crossed over the border to Lebanon. Mirijam is thus one of the 51.2 million people displaced worldwide in 2013.

This is the highest level of displacement since the end of the Second World War. The war in Syria has significantly increased displacement levels, but violence in Nigeria, the Central African Republic and South Sudan also caused mass-displacement. Not included in these numbers are the millions displaced by natural disasters like Typhoon Haiyan which struck the Philippines in November 2013.



Mirijam. Eight-year-old Mirijam has escaped from the war in Syria. Photo: NRC/Ingrid Prestetun

ASSISTING MORE PEOPLE THAN EVER BEFORE

In 2013, the Norwegian Refugee Council (NRC) delivered aid and protection to more than 4.5 million people in 25 countries and had a turnover of more than NOK 1.8 billion. Both the number of beneficiaries and the turnover are the highest in the organisation's history. The standby rosters also had a higher level of activity than ever before, equalling 212 man-years distributed across nearly 600 individual assignments.

SCALING UP RELIEF EFFORTS

NRC is present in some of the most conflict-affected and dangerous areas in the world. As the Syria crisis continued to escalate throughout 2013, NRC scaled up its Syria response, both in scope and volume, and the overall Syria response is now our largest operation. The three largest country programmes in 2013, were Kenya, Jordan (part of the Syria response) and Pakistan.

On the Horn of Africa, new core competences were implemented in the whole region. In Somalia, where refugees and internally displaced persons are starting to return to their places of origin, NRC opened new offices in strategic areas of return. At the start of 2013, NRC established a country office in Mali and at the end of the year, NRC succeeded in establishing a presence in areas of return in Timbuktu and Gao in the north. In the Democratic Republic of Congo, NRC continued to increase the scope of humanitarian assistance to new areas in North Kivu. At the end of the 2013, field operations in Ethiopia were extended to Gambella in the south, in order to assist newly-arrived refugees from South Sudan.

Lack of access because of security concerns remains a serious challenge in many of NRC's programmes, not least in Syria. NRC's level of activity increased substantially during 2013, but lack of access continues to severely restrict our ability to deliver aid inside Syria.

“Besides quick deployment to respond to immediate needs, NORCAP has brought in a wealth of technical expertise and skills and ensured stability through longer deployments. Through NORCAP's support, we have been able to strengthen our efforts in areas spanning from camp management to logistics, protection, community services and shelter, and this has been of great importance for the sustainability and quality of our operations in Zaatari.”

Kilian Kleinschmidt, UNHCR Camp Manager, Zaatari-Mafraq, Jordan

THE SYRIA RESPONSE – AN EXAMPLE OF NRC'S APPROACH

From the outset, NRC saw the Syria response as a regional effort and delivers aid inside Syria as well as in all of Syria's neighbouring countries. By the end of May 2014, NRC



A respite from war. NORCAP roster member Mohaned Kaddam with a little boy in the Syrian village of Hessya. Kaddam and his UNICEF team helped the Syrian Arabic Red Crescent open this child-friendly space for children. Photo: UNICEF/Alma Hassoun.



In the field. NRC's Secretary General, Jan Egeland, with Mirijam in Lebanon. NRC's field presence provides us with first-hand knowledge of realities on the ground; information vital to our advocacy work. Photo: NRC/Christian Jepsen

had 1,000 staff on the ground and was helping more than 700,000 Syrian refugees and internally displaced persons. In addition to our programme activity, 78 experts from NRC's stand-by capacity were deployed throughout the region.

All of NRC's five core competences are part of the Syria response and the approach used in the region exemplifies how NRC works through its specialised competences, adapting the way we work to shifting contexts and needs. For example, in Lebanon where most of the Syrian refugees are living in local towns and villages, NRC's shelter programmes focus on upgrading and repairing existing houses, enabling the host communities to accommodate more Syrian families. In Jordan, NRC has played a key role in preparing the new Azraq camp that opened in April 2014, and has, among other things, prototyped new metal shelters to withstand the harsh desert conditions. In Iraq we provide water, sanitation and hygiene services in the camps, while upgrading the often highly inadequate housing found by refugees living in urban suburbs by providing tarpaulin to waterproof roofs or fitting doors to improve isolation.

Reflecting the worsening situation, the demand for support from NRC's standby roster NORCAP to UN operations in Syria and its neighbouring countries – particularly Jordan and Lebanon – was considerable in 2013. Throughout the

year, NORCAP's contribution to Syria-related operations totalled 400 person-months. Echoing the multiple and diverse needs on the ground, NORCAP's expertise spanned a variety of areas, including emergency coordination, protection, education in emergencies, communication, sanitation, logistics and shelter coordination. In view of the scale and enduring nature of the crisis, UN partners indicate that NORCAP support will remain key to their response for the foreseeable future.

MIRIJAM GOES TO WASHINGTON

In Lebanon, one of NRC's information and counselling teams met Mirijam in an informal settlement in the Bekaa Valley. The ICLA teams help Syrian refugees obtain documents and access food, relief items, shelter and other services they need in order to survive in their new existence.

NRC actively advocates to promote the rights of and improve the situation for displaced people, and advocacy efforts have been an important part of the Syria response. NRC has engaged with local and national governments, UN agencies, and regional and international stakeholders.

In March 2014, NRC's Secretary General, Jan Egeland, was invited to the US Senate to give his impressions on

the Syria crisis. Mr Egeland started his testimony by telling them Mirijam's story.

Lebanon is now hosting at least 1 million Syrian refugees and is now the largest per-capita refugee-hosting nation of the world. Not surprisingly, Lebanon and Syria's other neighbouring countries are struggling to cope with the growing influx of people. One of the families caught up in this predicament is Mirijam and her family. As the refugee population has grown it has become increasingly difficult to find adequate housing for all Syrian refugees. Mirijam and her family are therefore stuck in the informal settlement with its very basic infrastructure and inadequate shelter.

One of Egeland's main NRC messages to the Senate was that the international community must do more to support Syria's neighbouring countries in meeting humanitarian needs.

Behind the staggering numbers of the Syrian war are men, women and children. Much of NRC's growth in 2013 is

linked to the fact that the world became a harsher place for millions of people. However, under such circumstances it is vital that agencies like NRC are there to offer assistance to children like Mirijam and the millions of others in need of support. NRC is determined to expand our operations in order to reach as many people in need as possible.

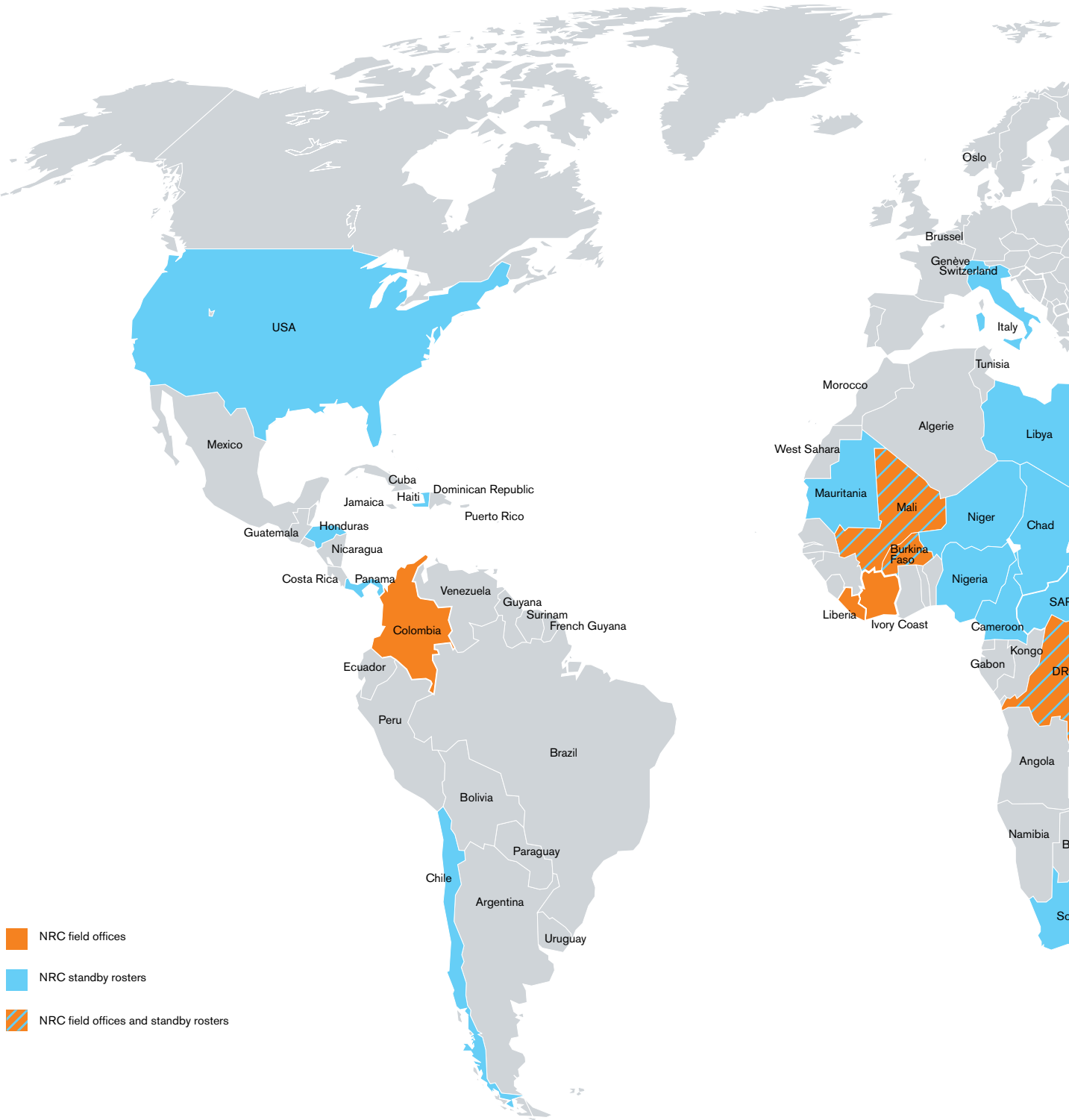
“We need to provide hope to the 6 million affected Syrian children. If they lose all hope we will not only end up with unspeakable misery, but with a more unstable Middle East and a world community that is unstable. It is therefore in keeping with our values and our interests to do more to help a future for this children of Syria”

Jan Egeland, NRC's Secretary General

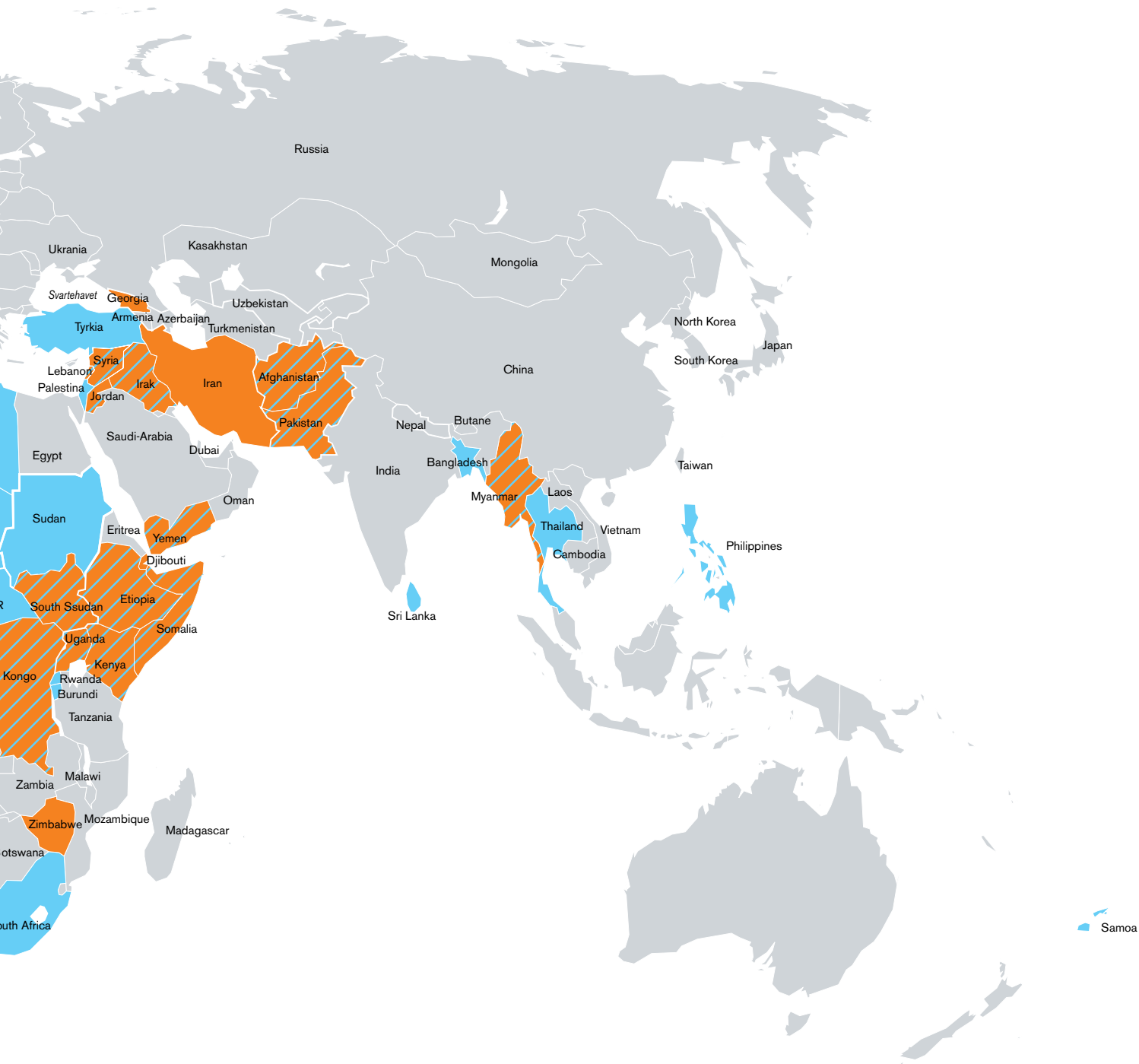


Emergency relief. A flood-affected Afghan Refugee receives a NFI kit in Zandhay Camp, Peshawar, Pakistan, in 2012.
Photo: NRC/Shahzad Ahmad

COUNTRIES OF OPERATION 2013



4,527,250
Number of persons
assisted in 2013



KEY FACTS

FINANCIAL GROWTH

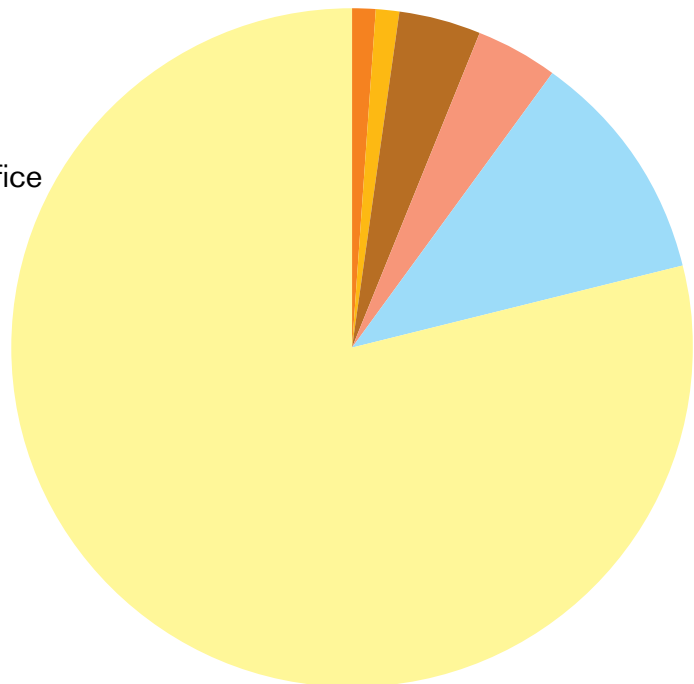
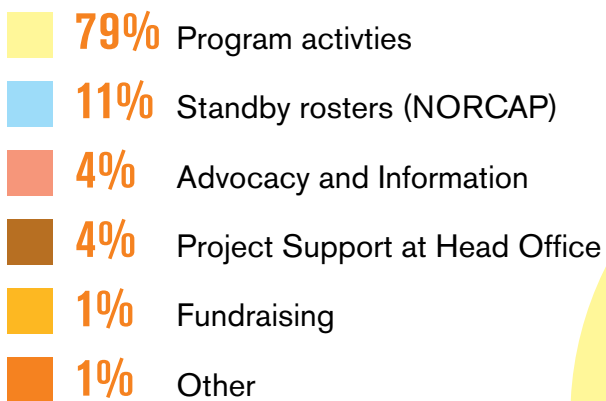
(NOK in millions)



In 2013, NRC's gross income was NOK 1.88 billion; 36 per cent higher than in 2012. Ninety-eight per cent of costs were used to fulfil NRC's mandate.

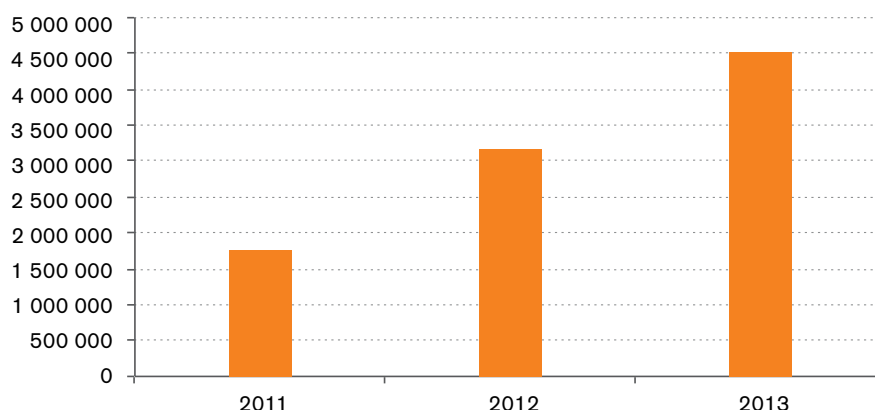
FUNDS USED

Ninety per cent of NRC's expenditures in 2013 went to programme activities and the emergency standby rosters.



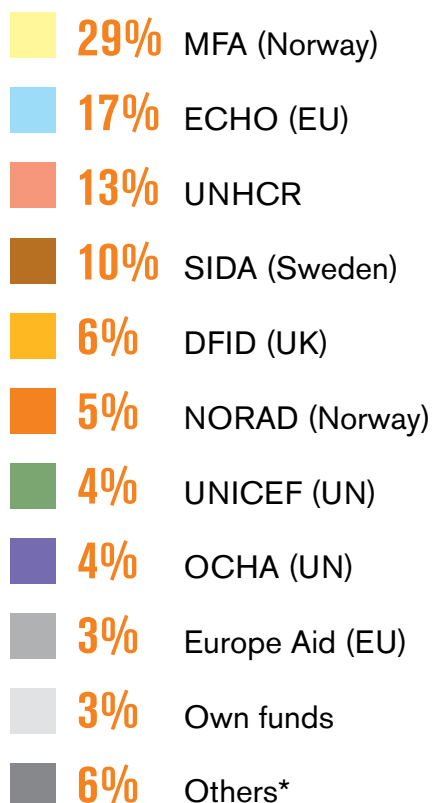
BENEFICIARIES REACHED

In 2013, NRC assisted a record 4.5 million people affected by displacement.



Diversified donor base

As a strategic priority, NRC has broadened its donor base to include a larger number of institutional donors. This provides more security and predictability for NRC. In addition, the various donor requirements have led to increased professionalism.



Others: WFP (UN), US Federal Government, DAVIDA (Denmark) and DFATD (Canada).

NRC'S LARGEST COUNTRY PROGRAMMES IN 2013

1.
KENYA
1,066,347
direct beneficiaries

2.
JORDAN
957,245
direct beneficiaries

3.
PAKISTAN
558,228
direct beneficiaries

NORCAP DEPLOYMENTS IN 2013

More than
2,000
person-months
were in total deployed by
NORCAP, spread across
600 assignments

474
person-months
were deployed to the
UN Children's Fund
(UNICEF)

405
person-months
were deployed to the UN
High Commissioner for
Refugees (UNHCR)

Other deployments included to Temporary International Presence in Hebron (TIPH), UN Population Fund (UNFPA) and World Food Programme (WFP).



Staff members
in the field:
3,503

Staff members
at Head Office:
170

Number of NORCAP
experts on standby:
680

02

FIELD OPERATIONS AND EXPERT DEPLOYMENTS



RECORD LEVEL OF ACTIVITY

Both NRC's field operations and its standby rosters experienced substantial growth in 2013, and managed to scale up activities in order to meet increased needs and respond to new emergencies.

The Syria crisis has demanded a massive scale-up of operations in the Middle East. NRC now has 1,000 staff on the ground in and around Syria and a total of 76 experts were deployed to the region in 2013. NRC operations in and around South Sudan were expanded in response to the outbreak of violence in December 2013, and preparations for setting up a new country programme in the Central African Republic made it possible for the programme to open up in the early part of 2014.

Within existing country programmes, activity was increased both in terms of geographical scope and number of core competences. This increased not only the number of beneficiaries we reached, but also the services we could provide. For example we started education programmes in seven new countries and expanded existing programmes in several more.

NRC FIELD OPERATIONS

NRC Field Operations specialise in assisting refugees and people displaced within their own country as a result of armed conflict. We also engage in other contexts where our competences can add value. For example NRC played an active part in relief efforts following the 2010 floods in Pakistan where the large country programme could quickly mobilise resources.

Most of the world's displaced seek refuge in neighbouring countries and areas, and the communities in which they seek refuge are often poor. The best way of helping displaced people is often to extend support to the local communities. NRC's activities can therefore include support to host communities in the areas of operation.

NRC's field operations focus on the emergency stage where needs are most acute. However, emergency relief alone cannot deliver solutions. NRC therefore pursues a holistic rights based approach encompassing the early recovery phase and promoting durable solutions and recovery.

NRC predominantly assists through its five core competence areas, which are adaptable to different contexts and mutually reinforcing.

Most of the world's displaced seek refuge in their own country or in neighbouring states. The communities in which they seek refuge are often poor. The best way of helping displaced people is often to extend support to the local communities. NRC's activities can therefore include host communities in the areas we operate.

CORE COMPETENCES

The construction of shelters and schools was the largest core competency in terms of resources in 2013, with 48 per cent of total programme expenditure. Shelter was followed by education (23 per cent), information, counselling and legal assistance (15 per cent), food security (7 per cent) and water, sanitation and hygiene (7 per cent). The latter has, as a new core competency, developed significantly during the past year.

SECURITY

Over the last decade, the risk for aid workers and others working in war-torn areas or post-conflict countries has increased and risk management has become more complex and difficult.

Internal capacity building on security-related issues is a priority within NRC, and all levels of the organisation are regularly trained in crisis management. Also each year, a risk analysis is carried to identify critical factors that can threaten NRC's ability to reach its objectives. Most common are risks related to insecurity and access.

The most serious incident NRC experienced in 2013 was when two employees and a hired driver were kidnapped in Afghanistan in July. They were released unharmed 12 days later.

In May 2014, two NRC employees in Mali were killed when their vehicle struck an improvised explosive device near the city of Timbuktu in northern Mali. The tragic incident underlines the degree of danger many aid workers face on a daily basis.

THE STANDBY ROSTERS

NRC Expert Deployment Capacity - NORCAP strengthens the capacity of the international community to prevent and to respond to humanitarian challenges through the provision of expert personnel to national governments and international organisations.

While the largest bulk of deployments are to support emergency operations, NORCAP has steadily increased its emphasis on resilience building and prevention. This includes

deployments related to early warning, monitoring of human rights and peace agreements, reconstruction, conflict resolution, sustainable development and democratic governance.

EDN's 800 roster members come from all over the world and are ready to deploy within 72 hours. They have experience from a wide range of agencies and conflict contexts. When on mission, NORCAP's experts are under the authority of the organisation to which they are deployed.

ADVOCACY

NRC's large presence in the field provides us with considerable insight into the challenges facing displaced populations. In order to enhance protection and promote the rights of those displaced we actively engage with local authorities and the international community to address these challenges. Advocacy efforts concerning country and local contexts are an integral part of all country programmes. We also advocate broader and overarching displacement issues on a global level.



Assisting record numbers. In 2013, NRC delivered assistance to more than 4.5 million people. Photo: NRC/Ingrid Prestetun



NRC's HEAT course is open to both internal and external personnel working in complex security environments. The training offers a mix of advanced theoretical and experience-based sessions and practical exercises and is designed as a real time experience. In 2013 NRC developed the HEAT training further by improving course modules and scenarios.

In 2013, a total of 86 persons from NRC, other humanitarian organisations and companies completed NRC HEAT. In addition, NRC hosted an observer from World Vision, resulting in NRC being approved as a HEAT training provider for the organisation. In 2014 HEAT trainings will also be organised in the Middle East, targeting staff in the region.



Working in conflict areas. Participants in a NRC HEAT course are exposed to various crisis situations. Staff who have done security training are better prepared to tackle incidents in the field. Photo: NRC

ACTIVE IN ALL PHASES OF DISPLACEMENT

NRC operates in all phases of displacement. While our primary focus is the emergency stage where needs often are most acute, NRC also provides support in the early recovery phase and in stations of protracted displacement.

NRC establishes activities in new countries according to specific start-up criteria. We continuously plan for responsible and effective programme change, programme closure and ultimately country withdrawal as the context changes. Activities therefore change in tune with the phases of displacement. In 2013, NRC took several initiatives to strengthen its response in all phases.

PARTNERSHIP A KEY PART OF EXIT STRATEGIES

Although NRC very often implements programmes directly on the ground, it works in close cooperation with local partners, local authorities and other local stakeholders, as well as with international actors like the UN. Working with local partners enables the organisation to provide better services and reach even more beneficiaries. Handing over project activities to local partners can be a way of ensuring continued service delivery after NRC exits a programme country.

In 2013 NRC documented lessons learned when exiting

through partners, with Sri Lanka as one of the countries studied. NRC phased out of Sri Lanka in 2013 and sought to ensure the sustainability of impact after the programme ended. To achieve this, NRC strengthened its partnership with the Legal Aid Commission (LAC), an Implementing Partner since 2010. NRC trained the LAC offices in ICLA methodology, built staff capacity, and helped set up a Programme Support Unit within LAC in Colombo. This approach enabled LAC to continue to provide legal aid to the target group after NRC left the country.

NRC also supported former NRC staff in setting up a new organisation called CHANGE. This organisation inherited a caseload of NRC ICLA cases, and continues to provide ICLA services. The strategic concept of exiting through partnerships was a creative and innovative approach, but not without challenges. Some of the issues that were identified include the need for better planning of exit processes and clearer guidelines. The findings will be used for developing documents for strategic guidance and best practices for future partnership projects, including in exit situations.



An ongoing emergency. The war in Syria is an drawn-out emergency, constantly creating new crises. In the autumn of 2013, more than 30,000 Syrians crossed into Iraq in the course of a five days. Photo: NRC/Christian Jepsen

START-UP CRITERIA (ALL OF THE FOLLOWING)

- The refugees and/or displaced persons exhibit a need for international protection and assistance that has not been met.
- NRC will have genuine access to the refugees and/or IDPs, and will be in a position to professionally implement justifiable programme activities.
- The safety of humanitarian workers has been adequately secured.
- There is a need for the type of assistance offered by NRC.
- The assistance offered by NRC will not merely assuage immediate needs, but will also help to introduce constructive lasting solutions for refugees and/or IDPs.
- A sufficient amount and quality of financial, human and other necessary resources are, or will be, available in the field and at headquarters.

EXIT CRITERIA (ONE OR MORE OF THE FOLLOWING)

- The target group is no longer in need of protection or the type of assistance offered by NRC, or the group's needs are being fulfilled by other actors.
- NRC no longer has access to the refugees and/or IDPs, or is no longer in a position to implement professionally justifiable programme activities.
- The safety of humanitarian workers cannot be adequately ensured.
- The relevant situation has reached an impasse, and the activities of NRC will not in any substantial way contribute to constructive, lasting solutions.
- It is not possible to obtain sufficient financial, human or other resources to carry out the efforts.

EMERGENCY RESPONSE

NRC is committed to responding faster to acute emergencies and in late 2012, established an Emergency Response Team (ERT) for rapid deployment to crises. In 2013 the team responded to emergencies in Turkey, Jordan and Iraq.

The declaration of multiple acute emergencies in Syria, Philippines and Central African Republic put NRC and the entire humanitarian system to an unprecedented test, with strains on both financial and humanitarian resources. Given the continued crisis in Syria and increasing refugee influx into neighbouring countries the ERT's efforts were concentrated on supporting NRC's responses in Syria and Iraq. For Syria, the ERT helped establish methods and channels for cross-border assistance into Syria from neighbouring countries. In Iraq, the team helped establish three new camps providing WASH infrastructure following the sudden arrival of more than 40,000 Syrian Kurds in the course of a few days. In mid-December 2013, South Sudan erupted in armed conflict forcing a large number of people to flee the violence. In early 2014, the ERT team was deployed to South Sudan to support the NRC South Sudan office in their efforts to respond to the emergency.

STRENGTHENING CAPACITY TO RESPOND

An internal review of the ERT's first year was presented in 2013. The review identified the need for establishing a global logistical first response capacity, so that NRC can easily access core relief items in emergency situations. As a result NRC has established a warehouse in Dubai with relief items ready in stock. Dubai has 7 airports, 2 seaports and overland access to the Middle East. It is the world's second largest logistics hub, and from here it is possible to reach one third of the world's population within four hours, and two thirds within eight hours.

The reorganisation process of NRC further strengthened the Emergency Response Section, by including logisticians and creating an internal surge capacity roster to complement ERT, to support existing programmes and fill gaps in country operations. Indicative of the overall positive trend in positioning NRC as an emergency response organisation, the UK Department For International Development approved NRC as one of its Rapid Response Facility partners. This means that NRC is shortlisted for applying under emergency funding decisions and access to stockpiles.

THE WAY FORWARD

As there is reason to assume that Syria will continue to unfold and bring shorter term emergencies within the existing responses, the ERT is prepared to support the country programmes in the region also in 2014. Yet, there are other emergencies which qualify for closer assessment and response, and a second ERT has therefore been established. Both teams were operational as of April 2014.

PROTRACTED DISPLACEMENT SITUATIONS

Many of the displacement situations around the world have existed for years, and in some cases several decades. In many of these situations finding avenues to a durable solution have proved very difficult.

The United Nations High Commissioner for Refugees (UNHCR) defines a protracted refugee situation as one where refugees have been living in exile for five years or more. Options available to the displaced – and to humanitarian organisations providing assistance – are highly influenced by the degree to which the host governments regulate the freedom of movement of the displaced and access to the displaced. To establish camps in remote rural areas has been the preferred way of many governments and aid agencies. This has led to situations like that of Dadaab where UNHCR estimates that more than 10,000 of the inhabitants are third generation refugees

DURABLE SOLUTIONS THROUGH LOCAL INTEGRATION

Refugees are often blamed for causing economic and social harm in host countries. To test these claims and improve our understanding of the effects of refugees on host communities, NRC has studied the dispersed settlement of Ivorian refugees in Eastern Liberia.

Local integration of refugees

From February 2011 to May 2012 the Government of Liberia and the humanitarian and donor communities promoted the dispersed settlement of Ivorian refugees into communities in Eastern Liberia. The aim was to promote self-reliance and durable solutions through local integration. In addition to traditional life-saving humanitarian assistance, refugees and host communities received agricultural and health assistance.

The policy was primarily intended to use humanitarian assistance as a tool for development in host communities; it also used existing cross-border kinship and livelihood networks to support the refugees' own self-reliance strategies.

“16 villages”

In 2013, NRC Liberia conducted a study that investigated the impact of the local integration of refugees on 16 host villages selected by the Government of Liberia in order to find out whether these villages suffered any harm by hosting the refugees. This was done through a comparison with 16 villages that had not been selected as refugee-hosting areas.

The 16 Villages approach was innovative by current global standards. It provides an excellent opportunity to investigate the economic and social effects of refugees on host communities.

Positive hosting experience

The main result of the study is that the policy of local integration was not harmful to refugees or host communities. This is a major finding, as it contradicts perceptions held in local communities, and commonly propagated in local and national media: it presents an important counter-narrative to the proposition that refugees cause problems for host communities.

While refugees and official host communities did not experience dramatically better outcomes, it is significant that hosting refugees was, on balance, not harmful and that the hosting communities have an overall positive perception of the hosting experience.



Reassuring. NRC field staff interview members of a Liberian community hosting refugees from Ivory Coast. Photo: NRC/Christian Jepsen

who have spent their entire life in the camp and have become highly dependent on outside assistance.

Approximately more than two thirds of the world's displaced are trapped in protracted displacement situations. Many of them have been displaced for decades. Building national capacity in order to help displaced persons return home or find sustainable solutions in the place they have sought refuge was one of NORCAP's 2013 priorities and several initiatives and deployments were carried out to this end.

It is clear that humanitarian organisations, donors and governments need to rethink the approaches to assistance for the displaced in protracted situations. In order to find new ways to improve livelihood opportunities and help people in protracted displacement rebuild their lives, NRC has embarked on a three year project that will provide research and pilot new ways of providing durable solutions. Through the project, NRC wants to shed light on three key questions:

- How can humanitarian assistance facilitate better self-reliance among displaced people?
- What are the alternatives to traditional camp-based assistance?
- How can regional displacement patterns be better analysed, and used to design a regional response?



Rebuilding takes time. Standby roster expert in Port au Prince, Haiti was struck by a devastating earthquake in 2010 and many people still need assistance. Photo: NRC/Akiko Nabeshima

DEVELOPING NATIONAL CAPACITY

To help bridge the gap between emergency relief and long-term development, resilience building forms an important part of NORCAP's strategic and operational work. In 2013, NORCAP established new partnerships and deployed a number of specialists to support national authorities.

A key achievement in this regard was the establishment of agreements with the governments of Lebanon, Pakistan and South Sudan, which opened the door for direct NORCAP deployments to their respective ministries and agencies.

In Lebanon, an agreement between NORCAP and the ministry responsible for the coordination of the Lebanese government response to the Syria refugee emergency allowed for the deployment of two NORCAP experts.

Through their expertise on database development and humanitarian coordination the deployees have improved the ministry's mechanisms for recording and monitoring the flow of refugees from Syria, and strengthened the ministry's role in various coordination fora.

Through a similar agreement with the Federally Administered Tribal Areas Disaster Management Authority (FDMA) in Pakistan, NORCAP deployed an expert to help develop a policy for protection of Internally Displacement Persons.

Finally, an expert from Bangladesh was deployed to assist the government of South Sudan to develop a disaster management policy, which will include systems for managing and recovering from natural disasters.

WHAT IS RESILIENCE BUILDING?

NORCAP defines resilience building as the process of strengthening people's, communities', and countries' capacity to anticipate, prevent, manage, and recover from crises such as natural disasters and conflicts.

NORCAP's work on resilience building consists of targeted expert deployments in support of national and international institutions and organisations, in particular those whose work involves planning for and dealing with the effects of natural disasters and conflict.

CORE COMPETENCE: SHELTER

A HOME AWAY FROM HOME

Having a roof over your head is a basic requirement and one of the most urgent needs in most displacement situations. Shelter activities range from handing out plastic sheets and household items to newly-arrived refugees, to helping people return home by providing durable housing and settlement solutions.

THE YEAR IN REVIEW

In mid-December, fierce fighting broke out in South Sudan and NRC engaged in a rapid shelter response. In Afghanistan, NRC worked with providing long-term solutions for people returning to the country after 15 years. In Northern Uganda, NRC constructed hundreds of classrooms to support education programmes. As a response to the Syria crisis, a joint Shelter-ICLA project on the security of tenure was implemented. Shelter is thus a competency which supports and works closely with other core competences.

NRC's shelter programme remains the largest core competency in terms of funding. A large part of the increase has been in emergency response.

Not unexpectedly, the largest and fastest growing country programs in 2013 were linked to the crisis in Syria. The shelter programme in Jordan has now become the most extensive shelter programme in NRC's history, reaching almost 600,000 direct beneficiaries in 2013. Here, NRC has been leading in improving camp solutions as well as exploring alternative ways to provide shelter for the rapidly growing number of refugees in urban areas.

Outside of the Middle East, the dominant shelter emergencies are still found in East Africa where NRC provides shelter assistance for new displacement scenarios in South Sudan and Ethiopia, whilst maintaining significant operations in the Horn of Africa. For example, NRC constructed transitional, temporary and permanent shelters for IDPs in Somalia, benefiting almost 14,000 households in 2013. The design of the shelters was developed with the participation of the beneficiaries to ensure that they were culturally and socially acceptable. Lockable doors and windows increased the security of beneficiaries and their belongings.

THE NRC APPROACH

Shelter is essential for the physical protection and privacy of people affected by displacement, allowing them to lead lives in a safe, supportive and culturally appropriate setting.

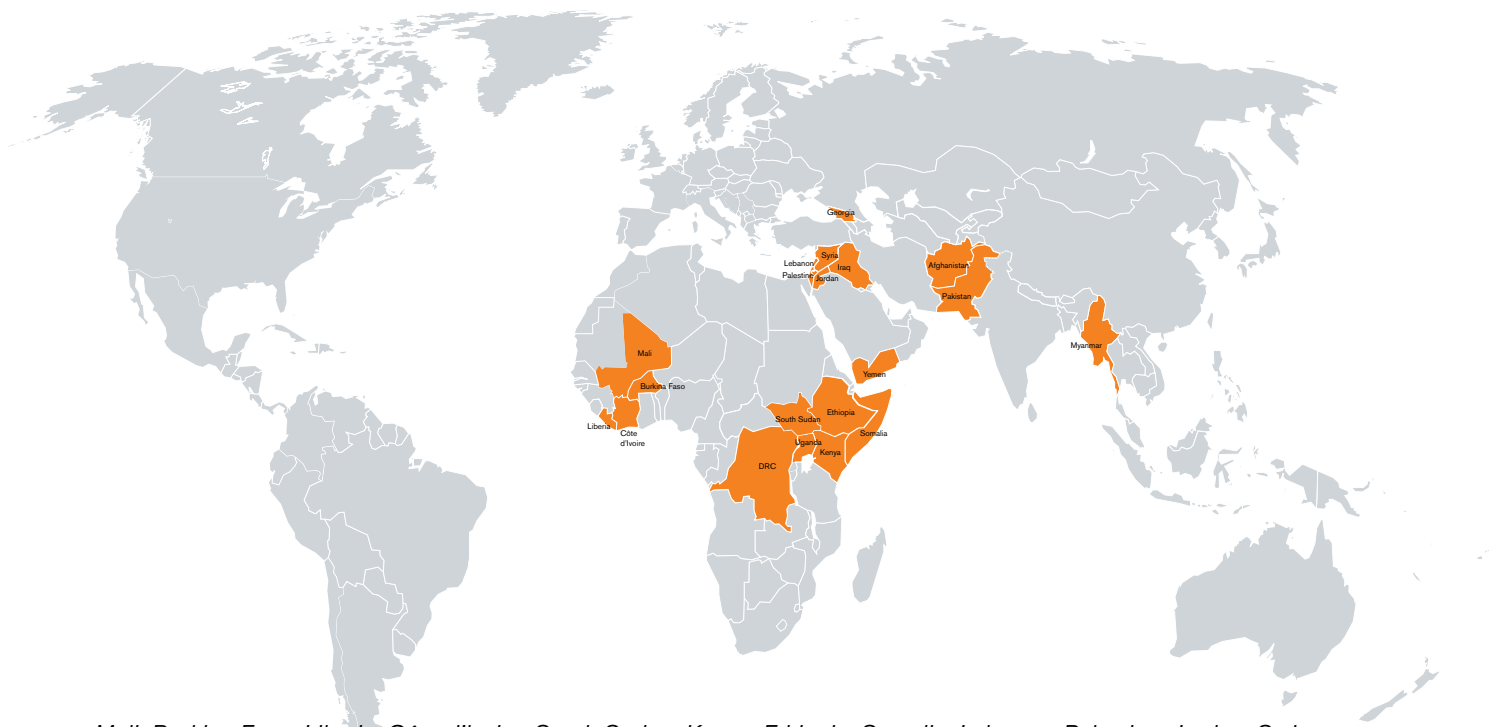
NRC seeks to protect rights and save lives by providing timely shelter interventions to meet both immediate and temporary needs, promoting durable solutions and enabling families to access social services and livelihood options.

Although funding is difficult to find for both protracted crisis and reconstruction projects, NRC will continue to advocate for the shelter needs of displaced populations in countries such as DRC, Mali, Myanmar and Pakistan.

Shelter activities include:

- Provision of emergency shelters and tents
- Planning and preparing of camps or other settlements
- Construction and rehabilitation of schools and individual and collective housing
- Provision of essential social and technical infrastructure including spaces for emergency education, drainage and sanitation facilities
- Provision of non-food items (NFIs) and/or cash/vouchers

Activities are implemented through tenant agreements, beneficiary and community contributions, cash awards and various other methods.



Mali, Burkina Faso, Liberia, Côte d'Ivoire, South Sudan, Kenya, Ethiopia, Somalia, Lebanon, Palestine, Jordan, Syria, Iraq, Georgia, Afghanistan, Pakistan, Yemen, Myanmar, Uganda, DRC.

An innovative shelter design

Given the harsh conditions in Azraq and its remote location in the Jordan desert, NRC has, in coordination with the UNHCR and the Ministry of Public Works and Housing, developed a new prototype for shelter design in refugee emergencies.

Summer temperatures hover above 40°C and wind speeds regularly reach more than 80kmph. While tents should always be considered as the emergency response to refugees fleeing conflict, the new design for shelter construction piloted in Azraq will provide better protection and more durable alternatives in desert conditions.

The first of the Transitional Shelters (T-Shelter) now in place in Azraq provide families with basic protection against the elements. The 4 x 6 metre structures are built out of zinc and metal, and also have space for families to cook their own meals.

The more durable shelters are currently built using Jordanian contractors and sourcing local supplies creating positive benefits for local businesses. The T-Shelters can be set up in three hours and are expected to last more than three years with limited regular maintenance, meaning that they are more sustainable and cost effective in protracted refugee crisis. Additional upgrades to shelters such as further insulation and additional flooring will be completed by Syrian residents, providing livelihood opportunities in the camp.



HARSH CLIMATE. NRC has developed a new type of shelter suited for the extreme conditions of the Jordanian desert, where the Azraq refugee camp is located. Photo: NRC/Shahzad Ahmad

PROVIDING BASIC NEEDS

Across the world, 870 million people are undernourished. Displaced persons are particularly vulnerable, as they often have lost their livelihoods. NRC meets immediate food needs while at the same time working for long-term solutions for food security.

THE YEAR IN REVIEW

In 2013, NRC provided food security assistance during emergency, protracted crisis and early recovery contexts in ten countries (Somalia, Kenya, South Sudan, DRC, Côte d'Ivoire, Liberia, Pakistan, Iran, Yemen and Zimbabwe).

2013 saw the start up of a new food security programme in Pakistan and new programme approaches being established elsewhere. These included integrated approaches meeting multiple needs in Somalia and improving responses to multiple displacement in eastern Democratic Republic of Congo (DRC).

The main types of assistance provided were cash-based assistance, in-kind food distribution, seed and tool distribution, livestock distribution and capacity building to improve production, income generation and environmental protection.

Kenya is by far the largest Food Security programme country based on the number of direct beneficiaries, followed by DRC. In Kenya, NRC, in partnership with the World Food Programme, took lead in managing food distribution to refugees in the new Ifo 2 camp in Dadaab. In June 2013, a food distribution point was established in Kambioos to reduce walking distances to reach food distribution centres, benefiting women and children in particular.

Drought, conflict and rising global food prices have caused food insecurity across Somalia. According to UNOCHA, 870,000 people are in crisis and unable to meet their basic food needs without assistance. IDPs are particularly vulnerable as they have limited access to food and income generating opportunities. Providing life-saving assistance, protecting livelihoods and strengthening resilience are essential to prevent further deterioration of the fragile food security situation. In 2013, NRC Food Security programme supported over 11,000 households in Somalia. Projects covered small scale businesses, business skills training, conditional and unconditional cash transfer and farm based livelihood inputs.

THE NRC APPROACH

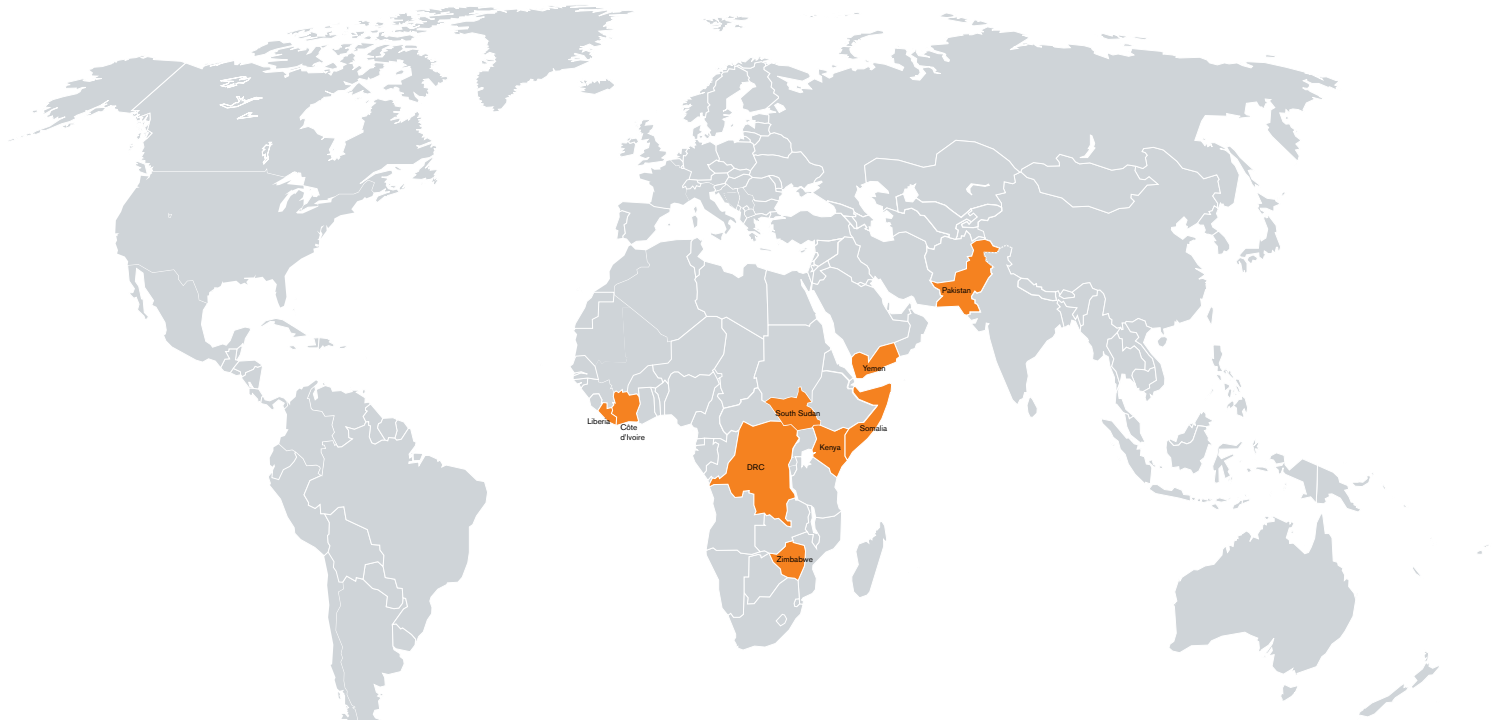
Food and income are immediate and basic needs for all people – although different people may have varying food needs and preferences. A failure to access sufficient and healthy food creates a risk to life, suffering and the stigma of hunger and dependency. NRC contributes to saving lives, protecting and rehabilitating livelihoods and seeking durable solutions. This is done by upholding the Right to Food, supporting displaced and vulnerable persons in both rural and urban areas, to attain food security.

NRC Food Security activities respond to both the physical and economic food security needs in different phases of crises and emergency. Whilst prioritising emergency response to immediate needs, NRC's approach to Food Security will be grounded in an appreciation of long-term needs and the search for durable solutions from the initiation of programming. NRC does this by working together with affected and exposed communities, other stakeholders and agencies, acknowledging peoples interest and priorities in an effort to strengthen livelihood and community resilience.

NRC subscribes to the FAO definition of food security: "Food security exists when all people, at all times, have physical, social and economic access to sufficient, safe and nutritious food to meet their dietary needs and food preferences for an active and healthy life."

Food security involves local, regional and global factors relating to food production, distribution and marketing, preparation, processing, and storage. Food security consists of four main dimensions:

- Availability
- Accessibility
- Utilisation
- Stability



Liberia, Côte d'Ivoire, DRC, South Sudan, Kenya, Zimbabwe, Somalia, Yemen, Pakistan.

Rapid Food Assistance during multiple displacement

Since 2011, NRC Food Security has complemented the multi-sectorial Rapid Response to Moving Population (RRMP) programme managed by Unicef in North Kivu province, eastern DRC, by providing access to food for people affected by displacement using a market based approach as an alternative to traditional in kind food distribution.

Humanitarian organisations have long struggled to provide appropriate and adequate food in a timely and cost efficient manner through traditional distribution systems. Sometimes it takes up to three months before access to food can be provided. However, with support from ECHO, NRC changed the approach by providing the alternative of bringing temporary food markets to the people affected, in association with the RRMP response. The approach ensures that food is available at the same time as non-food and shelter items are provided; everything within the same temporary market place (fairs) and all within four weeks. It avoids the problems of distribution and prevents people from being forced to sell relief items in order to gain access to food.

To enable such a rapid response NRC uses multi-sector assessments to identify the most vulnerable and the different type of needs in one exercise. By using pre-identified and approved vendors, and with a combination of food vouchers and unconditional cash distribution, these markets give people a better choice of what kind of food types they wish to buy. This is important to ensure both access to adequate food and respect for people's preferences and priorities. In 2013, 97,409 beneficiaries were reached using this kind of approach.



Innovative approach. By engaging local traders and local community people, displaced persons can choose in accordance with their needs from a larger range of items at trade fairs. Photo: NRC

CORE COMPETENCE: WATER, SANITATION AND HYGIENE

RIGHT TO WATER

Access to safe water is essential for survival and a basic human right. NRC works to ensure that people affected by displacement do not suffer from health risks associated with inadequate water, and that they have access to dignified and safe sanitation facilities.

THE YEAR IN REVIEW

In 2013, NRC reached more than 725,000 people with water, sanitation and hygiene promotion support. This represents a three fold increase in beneficiaries from the previous year.

NRC's emergency water interventions in the Syria crisis sought to ensure that Syrian refugees have access to sufficient amounts of potable water to meet daily needs. In the Syrian refugee camps Domiz and Kawargosk in Kurdistan, NRC provided potable drinking water, sanitation facilities and hygiene promotion activities, while supporting local governments and UNICEF with developing piped water supply systems to benefit refugees and local residents alike. In Lebanon, NRC provided technical support to local landlords on water conservation and latrines on rental property for Syrian families.

In 2013, NRC also expanded its emergency water, sanitation and hygiene (WASH) programmes in the two largest Somali refugee camps in Ethiopia and Kenya. In both countries, NRC used photovoltaic (solar) panels to convert sunlight into electricity for water pumping, rather than relying on diesel fuel powered generators. Elsewhere in Africa, NRC supported families fleeing the conflict areas in South Sudan with water storage containers, soap and other hygiene materials, and emergency latrines.

THE NRC APPROACH

Access to safe and sufficient water is a basic human need and a human right. Access to sanitation facilities, waste management and promotion of appropriate hygiene practices are essential to reduce exposure to public health threats.

NRC seeks to save lives and uphold rights (to a sufficient quantity of clean water for personal and domestic uses) by providing emergency WASH solutions to meet both immediate and temporary needs and the facilitation of durable solutions.

Hygiene promotion activities always accompany NRC programs that provide improved access to safe water and appropriate sanitation. While the types of hygiene promotion activities depend upon cultural issues and existing hygiene practices of the target population, NRC's WASH programmes typically focus on reducing health risks such as diarrhoea through safe water handling and handwashing with soap.

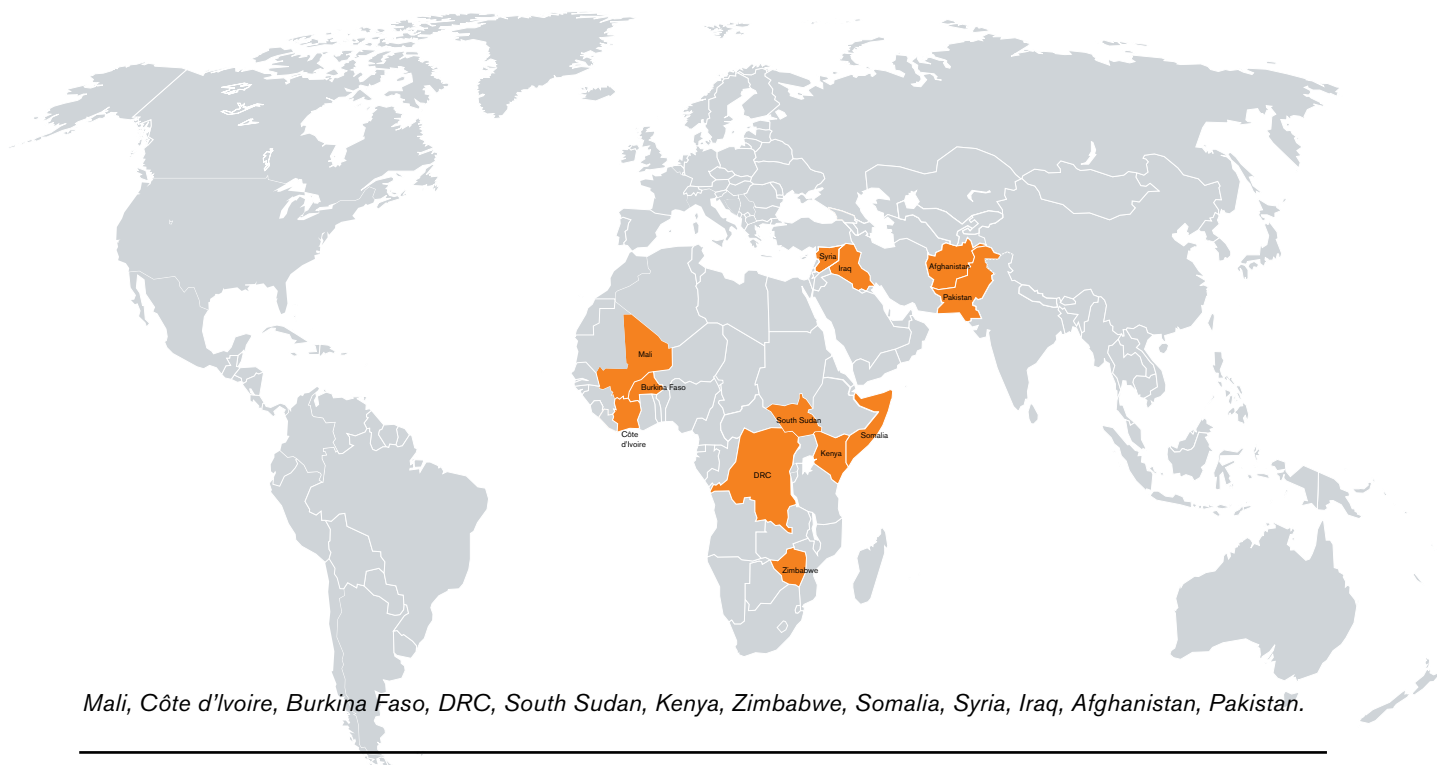
Hygiene promotion should be addressed in all WASH programmes. The complexity of the situation and staff capacity will determine whether health promotion should be addressed by WASH staff or by other NRC programme staff.

The different activities may include:

- Material or cash/voucher distribution
- Construction activities
- Capacity development
- Awareness raising
- Advocacy for access to secure water and sanitation solutions



Hand-washing day. School girls demonstrating their ability to apply the good techniques of hand washing with soap, during the Global Hand Washing Day, Charsadda, KP.
Photo: NRC/Shahzad Ahmad



Mali, Côte d'Ivoire, Burkina Faso, DRC, South Sudan, Kenya, Zimbabwe, Somalia, Syria, Iraq, Afghanistan, Pakistan.

Using solar energy to provide water

In south central Somalia, NRC is using solar energy for sustainable water provision. A solar-powered system has been set up in Mogadishu. The pump is powered by 102 solar panels and has the capacity to pump at least 90,000 litres of water a day.

“The most pressing challenge has always been that of providing water to urban camps. These are highly impoverished, highly congested and unplanned areas, with high risks of contagious infections due to poor sanitation and hygiene practices”, says Mutuku Muema, NRC’s WASH Manager in Mogadishu.

The solar-powered water pumping system has reduced the cost of water provision to the camp by almost 20 percent, as it saves diesel and servicing costs. In addition the solar system is far more reliable than the old mechanised system.

The solar powered water supply has been welcomed by the internally displaced people living in Mogadishu. Habiba Ali Omar explains: “When I arrived here two years ago, we had to travel to Siliga camp, two kilometres away, to fetch water. For every 20 litres, we used to pay 2,000 Somali Shillings (USD 0.125). The water was not always available and we had to queue for long hours. Sometimes we were turned away by the residents of those settlements. Now, I feel happy and comfortable. We can collect water at our doorsteps at no cost. I can easily send my children to collect water since it only takes about 10 to 20 minutes to get water.”



Launch of the new pump. As a result of this project, the reliability of water provision in Mogadishu's Zona-K camp, home to more than 9,000 families, has increased significantly. Photo: NRC

CORE COMPETENCE: EDUCATION

A LIFELINE IN EMERGENCIES

Globally, more children than ever before now attend school, but children in conflict-affected areas are not part of the positive development. Half of the world's 57 million out-of-school children live in conflict areas.

THE YEAR IN REVIEW

The crisis in Syria has become one of the greatest tragedies of this century, where now more than 2 million children are losing out on education. In 2013, NRC started education programmes in Jordan, Iraq and Syria as a response to the crisis. The education programme in Lebanon also grew significantly as a result of the influx of Syrian refugees. In addition, NRC started education programmes in Mali, Burkina Faso, Yemen and Eritrea. In total, NRC reached 285,000 beneficiaries in 2013.

NRC Uganda is now in an exit phase and during 2013 the education programming closed, after sixteen years of providing education to internally displaced persons and returnees. Lack of funding led to youth education programmes being closed in Panama and Ecuador.

NRC is increasingly looking at links between education and complementary initiatives in other core competences. For example, in Myanmar, NRC youth education programming is working closely with the Shelter core competence, where students participate in apprenticeships and job training within construction. This helps them gain the experience and skills needed to access networks and markets – and ultimately a sustainable livelihood.

NRC has done a substantial amount of advocacy in 2013, focusing on the right to education in emergencies and the recognition of education as a humanitarian priority by donors and humanitarian actors. Schools can help children stay safe by keeping them away from armed groups.

In order to ensure that schools are protective spaces, NRC developed a set of guidelines, accompanied by a training manual, on what constitutes sexual exploitation and abuse and the steps expected in preventing and responding to such reports.

Childcare is another important component of education programmes, as it supports access to education for vulnerable single mothers. In 2013, a handbook on childcare provision was distributed in Afghanistan and Liberia to support the caregivers who provide childcare for youth attending education programs.

Youth continue to be a priority for NRC, but this group rarely receive global attention and programmes targeting youth continue to be under-funded. In addition, education continues to face a lack of recognition as a humanitarian response and funding for education in conflict situations has decreased over the last years. Likewise, schools and education continue to be targeted by warring parties.

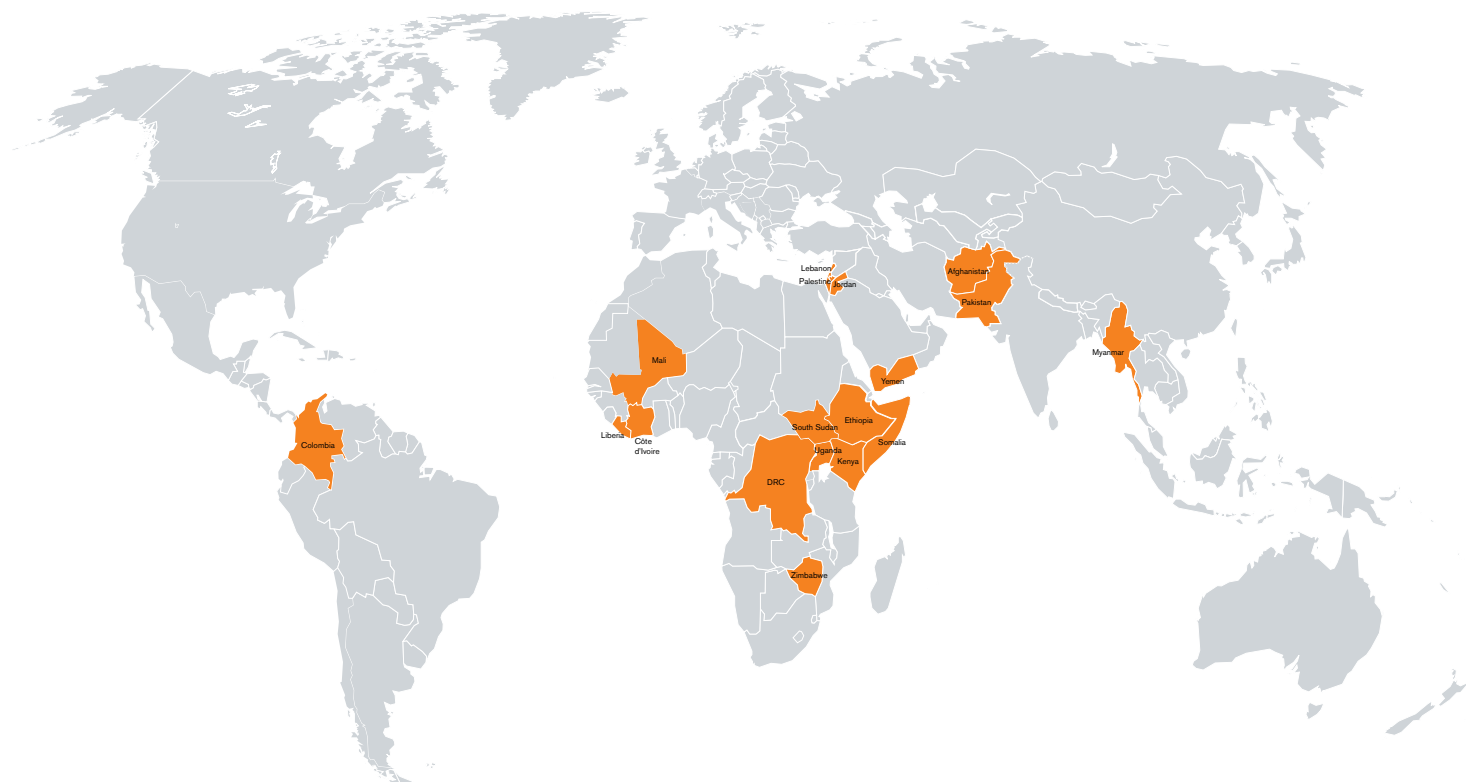
THE NRC APPROACH

Emergencies are not just sudden and transitory. Often, the emergency phase lasts for years – sometimes the duration of a childhood. Without education, displaced children become a lost generation, rather than a generation who can contribute to rebuilding their country or to positive development in their host communities.

Displaced children are especially vulnerable to trafficking and other forms of abuse. Attending school protects children from being recruited by armed groups, into forced labour or other forms of exploitation. School also presents traumatised children with a possibility to receive psychosocial support and some form of normality under difficult circumstances.

The Norwegian Refugee Council (NRC) was one of the first aid organisations to actively promote education as a core component of emergency response.

The provision of education as part of the initial emergency response is ultimately a question of accountability. Children, parents and communities ask for education, often



Colombia (Ecuador, Panama), Liberia, Ivory Coast, Mali, DRC, CAR, South Sudan, Somalia, Kenya, Ethiopia, Eritrea, Zimbabwe, Yemen, Lebanon, Palestine, Jordan, Pakistan, Afghanistan, Iraq, Iran, and Myanmar.

before other basic needs have been met.

NRC seeks to help children and young people affected by displacement to exercise their right to a quality education and to acquire skills and knowledge that will help them to achieve durable solutions.

NRC's education programmes are tailored to cover needs in all phases of crisis and emergency – from acute emergencies and chronic or protracted crises, to early recovery and durable solutions.

NRC has adopted a number of non-formal and alternative education approaches that meet the education needs of displacement affected children and youth.

- **Accelerated programmes** enable out-of-school children and youth to complete primary education or integrate into the formal system at an age appropriate level
- **Basic youth education and training** provide basic literacy and numeracy skills, as well as life, entrepreneurial and basic vocational skills
- **Education in acute emergencies** provide basic

teaching and learning activities, learning support (tutoring), recreational activities and psychosocial support

- **Professional development and capacity building**, including policy and curriculum development and training of education professionals
- **Provision of education supplies**, such as student learning kits and teaching/learning material
- **Education infrastructure**, including the construction and rehabilitation of schools, and maintenance of education infrastructure
- **Participation in advocacy and policy initiatives** to increase the recognition and prioritisation of education as a humanitarian response.

EDUCATION IN EMERGENCIES: CHILDREN OF PEACE

Topping up their 2012 Peace Prize money, the EU allocated a total of 2 million Euros in 2013 to education projects for children in conflict. As a sign of commitment, EU later doubled the budget to 4 million Euros. The Norwegian Refugee Council and Save the Children jointly received

900,000 Euros in the first round of the project, earmarked for protecting and teaching displaced children in Ethiopia and the Democratic Republic of Congo (DRC). Since February 2013, NRC has set up makeshift primary schools, trained teachers, supplied school materials and organised catch-up classes for displaced children in the North Kivu province in eastern DRC. After decades of conflict, the eastern provinces of the DRC continue to be affected by massive displacement. The escalation of violence in 2012 resulted in over 750,000 people living in displacement in North Kivu province alone. It is estimated that less than 40

per cent of children living in displacement camps are enrolled in some sort of education scheme. This figure drops as low as 20 per cent for those living in spontaneous sites around the camps. So far, over 11,000 children in DRC have benefitted from the Nobel Peace Prize money allocated to NRC.

“Without school, you have no choices in life. You are just trying to survive.”

13-year-old internally displaced boy, DRC

A victory for Somali youth

19 April marked a milestone in south central Somalia as the first graduation ceremony was held for 250 boys and girls in Baidoa town, the capital of Bay region. For years, Bay region has been dominated by fighting, recurring drought, and famine, making it difficult for youth both to access and focus on education and skill development. Many youth in the area were also being forcibly recruited to militias.

Through NRC's Youth Education Pack (YEP), 250 youths in Baidoa graduated with different skills (tailoring, carpentry, masonry, plumbing, electricity, electronics, and beautification), and were issued certificates and skill-based toolkits as a testimony of their successful completion of the training course.

The colourful ceremony was attended by over 500 people including local-authority representatives, representatives from the Ministry of Education, traditional leaders, civil society groups, women and youth groups and the media.

NRC Area manager in south and central Somalia, Kassim Gabowduale, emphasized the importance of the day as it coincided with NRC's anniversary in Baidoa, where YEP had been one of the major activities. He expressed his appreciation of the support rendered to NRC by the local authorities and community leaders and promised the continuation of such programs in the region.

A women's representative noted the importance of the training course to the over 160 young female graduates, the first of its kind in the region. Baidoa's governor was also present, reiterating the importance of such training programs to the community as a contribution to long-term development.



THE BIG DAY. The proud graduates from Baidoa during the ceremony in the celebration hall. Photo: NRC

CORE COMPETENCE : INFORMATION, COUNSELLING AND LEGAL ASSISTANCE

02

HELPING PEOPLE ACCESS RIGHTS

Often legal barriers or lack of civil documentation can prevent internally displaced and refugees from receiving assistance. Providing information and counselling on legal matters is a fundamental part of ensuring that the rights of displaced persons are upheld in practice.

THE YEAR IN REVIEW

2013 was a busy year for the Information, Counselling and Legal Assistance (ICLA) team with new programmes established in Mali and Jordan. In southern Mali, over 8,000 displaced people (mostly women) obtained information and counselling on civil documentation, as a response to the Malian crisis that erupted in mid-2012. In Jordan, information and counselling was offered to Syrian refugees, especially targeting unregistered refugees in urban settings, those without civil documentation, and those awaiting registration or whose registration had expired.

In addition, ICLA responded to new emergencies in Lebanon and South Sudan, and strengthened cross-border programmes in Liberia/Côte d'Ivoire and Afghanistan/Pakistan/Iran. Programmes in Sri Lanka and Georgia were phased out. At the end of 2013, there were ICLA programmes in 18 countries.

The number of direct ICLA beneficiaries was highest in DRC, where renewed fighting displaced another 200,000 people in 2013, closely followed by Myanmar, Lebanon and Pakistan. The right to housing, land and property (HLP) is a main thematic area and was a part of almost every country program.

The development of ICLA's capacity to respond during the first phase of acute emergencies received increased focus. One such example is the provision of legal documents to Syrian refugees in Lebanon, so that they can access basic services. A qualitative assessment was also conducted to better understand the consequences of having limited legal status for Syrian refugees in Lebanon.

THE NRC APPROACH

In conflict situations, there are a number of barriers preventing displaced people from accessing their rights. These can be

both legal and traditional. NRC's ICLA programmes aim at assisting displaced persons to claim and fulfil their rights, reach durable solutions and to prevent further displacement through the application of information and legal methods.

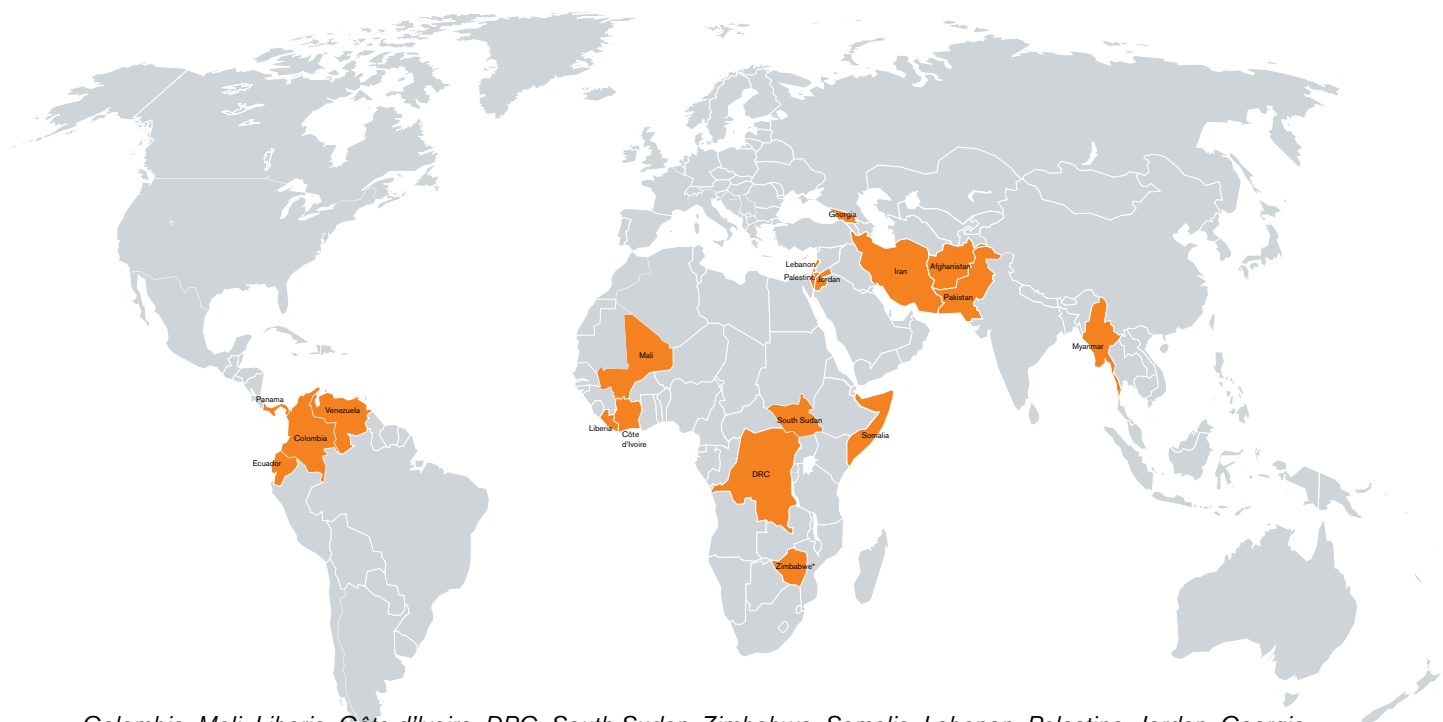
NRC's ICLA activities primarily focus on five thematic areas:

- Housing, land and property (HLP) rights
- Legal identity including obtaining civil documentation necessary to access rights and services. Assistance programmes, government services and other rights are often only accessible by providing proof of identity or eligibility (e.g. ID cards, birth certificates etc.). These documents are sometimes lost during emergencies
- Citizenship and statelessness issues related to displacement
- Procedures for refugee status determination
- Procedures for registration of internally displaced people (IDPs) when access to rights and services is dependent on such registration. In some contexts the authorities will not recognise or register certain groups due to discrimination or political reasons. This lack of recognition means some groups are excluded from accessing services and/or humanitarian assistance programmes

Complicated processes and bureaucracy, the breakdown of rule of law, and dysfunctional or non-existing institutions as a consequence of war and conflict are all significant challenges in ICLA programmes.

To overcome these obstacles, ICLA advisors work closely with local and national governments and partners, and have developed innovative approaches to resolving disputes. Special attention is being paid to assisting women overcome legal barriers.

PROGRAMME COUNTRIES: NRC ICLA 2014



Colombia, Mali, Liberia, Côte d'Ivoire, DRC, South Sudan, Zimbabwe, Somalia, Lebanon, Palestine, Jordan, Georgia, Afghanistan, Pakistan, Myanmar, Panama, Venezuela, Ecuador, Iran



Reaching out. The NRC ICLA team doing outreach work in an informal settlement for Syrian refugees in Wadi Khaled in northern Lebanon, in February 2014. Photo: NRC/Christian Jepsen

Civil documentation in Myanmar

Imagine not having an identification document. You do not have a passport, a driver's license or a credit card. You have no birth certificate or any other document to confirm who you are.

Article 6 of the Human Rights Declaration states: «Everyone has the right to recognition everywhere as a person before the law.» For millions of people who have been displaced around the world, lack of identity papers is a major challenge. Civil documentation is required to access basic services, such as health services, education, opening a bank account or purchasing a mobile phone, voting, obtaining legal employment and to secure freedom of movement.

In Myanmar, this is a problem for the many hundreds of thousands who have been displaced. In 2012, NRC started a pilot project, in cooperation with the national authorities, to secure civil documentation for internally displaced, through the issuance of ID cards. During 2013, with NRC assistance, the government was able to issue 77,866 ID cards free of charge. Since the origin of the project until May 2014, a total of 146,144 ID cards have been distributed. This is especially important ahead of the elections in 2015, to ensure that as many as possible are eligible to vote.

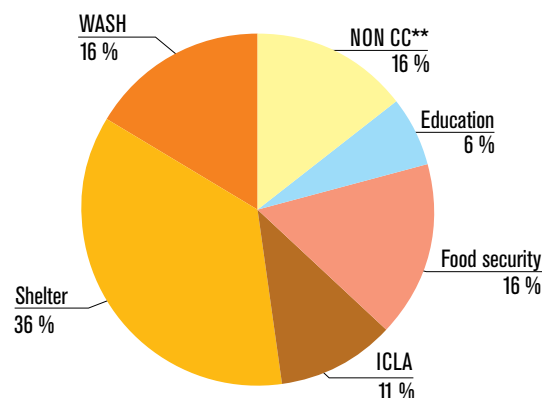
The work is conducted by mobile teams that travel out to rural areas and issue ID cards on the spot. At the same time, information is registered and a data base is built. For those who do not have any papers confirming their identity, testimonies and confirmations from others, for example fellow villagers, are used. Through the so-called 'one stop service' carried out by the Ministry of Immigration and Population and NRC, ID cards are issued on the spot, instead of having to go through a one month long process, often with uncertain results.



Legal identities. Children show their newly issued ID cards. NRC simplifies the distribution process through the so-called "one stop service". Photo: NRC

Core Competence Outputs 2013

Proportion of direct beneficiaries per core competence

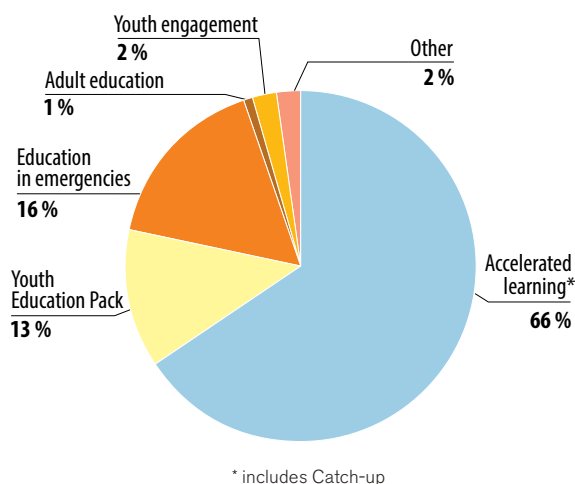


*Non CC beneficiaries include those from: Emergency response projects (Afghanistan), Southeast Infrastructure Rehabilitation Project (Myanmar), Rapid Response to Movements of Population (DRC), Community Based Planning (Zimbabwe), Environment (Kenya), stand alone NFI distribution, etc.

Education

Number of learners enrolled by programme type

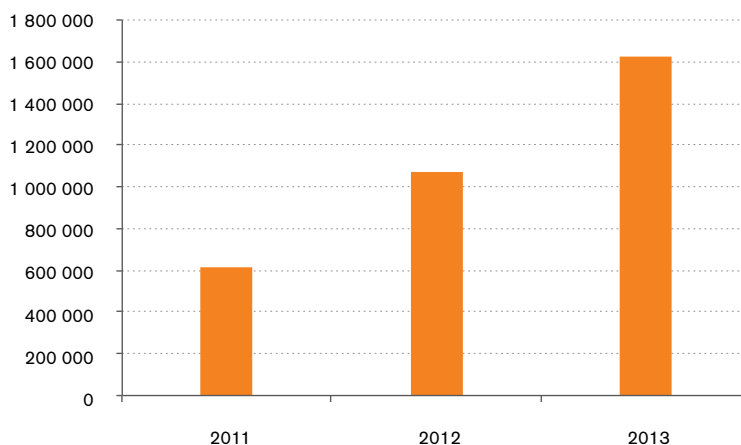
Total number of beneficiaries:
286,362



Shelter

Number of direct shelter beneficiaries 2011 - 2013

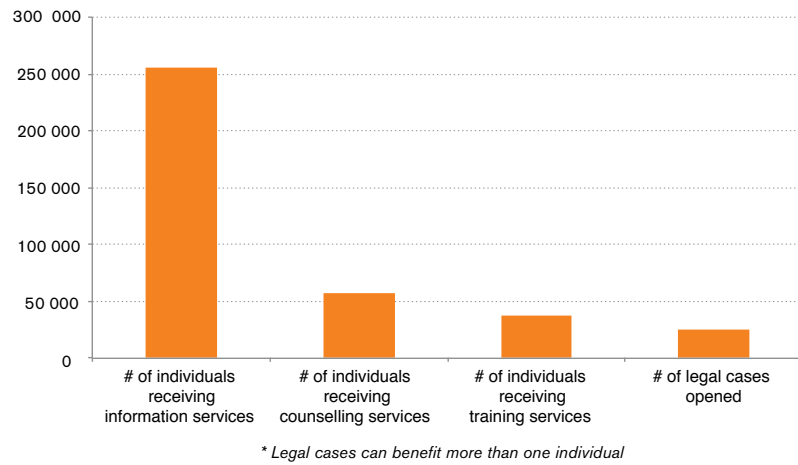
Total number of beneficiaries:
1,626,106



ICLA

Number of individuals receiving different ICLA services

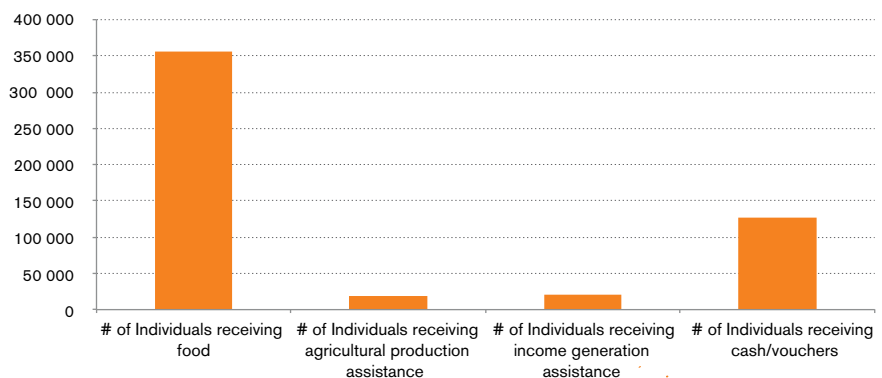
Total number of beneficiaries:
483,907



Food security

Number of individuals receiving different food security services

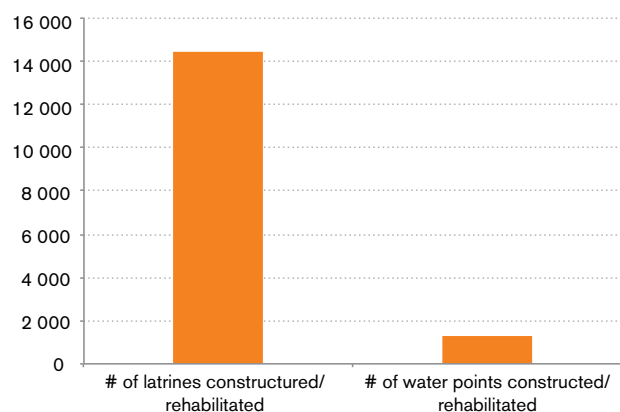
Total number of beneficiaries:
740,275



WASH

Number of key WASH services delivered

Total number of beneficiaries:
715,168



CROSSCUTTING ISSUES

NRC operates in complex, violent and often marginal environments generating different needs and risks for different groups and individuals. In order to ensure high quality relevant programming across all core competences and phases of displacement, NRC is integrating key crosscutting issues into its programme response.

PROTECTION

Protection is concerned with the safety, dignity and rights of people affected by disaster or armed conflict. A commitment to protection underlies all humanitarian action and displacement response. It is an essential element of NRC's mission as a humanitarian agency committed to the protection and assistance of displaced and vulnerable persons. Through our programming, expert deployments, advocacy efforts, and a commitment to partnership and coordination with other key stakeholders, NRC seeks to reduce or prevent threats to the safety, dignity, and mental and physical integrity of individuals and communities, to reduce their vulnerability to such threats, and to strengthen their self-protection capacities.

AGE, GENDER, DIVERSITY

NRC seeks to ensure that the different needs and risks faced by different groups of displaced persons are recognised. NRC believes all displaced persons should enjoy their rights and be able to participate fully in decisions that affect their lives, the lives of their family members and their communities, without discrimination of any kind.

NRC will integrate a gender perspective into all programmes. This entails recognising and addressing the specific challenges, vulnerabilities, and opportunities that women, men, girls and boys face in displacement situations. While all conflict-affected populations are at risk, displaced women and girls are often exposed to greater risk and may have additional protection and assistance needs.

NRC also recognises that other specific groups, for example older persons, youth and minority groups should be identified where they incur specific risks, challenges and

opportunities. NRC identifies responses that can address inequalities and special needs.

In cooperation with the Inter Agency Standing Committee, NORCAP operates the ProCap and GenCap rosters that deploys senior specialists to provide expertise in protection response and ensure that humanitarian action takes into consideration the different needs and capabilities of women, girls, boys and men equally respectively. GenCap also employs a team of senior GBV advisors who are deployed very early in a humanitarian response, or at a critical juncture in a chronic emergency.

ENVIRONMENT

Mass displacement may have significant immediate and long lasting impact on local environments, creating stress and hardship for both displaced populations and host populations. Humanitarian programming may also incur significant environmental costs. NRC aims to systematically integrate environmental considerations into its programmes and policies through:

- Conducting environmental impact assessments;
- Designing and implementing programmes that reduce negative environmental impact created both by displaced populations and corresponding humanitarian assistance;
- Assisting people to assess environmental risks, to adapt their traditional coping mechanisms to face emerging threats, and to develop sustainable environmental management practices; and
- Documenting and sharing best practices and lessons learned with the broader humanitarian community.

EQUALITY AND PROTECTION FROM GENDER-BASED VIOLENCE

In conflict and crisis settings women and girls are particularly at risk of being subject to gender-based violence. NRC has worked systematically to raise awareness and build capacity on gender among its staff and to implement gender sensitive projects. Particular focus has been placed on developing a new programme area – prevention of and response to gender-based violence (GBV).

STRENGTHENING NRC'S CAPACITY TO PREVENT AND RESPOND TO GBV

GBV in humanitarian settings has long been identified as an issue in need of increased attention. GBV affects NRC's beneficiary population throughout all phases of displacement. In order to develop NRC's capacity to prevent and respond to GBV, NRC has decided to implement 3-5 pilot projects in different geographical areas and phases of displacement. The first of these projects started up in late 2013, in the Kurdistan Region of Iraq. Rapid GBV assessments were also conducted in Gaza and in Colombia to gather information on gaps and needs, relevant actors,

funding opportunities and the overall potential for NRC to develop GBV projects. Throughout the year, it became apparent that there is a great need for GBV interventions in most locations where NRC has country programmes.

LONG-TERM GENDER FOCUS

Gender mainstreaming in an organisation requires long-term investment in capacity building. All NRC country offices have received gender training and developed Gender Action Plans to ensure follow up. A number of tools have been developed to increase capacity, including a Gender Learning Pack, ethical guidelines on GBV research, guidelines for the prevention of sexual exploitation and abuse in NRC's education programmes, and a gender analysis tool to be a part of NRC's environmental impact assessment framework.

INCLUDING GENDER IN MONITORING AND EVALUATION

NRC advanced its work on monitoring and evaluation (M&E) in 2013 and has integrated gender into the organisation's M&E tools. All data collected by NRC is now disaggregated by sex. This way NRC can analyse to what extent the organisation is achieving its gender equality goals and can redirect project implementation in cases where projects are not contributing to gender equality.

CONTINUED FOCUS ON GENDER IN 2014

In 2014 NRC will start up to four additional GBV pilot projects. NRC will also conduct in-depth gender assessments with relevant programme teams in selected country programmes. This will include capacity building of the relevant country teams, and providing recommendations to enhance gender sensitivity in programme implementation.



Women more at risk. Displaced women are more at risk of becoming subject to gender-based violence. Photo: NRC/Christian Jepsen

03

IMPORTANT HUMANITARIAN ISSUES



PROMOTING RIGHTS AND PROTECTION

NRC promotes the rights and protection of refugees and internally displaced people through advocacy in programme countries and in regional and global forums. Advocating for improved humanitarian access continued to be a top priority for NRC in 2013. Other focus areas were house, land and property rights for displaced people, counter-terrorism and its impact on humanitarian assistance, improving international response in acute emergencies, climate-induced displacement and displacement into urban areas.

NRC's advocacy priorities and policy messages are based on our first-hand experiences from the field, and our research on displacement contexts. While some of the challenges we encounter are specific to a certain country or displacement situation, many can be considered as generic and are present in most displacement contexts.

ADVOCATING FOR IMPROVED PROTECTION AND RIGHTS

Advocacy is an essential part of NRC's response in country operations, as well as on the global level. The most important part of NRC's advocacy work is done in direct contact with governments and regional intergovernmental organisations and international bodies. The combination of continuous dialogue at these levels and active public messaging provides results for our beneficiaries. The most visible methods include media interviews, public speeches, press briefings, web stories and social media.

NRC works to ensure protection of and fundamental rights to both refugees and internally displaced people. Over the last decades, the number of internally displaced persons has increased and now far exceeds the number of refugees. As a response to the special challenges in internal

displacement situations and the gaps in the monitoring and analysis on internal displacement, NRC, on the request of the Interagency Standing Committee on humanitarian assistance, established the Internal Displacement Monitoring Centre (IDMC) in 1998.

MONITORING INTERNAL DISPLACEMENT WORLDWIDE

IDMC is the leading international body monitoring internal displacement worldwide. At the request of the United Nations, IDMC runs an online database providing comprehensive information and analysis on internal displacement in some 50 countries. Based on its monitoring and data collection activities, the centre advocates for durable solutions of the internally displaced in line with international standards. IDMC also carries out training activities to enhance the capacity of local actors to respond to the needs of IDPs. In its work, the centre cooperates with and provides support to local and national civil society initiatives.

Active advocacy for the rights of IDPs is an integral part of the IDMC's work. Based on information included in the database and collected during fact-finding missions to priority countries, the centre raises awareness of the plight of

Humanitarian Principles

In its advocacy work NRC promotes the principles of humanity, neutrality, independence and impartiality, and respect for international law. Humanitarian action should be taken to prevent and alleviate human suffering wherever it may be found, without discrimination and based on need alone. Humanitarian actors must be independent and not become party to hostilities or political, religious or ideological controversies.

internally displaced people, points to gaps in national and international responses and promotes solutions reflecting international standards and best practices.

In 2013, IDMC monitored displacement in 58 countries and published ten country overviews and eight thematic studies highlighting specific issues and/or IDP populations. In addition, IDMC carried out 11 protection training schemes and contributed to a wide range of initiatives to strengthen the protection of IDPs. Among these were the adoption of IDP policies or policy processes in Afghanistan, Somalia and the Philippines. IDMC also strengthened its cooperation with the African Union (AU), through the launch of a “Progress Report” on the first anniversary of the Kampala Convention, the first continental legally binding instrument dedicated to the protection and assistance of IDPs. IDMC also organised several training workshops on the convention and internal displacement laws, policies and experiences for key stakeholders in Africa. IDMC’s two flagship reports the “Global Overview”, on conflict and violence induced displacement, and the “Global Estimates”, on disaster induced displacement, attracted major international attention and is widely cited as the global baseline on internal displacement.

HUMANITARIAN ACCESS

Lack of humanitarian access caused by ongoing fighting or security concerns continues to be the most important factor preventing NRC from delivering aid to those most in need. The safe delivery of aid depends on warring parties perceiving NRC’s assistance as neutral and independent, and not part of a political agenda. Addressing lack of access therefor spans from advocating for local communities or armed groups to allow the deliverance of aid to ensuring that donor governments do not politicise humanitarian assistance.

One issue linked to access challenges and the perception of aid is counter-terrorism. Some counter-terrorism measures are or may potentially have a negative impact on deliverance of humanitarian assistance in the field. In collaboration with other humanitarian actors, NRC has therefore engaged in processes with the UN, donors and NGOs to establish a set of regulations and contractual formulations that are better adapted to humanitarian work.

HOUSING, LAND AND PROPERTY RIGHTS (HLP)

HLP rights are an integral part of displacement situations. In the emergency phase the challenge is to provide safe and affordable housing for those forced to abandon their own homes. In the return phase returnees both have the right and need to reclaim land. At the same time this can create tensions because it disrupts ownership patterns that have been allowed to form during their absence, which has sometimes lasted for decades.

Already-existing discrimination against women is heightened by conflict, often making it even more difficult for women to successfully claim ownership or rights of tenure. Over the past few years, NRC has completed a series of country studies related to women’s right to housing, land and property. In 2013, the studies were presented at various international conferences in order to heighten international awareness around women’s HLP rights and how to improve women’s access to their rights.

CLIMATE CHANGE AND DISPLACEMENT

Natural disasters are already causing mass-displacement and in the years to come, the number of people forcibly displaced by natural hazards and as a consequence of climate change will increase. NRC works to promote clauses in national and international legislation on risk prevention and risk management in order to secure legal protection for this group and to prevent future displacement.

Together with partners, NRC has ensured that displaced persons have become an issue in climate negotiations and global coordination for the prevention and reduction of natural hazards. The Nansen Initiative is a crucial part of this effort. NORCAP has also increased its emphasis on disaster risk management and preparedness to strengthen UN and national government work in this area. To this end, NORCAP is now developing a new initiative to strengthen climate and meteorological services in Africa through deployment of expert personnel. This is done in close cooperation with the World Meteorological Organization (WMO) and the Global Framework for Climate Services (GFCS).



Internally displaced. Namatullah lights a gas lamp in his tent in a camp in Kabul. Him and his family have been internally displaced since 2008. Photo: NRC.

HUMANITARIAN ACCESS

ACCESSING PEOPLE IN NEED

NRC predominantly operates in areas affected by armed conflict. Ensuring humanitarian access during ongoing fighting or instability remains an enormous challenge. Increased access is therefore one of the organisation's top priorities.

Humanitarian access depends on multiple factors ranging from local conditions to international response. NRC is therefore complementing programmatic and operational efforts to increase humanitarian access with advocacy and communication efforts. NRC works to influence actors at all levels – local, regional and international – to promote improved protection and assistance.

In 2013, four countries were identified for particular access follow-up: Afghanistan, the Democratic Republic of the Congo (DRC), Mali and Syria. Despite ongoing fighting, NRC managed to maintain activity in some of the hardest hit areas in DRC and Northern Syria. Similarly, NRC expanded its programmes into Northern Mali and in Afghanistan.

The examples below illustrate different access contexts and approaches taken by NRC.

Afghanistan – expanding access

In Afghanistan the armed conflict continued to affect civilian populations and humanitarian workers. Maintaining or expanding humanitarian access was therefore a priority. Through external engagement and internal discussions on access and actor engagement, NRC developed an action plan to increase its ability to reach those most in need. In 2013, NRC established a presence in both Kandahar and Kunar, two regions where aid organisations have found it challenging to work, but with high numbers of internally displaced in need of support.

From Kandahar and Jalalabad, NRC is working with religious scholars to develop a curriculum for madrassa graduates seeking common ground between the content of the humanitarian principles and Islamic rules and tradition. Over 100 madrassa graduates are following the Humanitarian Principles and Practice module. The objectives of the project are to strengthen acceptance for humanitarian work amongst madrassa graduates and in the process to expand humanitarian access in difficult to access areas in the South and East of Afghanistan.

NRC is also working to raise awareness of the role of hu-

HUMANITARIAN ACCESS

Humanitarian access is a legal term that refers to:

- the fundamental right of conflict-affected people to access assistance;
- the ability of humanitarian actors to enter an area during conflict or crisis to deliver aid.

Humanitarian actors struggle to gain access for a variety of reasons:

- insecurity
- on-going fighting
- denial of access by authorities in control
- lack of roads and infrastructure
- lack of funds

In situations of disaster or civil unrest, national authorities have the primary responsibility to ensure the population's well-being, while in situations of armed conflict, the responsibility lies with all parties to the conflict. If a state or entity controlling territory is not able or willing to responding to the basic needs of the population, they should allow access to humanitarian actors.

manitarian actors through radio drama in order to enhance acceptance of humanitarian organisations and improve their ability to deliver services and contribute to protection.

Syria – regional approach and global advocacy

NRC has been one of the organisations with a regional approach to the Syrian crisis and has advocated strongly at all levels for increased humanitarian access and a more coordinated regional response. Internally, NRC has ensured that all analysis and advocacy messages were derived from up to date, field-based information, and that these messages were backed up with professional, one-to-one advocacy with policymakers. NRC has continuously engaged with host

nations and international agencies in order to coordinate and improve protection of and assistance to Syrian refugees.

NRC's main messages to regional and international powers have been that they need to pursue political dialogue and facilitate humanitarian cease-fires and the evacuation of women and children from besieged cities, and push for unimpeded aid delivery to all civilians caught in the cross-fire. It has also been important to secure support for cross-border relief operations making it possible to reach Syrian refugees from bases in neighbouring countries. In some areas this is the only feasible way of delivering aid into Syria because of the dire security situation. Perhaps most importantly of all it is vital that the humanitarian assis-

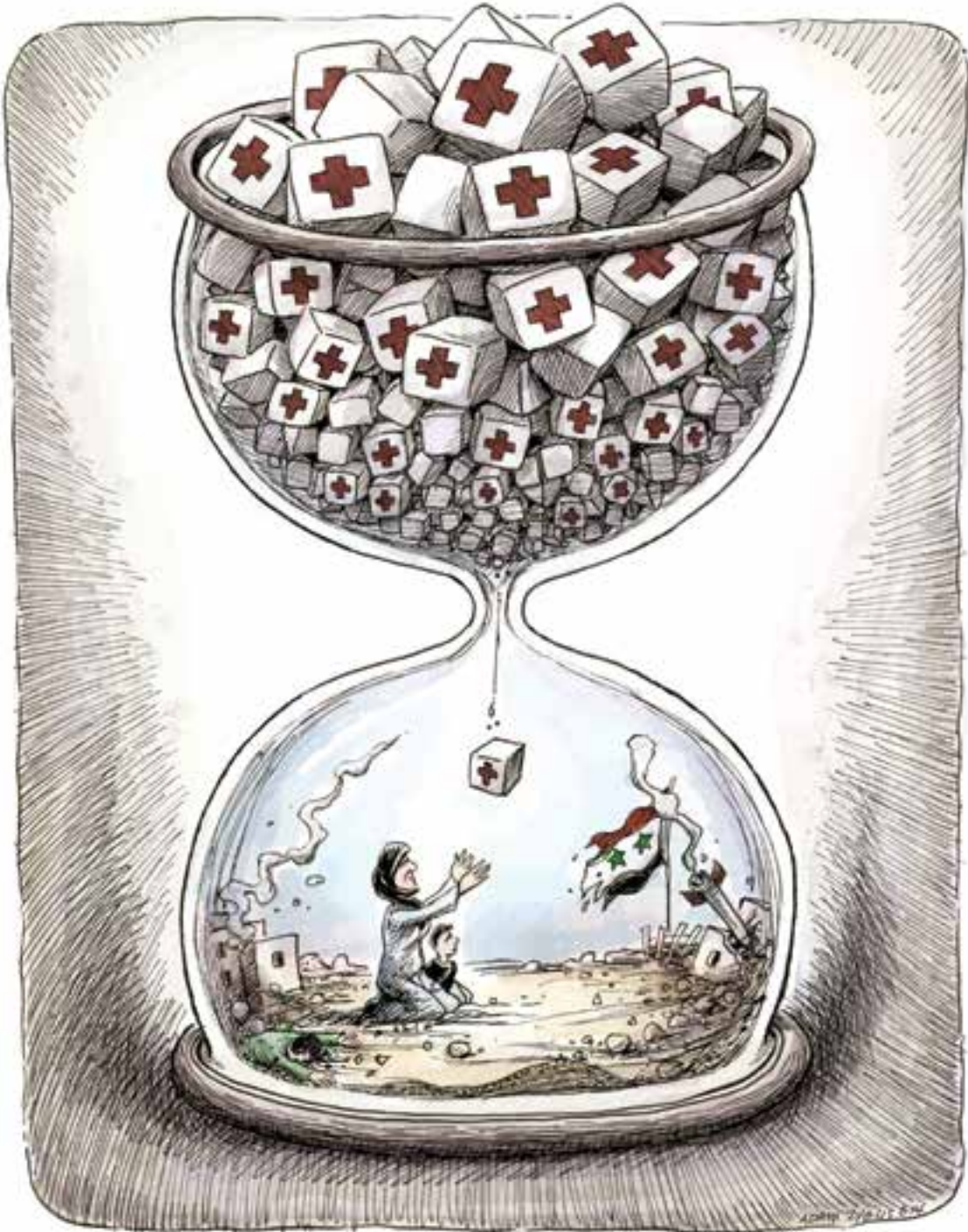


Illustration: Adam Zyglis

tance to Syria is, and is perceived to be, impartial, neutral and independent from political agendas. It is dangerous for the civilians we help and our field workers on the ground if humanitarian relief is politicised or militarised.

Mali – accessing people in different phases of displacement

At the start of 2013, NRC established a country office in Mali in order to support internally displaced persons with legal assistance, shelter, distribution of relief supplies, education and improved sanitation in southern towns, such as Bamako, Segou and Mopti. Towards the end of the year, NRC also succeeded in establishing a presence in areas of return in Timbuktu and Gao in the north.

To inform its access strategies, programme approach, advocacy and do-no-harm, NRC commissioned a conflict analysis of its areas of intervention in the North.

DRC – influencing armed groups to improve protection for civilians

In 2012, NRC initiated a project to change the debate on protection of civilians in DRC – at the time largely centred on the deployment of peacekeepers – to include non-military approaches and humanitarian protection responses. In collaboration with Fieldview Solutions, a study of the current protection response was conducted and the report “Non-military strategies for civilian protection in the DRC” was issued in early 2013.

To maximise the impact of the report, NRC invested heavily in its dissemination and follow-up.

For instance, the Protection Cluster, with the support of NRC, organised a successful analysis workshop, bringing in experts on the armed groups in the DRC. Five armed groups were analysed to understand how they could be influenced to better protect civilians in areas under their control. This was followed by a second workshop focusing on strengthening communication skills with armed actors where participants used the analysis to develop communication strategies and practice actual delivery of

messages through role-playing. Similar workshops were later organised with Protection Working Groups at the district level. Findings from the study were also presented to relevant stakeholders in Oslo, Washington DC, New York and Brussels.

Other access challenges

Security concerns and ongoing hostilities are undoubtedly the most significant obstacle to access for NRC. Yet, other factors can also seriously impede our ability to deliver assistance. Drawn-out bureaucratic processes to obtain authorisation can for example delay implementation or stop projects all together.

Lack of physical infrastructure is also an important obstacle to reaching people in need. In Ethiopia, the long distances to the camps, coupled with bad roads particularly in Dollo Ado, made it difficult to monitor, and maintain the project. This was addressed through the setting up of a new base camp at Melkadida, which is close to both Kobe and Hiloweyn camps.

In South Sudan, challenges related to infrastructure were mitigated through advance planning: inputs for food security activities were ordered in the first quarter and received well in advance of planned distributions in April. Also, materials for emergency shelter supports were procured early and stock-piled before the heavy rain season and floods started.

WAY FORWARD

Working in partnerships with other organisations and academic actors has been a fundamental pillar in NRCs access work and in 2014, NRC will continue to analyse access challenges, document what strategies have worked and pilot different approaches to increase its ability to reach people in need. NRC will also continue to explore partnerships and engage in joint efforts with other actors to improve its ability to respond, contribute to learning within the humanitarian sector and keep the international humanitarian policy debate relevant and reflective of the reality in the field.



Armed conflict. Ongoing fighting and insecurity continue to be the main challenge for NRC's ability to deliver aid. Photo: NRC

COUNTER-TERRORISM AND HUMANITARIAN ACTION

The attacks on the United States on 11 September 2001 ushered in a new era of expansive counter-terrorism laws and policies. While the basis for introducing counter-terrorism measures is to protect civilians from harm, certain counter-terrorism measures can in some situations impede principled humanitarian action.

In response to growing concern among humanitarians about the impact of international and national COTER measures on humanitarian action, the Inter-Agency Standing Committee (an inter-agency forum of UN and non-UN humanitarian partners) asked NRC and the UN's Office for the Coordination of Humanitarian Affairs (OCHA) to commission a study on the impact of these measures on humanitarian action.

The independent Study of the impact of donor counter-terrorism measures on principled humanitarian action was published in July 2013 after 18 months research. It covers an analysis of the COTER measures of 15 jurisdictions – 14 national and one regional – as well as the global COTER measures applicable to humanitarian action. The report identifies two counterproductive consequences which can impede principled humanitarian action. These include compromising the safety of staff and access to affected populations, as well as increased administrative burdens, self-censorship and over-compliance.

The study was the first comprehensive study of its kind and NRC's substantial advocacy around the study in the US and Europe has created positive momentum towards achieving some of the study's recommendations. OCHA, other UN agencies and NGOs, have also actively used the study in their advocacy and engagement with donors.

The expertise developed in NRC has been instrumental in NRC successfully negotiating improved COTER language in the template global partner agreements of WFP and UNHCR, which affect thousands of NGOs globally.

Further research on current trends in COTER clauses used in humanitarian funding agreements, and on antidiversion policies and practices used by humanitarian actors themselves, is currently being undertaken in collaboration with Harvard Law School's Counter-terrorism and Humanitarian Engagement Project.

COUNTER TERRORISM - COTER

Over the past decade, many states have adopted or expanded counter-terrorism (COTER) measures to respond to perceived increased risk, to conform to United Nations Security Council and General Assembly decisions, and to ensure greater oversight and accountability for resource flows in unstable contexts. Measures include:

- International measures, including Security Council Resolution 1373 – which obliges States to implement a wide range of measures to combat and prevent further acts of terrorism – and FATF Special Recommendation 8, which seeks to ensure non-profit organisations are not misused to finance terrorism;
- National criminal laws, which may criminalise the provision of 'material support' to individuals or groups designated as 'terrorist' on international and/or national terrorist lists
- Sanctions, which prohibit transactions with terrorist-listed individuals and groups. Though international sanctions regimes exist sanctions are generally enforced at the domestic level and are risky for humanitarian operations as no intent to further terrorist acts is generally required to violate them.
- Partner vetting programmes, which requires humanitarian actors to submit detailed personal information about "key individuals" to donor governments. This raises concerns that humanitarian actors will be perceived as intelligence gathering on behalf of foreign powers, undermining their impartiality; and
- COTER clauses and other funding conditions which may contain specific COTER obligations incompatible with humanitarian principles.

STRENGTHENING GLOBAL RESPONSE TO EMERGENCIES

Major and complex emergency situations demand joint and effective international mobilisation in order to secure sufficient funds and resources. NRC supports the collective efforts by donors, the UN and NGOs to increase efficiency and outcomes of international humanitarian response.

In 2005, the UN Emergency Relief Coordinator and the Inter-Agency Standing Committee (an inter-agency forum for coordination, policy development and decision-making involving the key UN and non-UN humanitarian partners) initiated a process to improve humanitarian response. This reform process contained the four components of leadership, coordination, financing, and partnership. The 2005 initiative was followed up by the Transformative agenda in 2011.

The reform process has strengthened global emergency response, but there are still significant challenges. Lack of sufficient facts and analysis, coordination of emergency response, and lack of funding are factors that are still hindering assistance from reaching the most vulnerable. Through its standby rosters, research, and engagement with different humanitarian actors, NRC aims to address gaps and maximise opportunities within the humanitarian coordination system.

PROVIDING COORDINATION EXPERTS

NRC's standby roster, NORCAP, aims to strengthen the international response to crisis and one of its main objectives is to support the UN efforts to work more coherently and effectively. NORCAP has recruited and trained several experts towards this end. Improving functioning of the cluster system is an important part of this work.

In 2013, assignments aimed at reinforcing crisis operations accounted for the largest number of NORCAP deployments, constituting 298 missions. Over the past three

years, NORCAP has deployed more than 40 experts to lead the coordination of clusters worldwide.

In 2013, the NORCAP secretariat conducted a study of NORCAP's contribution to cluster coordination. The study assessed the tasks, challenges and contributions of experts deployed to UN organisations as cluster coordinators. The study showed that the experts contributed to stakeholders' increased interest and commitment to cluster work, improved information flow, which in turn enabled identification of needs and overlaps, and a more integrated and result-oriented cluster response.

Through an 18-month ECHO funded project, NORCAP has been working closely with UNHCR and IOM to enhance coordination of camp management and camp coordination interventions in emergencies. The Cluster has been actively engaged in updating Camp Coordination and Camp Management (CCCM) tools, information management systems, training packages and improving surge response capacity. The main activities of the ECHO funded project will lead to the development of new practices and approaches to improve the understanding of and response to multiple and preventative displacement situations.

In addition were NORCAP experts deployed on 32 missions to strengthen education in emergency situation in 2013. Two of these were deployed through the Global Education Cluster's rapid response team to facilitate coordination of actors in particularly demanding crisis such as inside Syria and South Sudan.



Crisis response. Reinforcing emergency response accounts for the largest number of NORCAP deployments. Following hurricane Haiyan in November 2013, NORCAP's Tya Maskun was deployed to the International Organisation of Migration (IOM) in Tacloban, Philippines. Photo: IOM

NRC FIELD WORKERS

NRC field workers also take part in cluster coordination in their function as representative of an implementing agency on the ground. In 2013, NRC carried out an internal survey on its experience in cluster co-ordination. The aim of the survey was to get an overview of experiences with cluster and sector working group engagement in NRC country programmes and to better understand challenges co-ordinators encounter in their work.

GLOBAL FUNDING

While governments and other donors may allocate their humanitarian funding based on rational choices, it is obvious that this is not enough to ensure needs-based funding at the global level.

In 2013, NRC commissioned a research study describing some of the most important challenges to achieving

needs-based humanitarian financing from the perspective of frontline humanitarian non-governmental organisations (NGOs). The research was conducted in Pakistan, Somalia and South Sudan and various donor capitals, and provides a detailed overview of the current funding landscape. It recommends a series of practical measures to strengthen needs-based funding.

THE WAY FORWARD

In 2014, NRC will continue to support the collective efforts to increase efficiency within the humanitarian system. NRC will launch and disseminate the humanitarian financing study and engage with strategic donors to support efforts towards more needs-based humanitarian financing. NRC will continue to support efforts to strengthen the cluster system by promoting dialogue among co-cluster coordinators and guidance for NGOs in their co-cluster coordinator roles.

HOUSING, LAND AND PROPERTY RIGHTS

IDENTIFYING BARRIERS TO JUSTICE

By its very definition, displacement means being forced to leave one's home and find another place to stay. Housing, land and property (HLP) concerns are therefore fundamental issues that lie at the very heart of displacement.

During 2013, NRC has worked actively with HLP rights in acute emergencies, such as with the Syrian refugee influx in Lebanon; in protracted displacement situations, such as in Palestine and Colombia; and in early recovery phases, such as in Liberia, South Sudan and Afghanistan.

In South Sudan, for example, the vast majority of the opened legal assistance cases in 2013 were cases regarding displaced persons rights to housing, land and property. In Liberia, women who are vulnerably housed or living in poor conditions may be at increased risk of gender-based violence and intimate partner violence. NRC seeks to address these issues by securing HLP rights.

WOMEN'S HLP RIGHTS

When families are separated or displaced by war, it is generally women who must battle their way through justice systems, institutions and traditions that often discriminate against them, in order to provide for their families. Access and control of HLP rights are essential for women's economic survival and can reduce their risk of violence.

During 2012-2013, NRC conducted research on the challenges facing displaced women regarding HLP rights in Afghanistan, Lebanon, Liberia, Palestine (Gaza), South Sudan and for Colombian refugees in Ecuador. NRC found a common theme in the six very different countries and displacement contexts. Overwhelmingly, the main obstacles for displaced women's access to HLP rights are repressive social norms that limit women's understanding of their rights and their options for seeking redress. This is compounded by poverty and socio-economic disadvantages.

NRC's analysis concludes that awareness of social norms that foster gender inequality, and the risk of detrimental consequences for women claiming their HLP rights, in many cases are not reflected in humanitarian programmes. For example, women are often reluctant to go through court systems and thereby going against their family, and often prefer reconciliatory methods. For NRC, it is essential that the beneficiary has the opportunity to choose for herself how the dispute should be resolved.

“Equality has two different sides: equality in law and equality in fact. Many laws recognise that men and women are equal before the law. However in practice, men and women rarely experience this equality. This is particularly evident in housing, land and property.”

Women and the right to adequate housing, Office of the UN High Commissioner for Human Rights, 2012

FROM LAW TO PRACTICE

Another common factor linking these themes is that the rights, as they are in law, often differ from the actual practices on the ground. Therefore, a fundamental aspect of securing legal rights is to provide practical advice and solutions according to the reality that people encounter. NRC therefore uses all available systems to access justice for displaced, engaging with local leaders, traditional or religious leaders, the community as a whole, and the judicial system.



Afraid of eviction. In December 2013, NRC Lebanon launched a new report, "No Place Like Home: An Assessment of the Housing, Land and Property Rights of Palestinian Refugee Women in Camps and Gatherings in Lebanon". A photo exhibit was hosted that provides a glimpse into the lives of four of these women who live in fear of being forced out of their homes. Photo: NRC

Misconceptions about women's inheritance rights

Afifa was internally displaced in 2004 due to the presence of Taliban in her village. After finding shelter in another district her husband found it hard to find regular daily labour. Afifa returned alone to her village and became embroiled in a land inheritance dispute. She explained to an NRC legal counsellor that her deceased father had left four acres to his heirs – Afifa, her two brothers and her mother. However, her brothers refused to give her her rightful share.

The NRC counsellor informed her of her rights in sharia, national and international law. Afifa explained that her brothers were unaware of their obligations and that the custom in the area was to deny women immovable property. The counsellor spoke with the village leader and they agreed to convene a village *shura* (collective discussion group) during which it became clear the brothers were unaware of their obligations under *sharia* law. Having shed their misconceptions – thanks to the counsellor's intervention – they agreed to give their sister her share. Afifa now lives amicably with her brothers, noting they acted out of ignorance of the law.

DISPLACEMENT AND CLIMATE CHANGE

Effects of climate change is and increasingly will be a major driver of displacement. This is, however, not being reflected in discussions on climate change.

Disaster displacement varies greatly from one year to the other, but the overall numbers are increasing significantly. This is perhaps not surprising as, over the last 20 years, the number of natural disasters has doubled – from approximately 200 to more than 400 per year.

VITAL TO ACT NOW

All over the world climate change is forcing people to flee their homes. It is expected that in the future, more and more people may – for longer or shorter periods – be forced to flee their homes.

These developments are a great concern among humanitarian agencies. The high number of displaced is putting an enormous strain on resources, but perhaps a more fundamental concern is that while refugees from war and persecution are protected by international conventions, it is highly unclear which laws and policies protect those displaced by climate change. It is therefore vital that climate-induced displacement is part of the climate change agenda and that preparedness and adaptation measures are put into place.

NRC'S ENGAGEMENT

This is why NRC has engaged in a broad range of efforts to put climate and displacement on the agenda at the national, regional and global level, and the standby rosters have included building resilience towards natural hazards among its focus areas. In order to inform these efforts and inform policy discussions and decision making, IDMC provides global estimates of the number of people displaced each year.

Amongst the millions of people who are forcibly displaced by natural hazards, most find refuge within their own country but some have to flee abroad. National and international responses to this challenge are insufficient and protection

for affected people remains inadequate. This was highlighted at the Nansen conference NRC organised with partners in 2011. As a follow up to this gap, the Governments of Switzerland and Norway, launched the Nansen Initiative in October 2012 as a state-led, bottom-up consultative process to build consensus on the development of a protection agenda to address the needs of this group. NRC is supporting the Nansen initiative through advocacy, research, policy work and joint fundraising. The Nansen initiative is organizing consultations in the regions most affected by displacement, natural hazards and climate change over the course of 2013-2014. These consultations bring together representatives from states, international organizations, NGOs, civil society, think tanks and others key actors.

PREPARING AND ACTING AT THE NATIONAL LEVEL

In 2013, NRC cooperated with the United Nations Office for Disaster Risk Reduction (UNISDR) and RAED (Arab Network for Environment and Development) to facilitate national consultations on disaster induced displacement in Uganda, Sudan and Egypt.

In all three countries, follow up studies to plan for local action and national policy change have been undertaken. A study following the same model was started by NRC Somalia in November, and consultations took place in February 2014.

REGIONAL LAW AND ACTION

In close cooperation with UNISDR and its global network with parliamentarians, NRC has advocated for displacement to be included in disaster risk reduction activities in Latin America and Africa.

This work resulted in a request from the East African Community to support the development of a regional law for disaster risk reduction, where NRC has succeeded in bringing a rights based protection language, and reference to cross border displacement.

SHARING EXPERTISE BETWEEN AFFECTED COUNTRIES

Several of NORCAP's resilience assignments involved technical support to national authorities in countries vulnerable to natural disasters. A senior expert from Bangladesh, for instance was deployed to assist the government of South Sudan to develop a disaster management policy, which will include systems for managing and recovering from natural disasters. NORCAP also provided indirect government support through deployments to government agencies. In Nepal, for instance, a deployee assisted UNICEF in training government stakeholders on how to incorporate disaster risk reduction and climate change adaptation measures into their plans.

GLOBAL ACTION

NRC as lead organisation succeeded in ensuring three references on displacement in the Chair's summary of the Global Platform for Disaster Risk Reduction. This document provides guidance as to what will be emphasised in the coming Hyogo Framework for Action II. This is important as the Hyogo Framework for Action brings together and coordinates the many partners needed to reduce disaster risk in an overarching plan that explains, describes and details the work required to reduce disaster losses.

NRC also coordinated a coalition of stakeholders in order to contribute input to a United Nations Framework Convention on Climate Change technical paper on non-economic losses related to climate change impacts. The text, drafted jointly by NRC and IDMC and other coalition members – including UNHCR, IOM, United Nations Development Programme and the Nansen Initiative secretariat – was incorporated into the published technical paper. As a result of this paper, the issue of displacement related to climate change impacts was included on the agenda for the climate change negotiations at COP19 in Warsaw, November 2013.

NRC OPERATIONS IN ENVIRONMENTALLY STRESSED AREAS

NRC implements programmes in some of the world's most environmentally stressed regions and NRC programme activities have the potential to negatively affect the environment. Examples include deforestation for shelter construction, over-abstraction and pollution of groundwater supplies, and the derogation of soil quality due to intensive agricultural methods.

Understanding how programme activities affect the environment is crucial to developing sustainable programs. NRC aims for durable solutions and a key aspect of this is ensuring that beneficiaries have access to natural resources. Improvement in programme planning and implementation can avoid such negative impacts on the environment.

INTEGRATING ENVIRONMENT IN PROGRAMMING

In 2013 NRC started the process of mapping environmental awareness and capacity in country programmes. The mapping found that relationships between projects in WASH, Food Security and Shelter in some countries have contributed to stronger awareness of environmental concerns.

Moreover, the mapping shows that there is already a good level of awareness of environmental issues within NRC's core competences. Environmental aspects are covered in the various core competency policy documents intended for implementation in the field..

Based on the findings of the mapping conducted in 2013 NRC will in 2014 start the development of an environmental impact assessment tool. The tool will form a component of programme start up mechanisms and in this way ensure that correct responses are initiated from the start of new programmes. It will build on the strengths identified through the mapping and attempt to define the NRC approach to resilience and climate change. An important component of the tool will be the development of an environmental mitigation plan to provide a response to how to cope with negative environmental impacts.

IMPROVING EXPERT CAPACITY

NORCAP is also enhancing internal capacity on risk reduction. In November 2013, NORCAP held a three-day seminar which gave the 14 roster members who had been on disaster risk reduction-related assignments the opportunity to present their work and discuss challenges. The NORCAP induction course was also adapted to include basic knowledge of disaster risk reduction issues that typically are important for NORCAP missions.



DROUGHT. The countries on the Horn of Africa are hit by increasingly severe droughts. Dried-up riverbeds are a common sight, as here in Puntland, which rarely receives more than 400 mm of rain annually. Photo: NTB/Scanpix

DISPLACEMENT INTO URBAN AREAS

More than half the world's refugees and at least 13 million IDPs are believed to live in urban areas. However, the majority of humanitarian policy and programme work still focuses on rural areas. NRC has therefore initiated a new strategic project on displacement into urban areas, aiming to research and develop tools and methodologies that help profile, assess and target urban IDPs and refugees.

Every month, the global urban population grows by 5 million; every day more than 100,000 people move to slums in the developing world – that is one person every second. These urban areas vary greatly, but can generally be divided between two models: rapidly emerging informal settlements, and more formalised urban areas with explosive population growth.

URBAN SETTINGS ARE MORE COMPLEX

The urban displaced have often lost everything: not only their assets, but also their social capital. Many live in insecure communities and do not possess the skills required to survive in urban spaces.

Money – or the lack of it – is a huge issue in the lives of the urban displaced. The inhabitants of these high-density urban spaces are more dependent than their rural counterparts on being able to purchase water, fuel, housing, transport, access to sanitation, health, education and food; they are vulnerable to tenure insecurity, gangs, police harassment and communicable diseases.

Cities are complex environments, and responding to needs in urban areas requires specialised approaches. The humanitarian community recognises this: it is increasingly focusing on urban displaced people, but many organisations struggle to adapt their working practices to the challenges of urban landscapes.

In 2013, NRC studied urban youth displacement in the Afghan cities of Kabul, Herat, and Kandahar and urban displacement in Goma in the Democratic Republic of Congo. In 2014, NRC will pilot an urban profiling and assessment tool in Mombasa in Kenya and Adan in Yemen.

MAPPING LIVING CONDITIONS OF URBAN DISPLACED IN GOMA

The urban population of Goma is estimated to have grown by 45 per cent since 2012. Yet neither the international community nor the local authorities have much information about urban IDPs in Goma. To find out more, NRC launched an evaluation of the living conditions of those affected by displacement in Goma.

The study found that 40 per cent of displaced families have been displaced more than once, with 10.6 per cent being displaced three or more times. Armed conflict is the primary driver of displacement; associated reasons such as fear of forced recruitment, destruction of property, disappearance of family members, and expulsion by government forces or armed groups also played significant roles.

Displaced household report spending only about half of that spent by other families in order to cover their monthly costs. Levels of debt among the displaced are greater than host or resident families. Displaced families are also less likely to have undertaken remunerated work in the preceding month. The majority of displaced persons do not hold secure jobs, and IDPs are twice as likely to resort to begging.

A third of displaced children do not attend primary school, compared to approximately 10 per cent among resident and host families, mainly due to an inability to pay school fees or meet associated expenses.

The findings from the evaluation will be used to inform the international NGO, UN and donor community and to advocate for appropriate policy change and funding support, as well as feed into the development of an integrated urban response program.

04

SNAPSHOTS FROM THE FIELD





Newly-displaced. 10-year-old Fatima sitting in front of her shelter in Herat province in Western Afghanistan. Fatima and her family were displaced from Faryab to Herat 8 months earlier and live in a shelter supported by NRC's Shelter programme. Photo: NRC/Farzana Wahidi

AFGHANISTAN: RESPONDING TO CHANGE THROUGH INNOVATIVE PROGRAMMING

The humanitarian situation in Afghanistan remains one of great flux. In June 2013, international military troops formally handed over the control of security operations to the Afghan Security Forces. However, this transfer of responsibility has not been accompanied by a transition to stability.

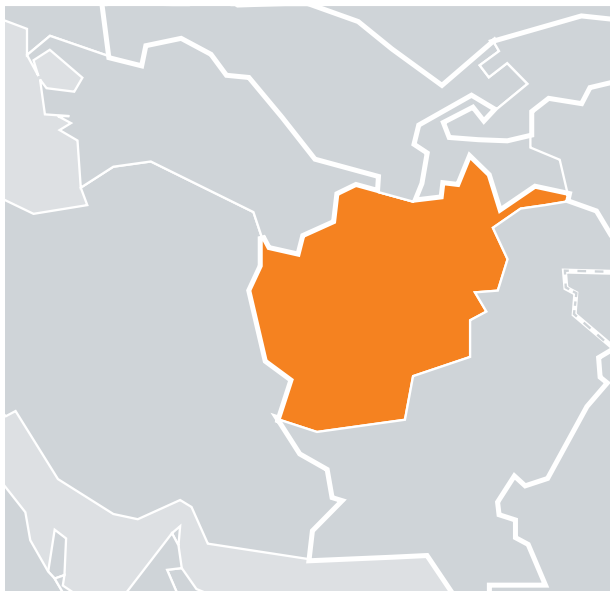
Internal displacement continues to rise. UNHCR estimates that there are now 630,000 internally displaced persons (IDPs) in Afghanistan. There has been a significant increase in newly displaced persons – 120,000 persons in 2013 alone – because of conflict, likely to have more pressing humanitarian needs. Protracted IDPs often still suffer repercussions related to their original displacement, lack of tenure security and lack of access to livelihoods and regular services.

In 2013, refugee returns were at an all-time low since the voluntary repatriation programme began in 2002. This may reflect growing anxiety about the political, security and eco-

nomie situation in Afghanistan, as well as the protracted nature of the displacement. While millions of Afghan refugees still remain in Pakistan and Iran, most have lived there for over 20 years and may not be interested in returning.

The adoption of a ground-breaking national IDP policy in November 2013 provides a much-needed framework for the Afghan government to assume its responsibilities regarding displaced populations.

A major challenge for humanitarian actors in Afghanistan is reaching those most in need. During 2013, NRC expanded its operations to the South (Kandahar province) and the North-East (Kunar province), in accordance with the Com-



NRC AFGHANISTAN

Areas of operations	Balkh, Faryab, Herat, Kabul, Kandahar, Kunar, Kunduz, Nangarhar
Income 2013	NOK 125.1 million
Established	2003
International staff	22
National staff	450

KEY OUTPUT 2013

Number of beneficiaries: 147,968

	2,914 shelters constructed
	2,601 latrines constructed
	133 bore wells constructed
	623 new learners enrolled
	2,150 received counselling services
	8,277 received information services
	1,965 legal cases opened
	26,450 received cash or vouchers
	31,887 people received NFI kits

mon Humanitarian Action Plan (CHAP) for Afghanistan. The establishment of the satellite office in Kunar has improved access to vulnerable populations in an area generally underserved by humanitarian organisations, opening up for the possibility of expanding to neighbouring provinces.

In response to the rapid urbanisation paired with a rise in conflict-induced displacements, NRC has focused on urban displacement as a particular area of concern.

SHELTER SOLUTIONS

NRC provides shelter solutions for IDPs, refugee-returnee families and the most vulnerable host population. In 2013 NRC increased its Water, Sanitation and Hygiene (WASH) activities as part of the Shelter programme. WASH services were provided through the construction of permanent and transitional shelters with single family latrines, as well as

deep bore wells. Within NRC's Community Based Approach, the beneficiaries themselves are responsible for procuring required materials and for constructing shelters within an agreed timeframe. During the construction process NRC provides cash grants in small instalments, as well as technical training and support to the beneficiaries.

ACCESS TO QUALITY EDUCATION

NRC Afghanistan aims to ensure that the right to quality education and sustainable livelihood for children and youth in Afghanistan is fulfilled. Since 2009, NRC has offered vocational training, combined with life skills and literacy classes, to vulnerable IDP, returnee and host community youth, as part of the Youth Education Pack (YEP). In 2013, NRC implemented this programme through a total of 29 operational YEP centres. Measures are in place to enable girls and women from families reluctant to allow them education, to attend vocational training and literacy classes. In 2013 a total of 3,775 children and youth benefited from NRC's education programme.

In addition, NRC has established Education in Emergencies programming, targeting children. In Afghanistan an estimated 5 million children are out of school due to conflict and natural disasters. NRC will take the lead on assisting the Ministry of Education in building capacity on education in emergencies (EIE).

LEGAL ASSISTANCE

The Information, Counselling and Legal Assistance (ICLA) programme in Afghanistan delivers vital assistance to IDPs, refugee returnees and other displacement-affected populations. No other legal aid actor in Afghanistan deals specifically with Housing, Land and Property (HLP) and legal identity issues with a focus on the displaced. In 2013 alone, the programme reached 34,346 people. At least 1,965 legal cases were opened and 1,441 cases were solved in favor of the beneficiaries. The programme also co-chairs the national HLP task force in Afghanistan.

In Afghanistan customs generally discriminate against women and girls. NRC aims to improve this situation. In 2013, at least 44 per cent of the cases which were opened were initiated by women. Furthermore, of the justice players who received training in 2013, 36 per cent were female. The ICLA programme advocates for a more liberal interpretation of the Shari'ah law to protect and promote women's rights and access to justice.

EMERGENCY RESPONSE

NRC's Emergency programme was expanded in 2013. The Emergency programme continues to respond to both conflict-induced IDPs and those displaced by natural disasters, tailoring the responses. NRC seeks to build capacity and support the development of a community of practice around cash transfer programming.



New core competence. Beneficiaries using one of the boreholes drilled in 2013. Displacement affected communities often lack access to water, sanitation and health facilities. Photo: NRC/Akari Kvamme

ZIMBABWE: DURABLE SOLUTIONS FOR DISPLACEMENT AFFECTED COMMUNITIES

Zimbabwe has not experienced active internal conflict since independence in 1980, but there has been tension and uncertainty since the Constitutional Referendum in 1999, which has led to internal displacement.

In particular, this includes the land reform programme in 2000-2002 and the subsequent ongoing land invasions which led to hundreds of thousand farm workers losing their livelihoods, houses and assets, and Operation Murambatsvina in 2005 which displaced over 570,000 urban slum dwellers. Smaller numbers of people have been displaced by evictions in mining areas, election-related violence and natural disasters such as flooding. Most people displaced by floods and by violence have returned to their homes, but new displacements from farms are happening on a small scale in the aftermath of the Harmonised Elections in July 2013.

There are no official displacement figures. Displaced populations are scattered and are not registered as IDPs with authorities, making verifiable data very difficult to obtain. IDPs

in Zimbabwe remain largely invisible and are underserved by mainstream social and protection services.

Zimbabwe's economy has recovered considerably from the severe economic situation in the previous decade, but socio-economic indicators are still poor and the high level of unemployment leads to continuing irregular migration. The Government ratified the Kampala Convention in 2013 and NRC will support the process of domestication in 2014, which potentially may lead to a national assessment of internal displacement and prevent future unregulated displacements.

In 2013 NRC Zimbabwe continued to focus on facilitating durable solutions using Community Based Planning (CBP). In 2013 the CBP programme was implemented in 10 new communities, and continued in the 8 wards entered in 2012.

COMMUNITY BASED PLANNING

Community Based Planning (CBP) is an effective means to advocate for durable solutions for IDPs and can be adapted to both rural and urban contexts. It is acceptable to the government and builds self-reliance.

Many IDPs lack proper shelter and livelihoods, have restricted access to basic social services and remain at risk of further displacement. Through CBP, NRC is working for acceptance of IDPs by the host community and for a common understanding of the development needs of the community. The CBP process brings the IDPs and host community together to produce a Ward Development Plan outlining the needs of the community and a planned response. There is a focus on ensuring a voice for the most marginalised socio-economic groups. The Ward Development Plans are formally adopted by the local authorities.

To cement community cohesion, to build mutual respect and trust and to create a sense of ownership and self-reliance, NRC then supports a community led development project. NRC offers a small community grant for various projects and undertakes Training for Transformation. Altogether, CBP and the resultant projects directly involved 1,797 IDP households, and facilitated acceptance and increased security to over 20,000 people across 7,500 households. More than 40,000 people in the whole community, over half of them women, directly benefited from the impact of the community projects.

As a follow up to the CBP process, NRC was able to liaise with community leaders to gain an assurance that the IDPs living in the community would not be further displaced. NRC commenced a process of negotiating security of tenure, benefiting 1,830 IDP households (60 per cent female headed).

Because of the lack of IDP data in Zimbabwe, CBP is also used to profile the IDPs and other vulnerable persons in the community and to identify the right responses to assist IDPs.

FOOD SECURITY IMPROVED

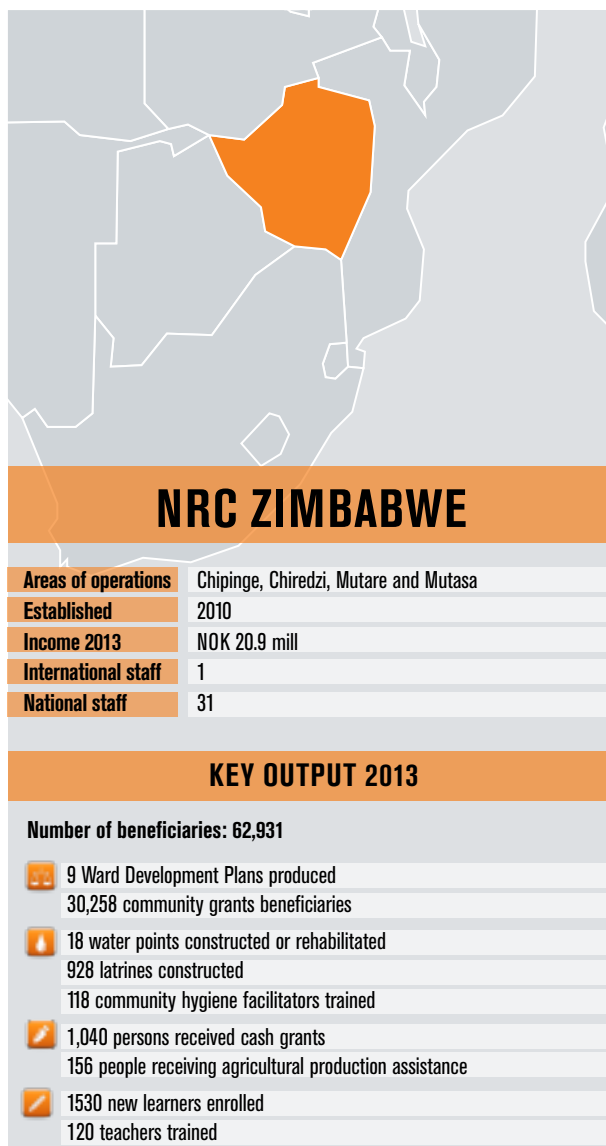
Food insecurity was identified in the CBP as the main problem affecting IDPs communities. Most IDP households struggle to meet the most basic food consumption needs.

NRC's projects of supporting households with low input gardens, granting conditional cash transfers for livelihood generation and providing training on relevant topics have brought in more cash to the households and increased food security, covered education and health costs and enabled women to build household assets.

NEW CORE COMPETENCE

In 2013 NRC introduced Water, Sanitation and Hygiene (WASH) as a new core competence in Zimbabwe.

Working with local authorities and communities on areas ranging from latrine construction to borehole drilling and health and hygiene education, NRC's WASH efforts considerably improved access to water and sanitation facilities and strengthened household hygiene practices in 2013.



ACCESS TO EDUCATION FOR CHILDREN AND YOUTH

Lack of quality education has led many children and youth to take on negative coping mechanisms. With local capacity-building as a focus, NRC Zimbabwe implemented a catch-up education project aimed at helping children of school age return to formal education, and a Youth Education Pack (YEP) project to equip youth too old to return to formal schooling with vocational and life skills. The YEP model gave tangible and positive results. NRC also trained a number of tutors.

THE WAY FORWARD: LEAVING IN PLACE DURABLE SOLUTIONS

Due to funding constraints the programme is entering an exit phase, likely by the end of 2014/early 2015. The approach will build on the demonstrated good practice of the above mentioned Core Competences.

The strengthened policy framework and NRC's strong emphasis on community level self-reliance and on local capacity-building means that NRC will be in a position to exit from Zimbabwe leaving in place durable solutions.



Ongoing reform process. Significant progress towards peace and stability has been made in Myanmar, yet the situation remains volatile. NRC Myanmar aims to contribute to longer term solutions whilst responding to ongoing conflict through emergency assistance. Photo: NRC/Pål Nesse

MYANMAR: PARTICIPATION OR EXCLUSION: MYANMAR'S STRUGGLE ON THE PATH TO PEACE

Myanmar has made significant progress towards ceasefire agreements and made a commitment to bring about reforms necessary for lasting peace. For these commitments to make an impact, it is essential that the reform process is transparent and inclusive and that the specific needs of communities affected by displacement are considered in all parts of the country.

Myanmar has a multi-ethnic population of an estimated 59.8 million people. Ongoing and unresolved conflict has impacted nine of the fourteen national territories, affecting a total of 8.4 million people. Nearly six decades of conflict have contributed to a current internal displacement figure of an estimated 649,000 people countrywide and an exodus of refugees to neighbouring countries.

Since the 2011-2012 reforms, the progress towards peace and stability has received increasing international recognition. Participation of a large number of Non-State

Actors (NSA) in the peace process is an indication of national recognition and support, specifically in the South East region of the country. While significant progress has been made, there are still concerns in relation to the participation of all parties to the conflict. The situation remains volatile and the number of IDPs affected by violence has grown by around 240,000 since the new government assumed power, largely due to new outbreaks of conflict in Kachin State and the growing anti-Muslim violence in Rakhine and other parts of the country.

Land-grabbing remains rife with dire economic and displacement consequences for those affected. Lasting solutions for conflict affected communities, and prevention of future conflict, will depend heavily on people's ability to access land, livelihoods and education as well as the free exercise of civil and political rights.

Due to the protracted nature of displacement and persistent humanitarian needs in all parts of the country NRC aims to contribute to longer term solutions for displaced communities, including assistance to communities that have hosted the displaced over several decades. At the same time, NRC aims to respond to ongoing conflict in the country through emergency assistance.

EMPOWERING COMMUNITIES

In 2013 NRC successfully led the launch of an innovative EU-funded consortium entitled the Southeast Infrastructure Rehabilitation Project (SIRP) in partnership with the Swiss Agency for Cooperation and Development, ActionAid Myanmar and a national community-based organisation, Knowledge and Dedication to Nation-building.

The SIRP project uses a community-led and social mobilisation approach that brings traditionally conflicting parties and divided communities together to produce village development plans. The plans define the protection and assistance needs of displacement affected communities and form the basis of the delivery of EU-funded services in seven sectors. Through the SIRP, NRC's core competences of Education, Shelter and ICLA will be linked under one project umbrella. SIRP has allowed NRC to gain consistent access to villages traditionally controlled by NSAs.

THE RIGHT TO LEGAL IDENTITY

Due to the protracted conflict in the southeast of Myanmar, large populations have lost or damaged their legal civil ID cards. Often they do not have access or capacity to obtain replacement documents or the mobility and financial means to apply for new documents. The Ministry of Immigration and Population (MoIP), the mandated governmental body tasked with issuing national ID cards, lacks technical capacity. Since June 2012, NRC has supported the technical capacity of MoIP to facilitate the issuance of identification documentation to target populations in the southeast of Myanmar. Since the project's inception, a total of 146,144 people have received their national ID card. The lack of civil documents prevents affected populations from exercising basic human rights such as the right to education, standing for elections, and eligibility for a Myanmar passport.

HELPING YOUTH RECOVER FROM CONFLICT

The protracted conflict in southeast Myanmar continues to sustain high levels of political, economic and social instability in the area, leaving the youth population in particular largely void of opportunity to improve their education and






NRC MYANMAR

Areas of operations	States: Shan, Kayah, Kayin, Mon Regions: Tanintharyi and Bago Region-East
Established	2008
Income 2013	30 million NOK
International staff	8
National staff	170
Deployed experts	13

KEY OUTPUT 2013

Number of beneficiaries: 79,079

-  303 housing units constructed or rehabilitated
-  56 classrooms constructed or rehabilitated
-  325 latrines constructed
-  1,449 persons receiving counselling services
-  32,001 persons receiving information services
-  400 new learners enrolled
-  34 teachers trained

livelihood situations. NRC's Vocational and Life skills Education (VLE) programme helps to address this gap by providing opportunities for youth to develop skills for livelihood, for example in dress-making, motorbike repair and food preservation, and for life, for example in peace-building, sanitation, human trafficking and drug awareness.

ADEQUATE LIVING CONDITIONS

Homes and community infrastructure have been lost due to the decades-long conflict in the southeast. Through NRC's interventions, new shelters and primary schools are being built. Women, children, the elderly, and the physically disadvantaged are prioritised for assistance by NRC. As such, they are sought out to be actively involved in project discussions on the design of their shelters, locations of latrines and primary schools as well as other topics of importance to them. Many women serve on construction teams as workers, in finance, and participate in the local production of building materials.



Mega-scale emergency. Syrian families fleeing with the few belongings they could carry. The number of Syrian refugees in neighbouring countries has reached 2.7 million. Photo: NRC/Christian Jepsen.

SYRIA: FROM BAD TO WORSE

The crisis in Syria is one of the most pressing humanitarian crises of our time. Millions are displaced and in need of humanitarian assistance, but access remains difficult. Political initiatives to end the conflict have so far been futile. Three years after the conflict began, there are signs of a regional crisis in which Syria is the epicentre.

By early 2014 there were an estimated 9.3 million people in need of humanitarian assistance inside Syria and 6.5 million internally displaced. Over 130,000 people have been killed since March 2011. The number of refugees in neighbouring countries has soared to around 2.7 million, an estimate that includes those registered and unregistered. The vast majority are in Lebanon, Jordan, Turkey and Iraq. Over 70,000 Palestinian refugees from Syria have also sought refuge in the region, 51,000 of them in Lebanon alone.

Access inside Syria has been extremely difficult with some areas remaining out of bounds for long periods of time - both for agencies operating from Damascus as well as those based in neighbouring countries. Some areas have been

besieged by the Syrian Armed Force (SAF) whereas others have been inaccessible due to opposition groups fighting each other. Lebanon, Jordan and Turkey increasingly started managing their borders after the summer of 2013, limiting access for those fleeing Syria, Palestinians in particular.

REGIONAL CRISIS

Region-wide, well over 70 per cent of Syrian refugees live outside of refugee camps, but inadequate protection monitoring and humanitarian outreach means that many of these people are not receiving the assistance they require. Health is a humanitarian concern, as the poliovirus and other diseases spread, the nutrition status of refugees deteriorates,

lack of adequate shelter persists and humanitarian access continues to be difficult.

2013 saw an escalation in fighting and spill-over to the countries neighbouring Syria, most notably to Lebanon where Hezbollah has been declared a target by two jihadist groups active in Syria. During 2013, bombs hit Beirut and Tripoli, and Lebanon's border areas are heavily affected by the ongoing fighting on the Syrian side. Political turbulence in Turkey, and sectarianism and violence in Iraq further add to the disconcerting regional environment. The overall picture increasingly displays the contours of a regional crisis with Syria as the epicentre.

COMPLEX POLITICAL LANDSCAPE

The political landscape of the civil war inside Syria has taken on great complexity comprising a plethora of ideologically diverse groups and shifting alliances. The way in which the Government of Syria relates to some of these groups is intricate. As state and non-state stakeholders have projected their influence in the country, the conflict exhibits links to past and present conflicts in the region. Examples of this can be seen in Islamic State in Iraq and the Levant's (ISIL) connection to Iraq, Hezbollah's military engagement on Syrian territory and certain Gulf countries' active support for various factions of the armed opposition.

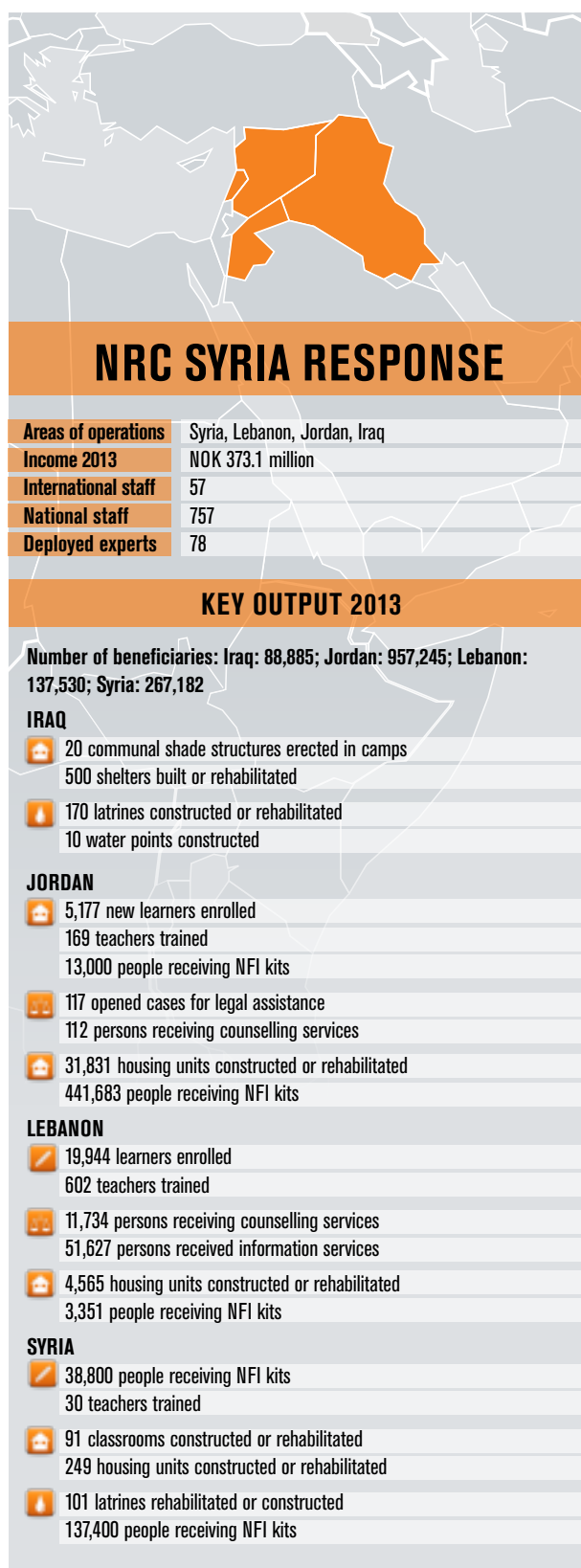
Although frontlines in Syria have fluctuated and there were strategic gains for both opposition groups and the SAF throughout 2013, the military imbalance has remained constant insofar as SAF controls the airspace. At the tail-end of the year, however, a growing tension between ISIL, other opposition groups and local population set the scene for large clashes in the North along the border with Turkey. Battles between Kurdish and Islamist armed groups have also occurred with some frequency in the latter half of 2013.

The National Coalition for Syrian Revolutionary and Opposition Forces has displayed internal disagreements between various internal factions, and is generally seen as having limited sway over armed groups on the ground in Syria. Armed groups' discontent and suspicion regarding being represented by the opposition abroad has been a lasting feature of the opposition politics. With the Geneva II conference the distance between the opposition and the Syrian Government was underlined as the former pushed the issue of transitional government, and the latter insisted on discussing terrorism.

EXPANDING PROGRAMME ACTIVITIES

NRC established operations in the Kurdistan Region of Iraq (KR-I) in late 2012, and has during 2013 established a strong WASH response in two of the bigger camps. NRC has also expanded to in-camp education, urban shelter and GBV. In addition, the country programme is looking to expand into ICLA on housing, land and property issues and civil documentation.

Urban shelter programming was started in Jordan in 2013, building on the 'unfinished houses methodology' that has been



spearheaded in Lebanon. This approach focuses on locating unfinished buildings that can be rehabilitated, and in turn used to house refugee families. This mitigates inflation by adding housing units to the market, and reduces tensions by including the host community's perspective in programming.

The information, counselling and legal aid (ICLA) programme in Jordan underpins NRC's shelter approach by

focusing on housing, land and property with a view to strengthen the refugees' security of tenure. Legal documents and mediation between landlords and refugees was used to mitigate forced evictions. The synergies between shelter and ICLA improved throughout 2013.

In 2013 the lack of education has been highlighted as a major gap in the regional crisis. This is especially acute in Lebanon where only one out of four children had a view to access quality education in 2014. Efforts must be exerted towards more community based approaches in informal settings that can provide education to a higher number of children. NRC has been active on all of these arenas.

SYRIA

Through direct implementation and partnering with several local relief actors, NRC has increasingly been able to deliver aid across the three governorates of Deir el-Zour, al-Raqqa and Aleppo despite the extremely volatile security environment. The total number of beneficiaries that NRC has assisted through the different interventions exceeds 165,000 individuals.

During 2013 NRC implemented shelter related services such as host family rehabilitation and camp upgrades, including light infrastructure and planning activities as well as emergency rehabilitation. In terms of distribution of NFIs, NRC delivered large quantities of winterisation kits and WASH NFIs. Water and sanitation facilities were set up or rehabilitated in several districts. NRC supported schools with rehabilitation, student and teacher kits, and manuals and training plans in districts of al-Raqqa and Aleppo. 32,000 children received a back to school kit in 2013.

JORDAN

Over 590,000 Syrian refugees have so far been identified in Jordan. While the daily influx of refugees has been up to 3,000 persons a day, approx. 350 refugees cross the border daily at the time of writing. In Zaatari camp, NRC estimates there to be approximately 85,000 refugees. Azraq refugee camp, in which NRC is responsible for establishing infrastructure, opened in late spring 2014. The vast majority of refugees continue to live in urban areas and depend upon the host community for assistance.

In 2013, NRC assisted over 250,000 beneficiaries in Jordan. NRC is the lead partner of UNHCR in providing camp set up activities in Zaatari camp, ensuring all new arrivals have immediate access to tents, mattresses and hygiene articles. NRC distributes core relief items to the entire camp population and has erected over 65,000 tents in Zaatari camp.

In the field of education, NRC is working with UNICEF to ensure that children in camps are able to access quality education in a secure, supportive environment. NRC is also providing programmes for youth, including vocational training, life-skills and awareness raising activities.

NRC has conducted training on education in emergencies

for key and higher-level education staff from the Jordanian Ministry of Education and a range of UN and NGO partners, providing enhanced capacity in dealing with the urgent educational needs of Syrian refugee children.

With the majority of refugees in Jordan living outside of camps, NRC is upgrading shelters currently unfit for habitation, in order to accommodate refugees staying with host communities. This programme provides income generating opportunities and substantial support incentives for host communities.

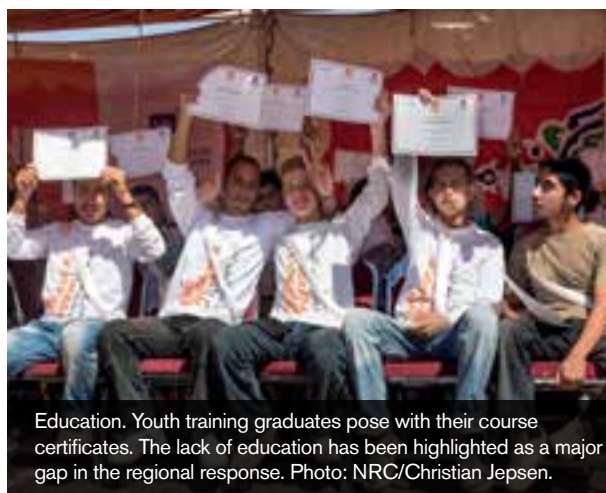
NRC is leading the processing of new arrivals, and provision of transitional shelters. To better protect the rights of Syrian refugees in Jordan and their access to information, NRC is conducting information, counselling and community support activities to refugees in urban settings.

LEBANON

With over 900,000 identified refugees, in addition to roughly 51,000 Palestinian refugees from Syria, acute pressure on refugee hosting communities has resulted in tension, suspicion and violence against refugees. Ongoing efforts to restrict aid to only the most vulnerable have resulted in some refugees with legitimate needs falling through, and large scale solutions for providing shelter and medium term assistance are still not in place. Despite the school year having already started, most Syrian children are not yet able to attend schools as the systems to support their inclusion in formal education are still under development.

In 2013, NRC assisted nearly 140,000 beneficiaries in Lebanon. Outside of tented settlements, NRC is the main provider of shelter solutions to refugees arriving in Lebanon from Syria, doing upgrades and rehabilitation to existing homes and buildings, "T-shelters", and delivering heating stoves, fuel coupons and other items to help host communities accommodate refugee families.

NRC is developing contingency plans to provide temporary shelter for large numbers of refugees in case of a mass influx. Following an influx of 20,000 refugees in November 2013, NRC led a rapid assessment and provided sealing off kits to families sheltering in unfinished buildings. NRC is increasingly providing shelter services in Palestinian refugee camps for new arrivals from Syria. NRC Community Centres and outreach ac-



Education. Youth training graduates pose with their course certificates. The lack of education has been highlighted as a major gap in the regional response. Photo: NRC/Christian Jepsen.



Iraq. Many children are living in Kawargosk camp in Iraq.
Photo: NRC/Christian Jepsen

tivities provide information and education services to refugees and the communities hosting them.

NRC's Information, Counselling and Legal Assistance programme is also providing immediate information and counselling.

NRC's Education programme supports the integration of Syrian refugee children into Lebanese public schools and is supporting UNRWA's education reform project in schools for Palestinian children. It also provides non-formal and psycho-social support opportunities for refugee children coming from Syria. NRC works closely with the Lebanese Ministry of Education and Higher Education, UNRWA, and other partners.

IRAQ

The Kurdistan Region of Iraq (KR-I) is currently hosting over 200,000 Syrian refugees. A massive influx experienced in the autumn of 2013 forced the creation of 9 new camps, "transit" sites, and informal camps to accommodate the new arrivals. Efforts are being made by NRC and other humanitarian actors to provide basic services to refugees living in urban areas. Funding remains a big challenge for the overall humanitarian response in KR-I and there continues to be an overall lack of political, technical and financial support to the regional Government. The situation is only set to worsen in 2014 coupled with a rapidly increasing number of IDPs across Iraq including in KR-I, as a result of ongoing and escalating violence.

By January 2014, NRC in KR-I had assisted some 80,000 beneficiaries through its Syria response. NRC is providing potable drinking water and sanitation facilities, as well as hygiene promotion activities to more than 72,000 Syrian refugees in Domiz and Kawargosk camps, and Kandala Transit camp. NRC is planning to expand its WASH interventions in camps to meet increasing, urgent demands. NRC is also increasing WASH activities at the border Kandala Transit camp, where all new Syrian refugee arrivals into Kurdistan get sheltered before being relocated to permanent camp locations.

To prepare vulnerable refugee households in urban and

peri-urban areas of Dohuk Governorate for winter, NRC partnered with UNHCR to provide vouchers and technical advice for shelter improvements. NRC will expand this project in 2014.

NRC has established community outreach centres in Kawargosk, Darashakran and Basirma camps. The centres function as activity and outreach hubs from where NRC works with groups at risk of gender-based violence (GBV) as well as provide direct response and case management for reported cases of GBV. In partnership with UN Women, a local organisation and the University of Salahuddin, NRC has undertaken a comprehensive assessment on the protection concerns of Syrian refugees in general, and women in particular, in KR-I.

NRC's education project in Kawargosk camp is working to ensure that up to 2,000 children have access to quality and protective education through technical capacity building, mentorship and quality monitoring in a school run by the Directorate of Education. Improvements have also been made to the school's learning and recreational facilities.

Winterisation activities include road improvements in camps, and distribution of heaters and winter clothes and other necessities for vulnerable individuals and women in the camps.

REGIONAL OFFICE ESTABLISHED

The experiences from NRC's Syria response thus far, together with the long-term scale and magnitude of the Syrian crisis, have prompted NRC to regionalise its response in the Middle East. In concrete terms this has meant setting up a regional office in Amman to which all country programmes in the region report. The regional office is in close proximity to the field, and its staff is routinely advising, training and gap-filling when needed in the country offices.

Country programmes will be driving forward thematic initiatives coordinated by the regional office that allow for programming and fund raising on specific dimensions of the crisis regionally. Palestinians in the Syrian crisis is one example of a dimension that has received less attention; refugees in urban out-of-camp settings is another dimension that could benefit from a regional perspective.



Regional response. The continuing influx of refugees into neighbouring countries has prompted NRC to regionalise its response in the Middle East. Photo: NRC/Christian Jepsen



Forgotten crisis. Ali Addeh refugee camp in Djibouti hosts around 17,000 refugees and 2,800 asylum seekers. Djibouti is a frequented migration route toward Yemen and beyond. Photo: NRC/Christian Jepsen.

HORN OF AFRICA AND YEMEN: MISSION EXPANSION FOR INCREASED RESPONSE

The Horn of Africa region has in recent years become increasingly geopolitically significant. While the Horn and surrounding nations face internal challenges, Somalia has been the regional epicentre sending political, security and humanitarian shockwaves through the region. The nexus of conflict, drought, displacement, food prices and economic collapse has destabilised the region and pushed large numbers of refugees across the border into Kenya, Ethiopia, and Djibouti and across the sea to Yemen.

However, since 2012, with the establishment of a federal government and the African Union Mission in Somalia, as well as territorial gains of the Kenya Defence Force and Ethiopian troops in South Central Somalia, the humanitarian and political situation is changing, impacting the regional dynamics. This is reflected in the relative increased stability in Somalia, which has resulted in some spontaneous returns of IDPs and refugees from neighbouring countries.

Regional displacement unrelated to the Somali crisis also remained a major concern in 2013, with Eritrean and Sudanese refugees in Ethiopia and internal displacement in Kenya. The significant escalation of conflict in South Sudan in late 2013 has resulted in large scale displacement. By year-end, over 700,000 people had been displaced internally and 124,000 had crossed the border into neighbouring Kenya, Ethiopia and Uganda. The numbers continue to increase.

EXPANDING PROGRAMME ACTIVITIES

In 2013, NRC expanded operations in Somaliland to Erigavo and to strategic return areas of Dhobley and Dolow within South and Central Somalia. NRC also began engagement in Djibouti and Eritrea, providing humanitarian assistance to vulnerable refugee households in Ali Addeh and Holl Holl camps and supporting quality education. Operations in Yemen established two satellite offices, one in Abyan in the south and another in Harradh in the north. In Ethiopia, field operations expanded in late 2013 to support South Sudanese refugees in Gambella.

New Core Competences were introduced throughout the region. ICLA started up in Puntland. In Yemen, Education, and Food Security were introduced. Major milestones were realised in the education sector in Ethiopia, where the YEP curriculum was endorsed by the government of Ethiopia in Somali Regional State and Tigray Region for consequent adoption by other education actors. Food Security and WASH were also introduced in Ethiopia.

STRATEGIC PARTNERSHIPS

In 2013, NRC made significant progress in building strategic partnerships with the African Union and the Intergovernmental Authority on Development (IGAD) to effectively respond to the humanitarian challenges in the region. Several country programmes also developed consortia with international and local organisations.

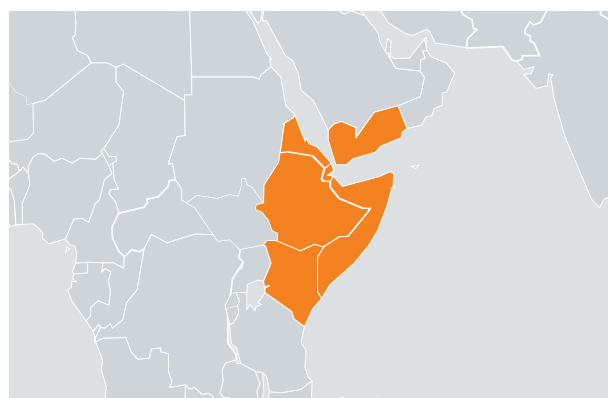
KENYA

Kenya continues to host a large number of refugees, the majority being of Somali origin. In 2013, 408,283 refugees were living in Dadaab and 122,556 in Kakuma. While the number of people living in Dadaab was reduced slightly due to returns to Somalia, the Kakuma camp saw a steady increase, exacerbated by the South Sudan crisis at the end of the year.

The facilities in the Kenyan camps are not sufficient to accommodate this huge number of refugees. Overcrowding has contributed to increased insecurity, further reducing access to camps, while the lack of suitable shelter has resulted in a rise in gender-based violence. The lack of water and hygiene facilities has caused a prevalence of water related diseases in the camps.

According to an assessment by the Danish Refugee Council in Dadaab, the main limitations to refugees' livelihood are the lack of capital and skills. Access to primary, secondary and vocational education opportunities remains poor. Out of school youth often take on negative habits and risk being lured into joining illegal gangs, including the Al-Shabaab.

As a response, NRC education programmes target both children and youth. 878 youth were enrolled in Youth Education Pack centres, while 1,100 children attended Accelerated Learning Programme classes. Through a partnership with Microsoft and Hewlett Packard, computers were distributed to primary and secondary schools. NRC also provided career guidance and counselling trainings for both



NRC HOA AND YEMEN

Areas of operations	Kenya, Somalia, Eritrea, Ethiopia, Djibouti, Yemen
Employees	550
Incentive staff	1,500
Income 2013	NOK 385.4 million
Deployed experts	23

KEY OUTPUT 2013

Number of beneficiaries: Ethiopia: 48,169; Kenya: 1,066,347; Somalia: 203,919; Yemen: 27,767

ETHIOPIA

- 1,180 new learners enrolled
- 150 teachers trained
- 6,418 housing units constructed or rehabilitated
- 624 latrines constructed or rehabilitated
- 700 people receiving hygiene promotion training

KENYA

- 4,109 new learners enrolled
- 32 teachers trained
- 324,227 people received food
- 10 classrooms constructed or rehabilitated
- 762 housing units constructed or rehabilitated
- 5,061 latrines constructed or rehabilitated
- 25,743 people receiving NFI kits

SOMALIA

- 12,660 new learners enrolled
- 750 teachers trained
- 12,811 people received cash or vouchers
- 8,964 people received income generating assistance
- 39 persons received counselling services
- 136 persons received information services
- 9,334 housing constructed or rehabilitated
- 83 classrooms constructed or rehabilitated
- 2,613 latrines constructed or rehabilitated
- 735 water points constructed or rehabilitated

YEMEN

- 300 new learners enrolled
- 33 teachers trained
- 9,065 people received cash or vouchers
- 6,272 people received income generating assistance
- 420 housing units constructed or rehabilitated
- 4,602 people received NFI kits
- 282 latrines constructed or rehabilitated
- 3,600 people receiving hygiene promotion training



Kakuma camp, Kenya. Refugees participate in production of mud bricks in Kakuma Refugee Camp. Photo: NRC/ Nashon Tado

the refugees and host community, and initiated partnerships with new implementing partners.

In partnership with the World Food Programme, NRC took the lead in managing the General Food Distribution to refugees in the new Ifo 2 camp in Dadaab. A food distribution point was established in Kambioos, reducing walking distances and benefiting women and children in particular.

NRC also provided WASH services to a total of 135,855 refugees. Finally, under the livelihood and environmental conservation programme in Kakuma, more than 1 million tree seedlings were distributed for planting, and firewood and energy saving stoves were distributed in order to reduce the negative impact on the environment.

YEMEN

Yemen is the poorest country in the Arab world and is ranked worst in the world in terms of gender equality. Many of the country's state services have collapsed and nearly 10 million people, half the population, do not have enough to eat. Conflicts and the strained political situation have led to increased displacement across the country, adding to an already wide gap in meeting humanitarian needs.

In 2013, the conflict in the north continued. More than 300,000 people, the majority being women and children, are displaced and insecurity continues to hinder return to their villages of origin. While 40,000 IDPs reside in the two formal tented camps in the area, the majority lives with families, in spontaneous settlements, or in public buildings.

In addition to the internal conflict, large numbers of people from the Horn of Africa region have crossed over to Yemen in search of safety, protection or better economic opportunities. At the end of 2013, the number of refugees in Yemen stood at 255,250. Key humanitarian challenges identified are inadequate shelter, insufficient sanitary facilities, limited knowledge of good hygiene practices and loss of livelihoods.

In 2013, NRC scaled up interventions to support returnees to Abyan. This included the establishment of a YEP centre

and interventions within livelihood and nutrition.

NRC's shelter activities benefited vulnerable households in urban areas as well as marginalised rural returnees. The shelter model introduced by NRC was developed and approved by the cluster as a standard unit for transitional shelter across Yemen.

NRC also contributed to the improvement of learning environments through the provision of educational materials to a number of schools. The quality of education was also improved through training and awareness raising targeting school principals, teachers and Father Mother Councils.

SOMALIA

Conflict and clan related insecurity in Somalia continued to drive displacement. It is estimated that 1.1 million people are displaced within Somalia. Despite some improvements in the overall security situation, armed conflict fuelled by militias and other groups remained a constant threat to humanitarian work in 2013.

Since 2004, NRC's programme has expanded from a small operation in Somaliland to large projects across Somalia. NRC has transformed to maintain its relevance, focusing on new operational approaches and access strategies, from humanitarian to early recovery, cross-border programming and working through consortium partnerships. In 2013, a total of 420,000 beneficiaries were assisted by NRC in Somalia.

Drought, conflict and rising global food prices have caused food insecurity across Somalia. According to UNOCHA 870,000 people are in crisis and unable to meet their basic food needs without assistance. IDPs are particularly vulnerable. In 2013, NRC Food Security programme supported 11,075 households. Projects covered small scale business, business skills training, conditional and unconditional cash transfer and farm based livelihood inputs. Vulnerable persons and households were prioritised.

Somalia has one of the world's weakest and most poorly funded education systems. According to UNICEF, only 4 out of 10 children are enrolled in school. Women are significantly underrepresented as pupils and teachers. In 2013, NRC addressed this disparity by enrolling 50 per cent female learners and hiring 50 per cent female teachers, and encouraging schools to have at least one woman in a leadership position.

26,259 learners were provided with access to education. Classrooms were constructed/rehabilitated, and textbooks and teachers' guides were distributed. In an innovative approach to building local capacities, NRC supported the recruitment and secondment of ten highly qualified technical advisers from the Somali Diaspora to the Directorate of Education to support the development of educational policies and strategies.

Only 29 per cent of the population in Somalia have access to clean water and only 39 per cent to safe sanitation. In 2013, NRC promoted regular access to water through the construction of water facilities and infrastructure.



Targeting girls. Secretary General Jan Egeland and Regional Director Hassan Khaire participating in a class in Somalia, a country where only 36 per cent of girls are enrolled in school. Photo: NRC/Christian Jepsen.

NRC shelter activities benefited 13,792 households in 2013. The design of the transitional and permanent shelters was developed with beneficiaries' participation. Finally, ICLA was introduced as the country programme's fifth core competence.

DJIBOUTI

Djibouti is a politically stable country in a region marred by recurrent conflicts. As a result, Djibouti is the main route for mixed migratory movement towards Yemen and beyond, and the situation in the Horn of Africa has compelled people to seek asylum in the country. However, despite more than 20 years of refugee presence in Djibouti, humanitarian actors have failed to provide adequate assistance to these groups.

The living conditions in the refugee camps are characterised by a lack of access to shelter, NFIs, and adequate sanitation. The lack of adequate family latrines poses a particular risk for women and girls, who are at risk of gender based assault and violence when using latrines at night.

In 2013, NRC started shelter and WASH activities targeting refugees and asylum seekers in Ali Addeh and Holl-Holl. NRC constructed latrines and distributed hygiene kits, shelter kits and non-food items. In addition, NRC assisted vulnerable families of the host community in Ali Addeh and Holl-Holl in order to improve relations between the refugees and the host community.

ETHIOPIA

At the end of 2013, Ethiopia hosted over 427,000 refugees. Arrivals from Eritrea remained high in 2013, leading to the opening of a new camp, Hitsats, in Shire. In late 2013, another camp was established in Assosa to accommodate the influx of South Sudanese refugees. The increase in arrivals has put pressure on basic service delivery in the refugee camps in Ethiopia and there are pressing humanitarian needs in shelter, education and water and sanitation.

In 2013, NRC assisted a total of 81,950 people in Ethiopia through education, food security, shelter and WASH projects. NRC is a key shelter actor in the country, and improved living

conditions by providing temporary, transitional and communal shelters for refugees and vulnerable host communities.

NRC aims to equip refugee and host community youth with vocational skills, life skills, literacy and numeracy under the Youth Education Pack (YEP) programme. In 2013, 979 youth graduated in YEP Centres with competency in various trade skills. NRC also provided education for refugee children.

A progressive handover plan regarding NRC's takeover of WASH activities from Oxfam GB in Hiloweyn Camp in 2014 has been formalised.

ERITREA

Eritrea is host to 4,861 refugees, the majority of whom are from Somalia, with the rest consisting of Ethiopians, Sudanese and South Sudanese. Eritrea faces significant challenges in provision of equitable access to education. Only 49.6 per cent of children of school age (7-11 years old) are enrolled in elementary schools. Most affected are people living in rural and remote areas, such as nomadic populations who constitute up to 30 per cent of the total population. The most pressing challenges are linked to weak infrastructure such as poor roads, lack of electricity and lack of proper housing.

NRC began its humanitarian operations in Eritrea in October 2013. In order to support quality education, an ambitious project was launched in 2013 to install solar power systems in 6 rural schools.

LESSONS LEARNED

Effective implementation of programmes requires clear understanding of the political and humanitarian context in the country in general and the target locations in particular. Local capacity building is important. Coordinated efforts with other organisations result in reduced costs, wider coverage, synergies and better programming. Moreover, NRC's sensitivity towards host communities has served to build peaceful co-existence amongst host and refugee communities.

Insight from Chile

NORCAP member Giovana Santillan, 35, deployed to Chile to support UNESCO's regional programme on education and disaster risk reduction in late 2011. During her 18-month mission, she engaged in many activities to enhance knowledge of tsunami preparedness among everyone from schoolchildren to national policymakers.

As part of a new UNESCO project, Giovana was tasked with strengthening tsunami early warning and preparedness systems in Chile, Ecuador, Colombia and Peru – four countries regularly affected by natural hazards – including earthquakes, storms, tsunamis, hurricanes and volcanic eruptions.

'This was the first time the UNESCO Santiago office engaged in a disaster risk-reduction project, so we basically had to start from scratch, by establishing relevant contacts and getting key actors involved in DRR in education on board,' Giovana explains. 'Even though the largest earthquake ever recorded – with a consequent tsunami – hit Chile in 1960, it was hard to convince some stakeholders about the need for education on tsunami preparedness. But another earthquake in 2010 and the tsunami that hit Chile after the 2011 earthquake in Japan served as eye-openers for those who initially had been sceptical about the project.'

Despite the somewhat slow start, Giovana's project accomplished a lot during her assignment. At the political level – and upon request from the Chilean National Bureau of Emergency – her project contributed to development of regional tsunami alert procedures in close cooperation with regional and national authorities. Her team also played an important role in the establishment of national coordination committees, aimed at strengthening cooperation between regional research institutes, risk management agencies and ministries of education.

Developing relevant educational materials was also an important part of Giovana's work, and together with her team, she wrote manuals on tsunami preparedness, which subsequently were incorporated into national school curricula in all four countries.

'It was really rewarding when the Chilean Ministry of Education decided to adopt our guide, "Tsunami Risk Education at Schools," into its official education package,' she says. 'And I was so happy when I learned that the ministry even won the South American Contest for Best Practice in Disaster Preparedness¹¹ largely because of it.'

(11) The contest was organised by the UN International Strategy for Disaster Reduction and the European Commission's Directorate-General for Humanitarian Aid and Civil Protection.



Teaching preparedness. NORCAP expert Giovana Santillan (middle) at a teacher workshop on disaster risk reduction at a school in Esmeraldas, Ecuador. Photo: UNESCO

05

**NRC
PUBLICATIONS**

NRC PUBLICATIONS

Through various publications, targeting both decision makers and the general public, NRC aims to raise awareness of conflicts and displacement situations, inform policy discussions and contribute to increased assistance to people in need.



Flyktningregnskapet

NRC has produced Flyktningregnskapet ("Refugee Accounts") annually since 2005, a comprehensive report that aims at raising awareness of the situation of refugees and internally displaced people.

The newest edition finds that 51.2 million people were displaced in 2013. This is the highest number registered since the massive displacements following the Second World War, and an increase of 6 million from the year before. Syria, the most dramatic displacement crisis in recent times, and Nigeria, where information on internally displaced is presented for the first time, are the main causes of the increase. In addition to country profiles on all major refugee producing and refugee receiving countries, the report has a special focus on neglected displacement situations, climate change and refugee protection, refugee routes to Europe and the protracted situation for Palestinian and Sahrawian refugees.

Flyktningregnskapet was launched on the World Refugee Day, 20 June 2014, and received record high media coverage.

Global Overview

"Global Overview" is IDMC's flagship annual report, documenting internal displacement worldwide. In 2013, at least 33.3 million were internally displaced.

Global Estimates

In 2013, IDMC also launched the report "Global Estimate", which estimates the number of displaced due to natural hazards. The report reveals that 32.4 million people were forced to flee their homes in 2012 by natural disasters.



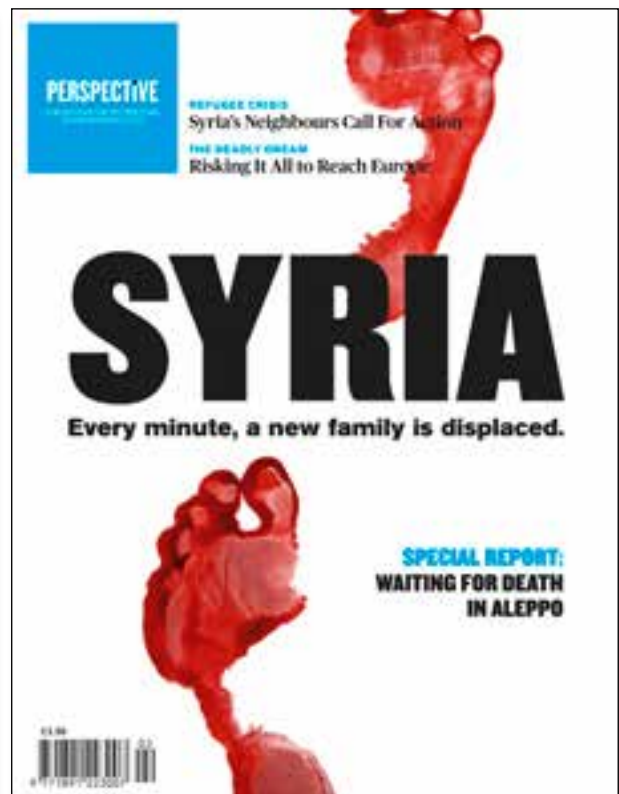
PERSPECTIVE

NRC publishes its own foreign affairs magazine *Perspective* in both English and Norwegian, as a response to reduced coverage of foreign affairs in traditional media. It is the first international foreign affairs magazine published by a Norwegian NGO.



Perspektiv

The first Norwegian *Perspektiv* was published early 2009. Today, the magazine has a circulation of 25,000 and is on sale in Narvesen. In addition to raising various topics related to displacement and conflict, the Norwegian edition is a contribution to advocacy work towards Norwegian decision-makers.



Perspective

The English-speaking magazine is on sale in more than 15 countries and available in the iPad App Store. It is also distributed in cooperation with UNHCR to their international network. NRC's ambition is to spark constructive discussions on topics ranging from the conflicts in Afghanistan and Somalia, to the political struggles in the Security Council or, quite simply, to stimulate ideas for improving the lot of millions of people suffering from the effects of today's humanitarian crises.

ANNUAL REPORTS

As an organisation with 4,000 employees and programme activities in over twenty countries, NRC's annual reports are an important part of highlighting some of the work we do for the world's displaced. It is an effort to strengthen NRC's visibility and accountability, both towards donors, partners, decision makers and the general public.



Annual Report 2014

The *Annual Report 2014* covers NRC's activities for the year 2013 and describes how NRC assisted a record 4.5 million people. The report details key facts, phases of displacement, core competences, cross-cutting issues, advocacy and examples of programme countries.



NORCAP: Annual Report 2013

This annual report outlines NORCAP's activities and key achievements in 2013. It describes the variety and volume of NORCAP's work and shows how the roster of 680 experts contributed to strengthening the United Nations (UN) agencies and other international operations during the past year.

OTHER PUBLICATIONS

In addition, NRC publishes a wide variety of reports on various thematic and geographic themes. Here are some highlights.

Life Can Change: Securing housing, land and property rights for displaced women

The report represents NRC's first reflection of both the challenges faced by displaced women and the positive results that can be achieved through legal assistance in a way that is sensitive to women's needs and contexts. The evidence base is drawn from six countries – Afghanistan, Ecuador, Lebanon, Liberia, Palestine (Gaza), and South Sudan.

Education in Emergencies: It is time to learn

A thematic report advocating the need for education in emergencies which was distributed as an insert in Perspective 4/13. Global funding for education was just 1.4 per cent in 2013, a far cry from the target of 4 per cent.

Occupied Country, Displaced People: Western Sahara

Half the people of Western Sahara have lived as refugees in Algeria since the former Spanish colony was invaded by Morocco in 1975. The report is an updated version of a report with the same title released in 2008, published for distribution in the UN and EU systems.

Still at risk: The forced eviction of displaced people in urban Afghanistan

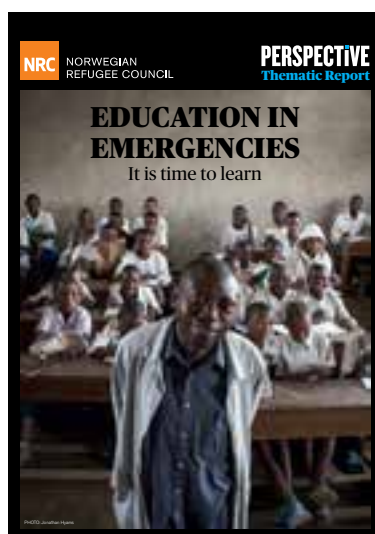
In a report launched by IDMC, the issue of the growing numbers of displaced people who seek refuge in Afghan cities is explored, exposing their particular vulnerability to illegal forced evictions. It further highlights how Afghanistan's newly adopted national IDP policy could, if properly implemented, end these abuses.

Tools for the job: Supporting Principled Humanitarian Action

The report, co-published with the Overseas Development Institute's Humanitarian Policy Group (HPG), analyses some of the challenges to principled humanitarian action from the perspectives of NGOs and donors. It examines hurdles and opportunities that humanitarian organisations face when trying to adhere to the principles of humanity, impartiality, independence and neutrality, especially in terms of funding.

Horn of African and Yemen: Annual Report 2013

NRC's regional programme in the Horn of Africa and Yemen produced its own annual report, highlighting activities in 2013. The programme has expanded significantly over the past seven years and now conducts large-scale operations in six countries with 25 field offices.





South Sudan. People displaced from Bor further up the river Nile arrive at the Minkamman refugee site by boat. NRC distributes relief items and is involved with education in Minkamman. Photo: NRC/Christian Jepsen

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