



Inter-Agency  
Coordination  
Turkey



# 2020 OUTCOME MONITORING REPORT

## 3RP TURKEY CHAPTER 2020

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## SUMMARY

The Turkey chapter of the 2020 Regional Refugee and Resilience Plan (3RP) is built on three strategic objectives, which forms the guiding strategy to the work undertaken within the 3RP's six sectors (namely, Protection; Education; Basic Needs; Health; Food Security and Agriculture; and Livelihoods). The three strategic objectives of Turkey's 3RP are:

1. Contribute to the protection of Syrians under temporary protection;
2. Support inclusion into national systems; and,
3. Promote harmonization, self-reliance, and durable solutions.

This report provides an analysis of the results 3RP partners have achieved in 2020, in line with these strategic goals. This analysis is based on inputs from the relevant 3RP sectors against the different inter-sectoral outcomes. It also capitalizes on regular cross-sectoral meetings and analysis to monitor collective achievements on issues of strategic importance, such as social cohesion, support to public institutions, Prevention and Sexual Exploitation and Abuse (PSEA), and Accountability to Affected Population (AAP).

In 2020, the 3RP had 32 reporting partners, including 10 UN agencies, and 22 I/NGOs. The 3RP partners were successful in mobilizing USD 695 million raised against the 2020-2021 financial requirements. This represents 53 percent of the total requirements of USD 1.30 billion for 2020, including an ad-hoc COVID-19 appeal (USD 127 M). The refugee component of the plan received nearly 79 percent of its requirements in 2020, compared with 35 percent for the resilience component. The ad-hoc COVID-19 appeal which was launched in May 2020 with a total ask of USD 127 M, received 19 percent of its requested funding by the end of 2020.

Despite this challenging funding situation, 3RP partners recorded significant progress across a wide range of interventions in support of the Government of Turkey's response, especially in the face of escalating needs and evolving response requirements caused by the COVID-19 pandemic.

Key achievements in 2020 include:

- In 2020 the sectors collectively reached over 700,000 individuals (a 27% increase from 2019) - of whom 51 percent is men and 49 percent is women, with information on rights, entitlements, services, and assistance, especially in relation to changes in available services and COVID-19 measures which were applicable to refugee communities as well.
- The provision of actual protection services or referrals has been particularly challenging. GBV partners observed an evident decrease in individuals who could access GBV specific response services, with a two third (67%) decrease compared to the previous year: 10,306 survivors (76% of whom were women and girls) were provided with GBV specific response services. Partners also facilitated the identification and referral of 62,000 children to protection services, remaining at a similar level compared with 2019 despite huge service delivery challenges caused by COVID-19.
- More than 80,000 children benefitted from psycho-social support programmes delivered by the 3RP partners, including both one-off and structured individual, group, and family counselling services to improve their wellbeing and resilience.
- Available primary health services supported by 3RP partners have consistently scored highly in perception surveys on both accessibility and satisfaction. While health partners noticed a marked decrease in primary healthcare consultations for all services due to the pandemic, critical services such as routine vaccinations were not impacted, notably for refugee children.

- More than 768,000 Syrian children under temporary protection were enrolled in Turkish public schools<sup>1</sup> and nearly 90,000 children have been participating in formal and non-formal education, with 50 percent female and male divide for children reached in both groups.
- More than 90,000 children participating in formal and non-formal education received supplementary materials (including recreational kits and learning materials such as stationary) to ensure the continuation of their learning and 671,343 vulnerable children (a 19 percent increase in comparison to December 2019) were supported through the Conditional Cash Transfer for Education (CCTE) program, with a 50 percent female and male divide.
- While the overall support of 3RP partners to municipal services and infrastructures remained in line with support provided in previous years, partners were able to respond to a third of new COVID-19 related requests for support from municipalities, including in-kind assistance as well as project management and planning support to respond to the negative socio-economic impacts of the pandemic.
- Over 1.55 million individuals were reached with hygiene and sanitary items (49 percent of which were female), and 2 million individuals benefited from cash transfers (51 percent of which were female).
- 7,954 individuals benefitted from increased income through job placement and self-employment, in line with the results achieved in 2019, as results of efforts from livelihoods and food security and agriculture partners during the pandemic. 84 percent of these individuals reached were male.
- 500 Syrian and Turkish businesses have been supported through grants, coaching and mentoring programmes, including 150 businesses supported specifically on digitalization in response to COVID-19.
- 95,000 individuals, of whom 53 percent were women and girls, participated in social cohesion-related events when conditions allowed, with 98 institutions supported to organize such interventions. 31,663 persons also benefitted from Turkish language courses, assisting their engagement with the host community, including through online and blended learning modalities.

This report details the contributions of 3RP partners made to the achievements mentioned above, within the extraordinary circumstances caused by the COVID-19 pandemic context. In 2021, the response will continue expanding its support to the Government of Turkey across these stated priority areas, with a particular effort to strengthen linkages between the 3RP Basic Needs and Protection sectors on the one hand, and Livelihoods and Food Security and Agriculture Sectors on the other, to support the transition of some beneficiaries from cash assistance to self-reliance. The 3RP will continue its emphasis on strengthening the gender responsiveness of actions in Turkey, ensuring services and support are equally benefitting women, men, boys and girls of all ages and minority groups, in line with the SDG commitment on leaving no one behind.

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<sup>1</sup> MoNE data (as of November 2020), Gross Enrollment Rate noting that the number of boys and girls enrolled is nearly equal (Girls:65.9%; Boys:62.7%).

## BACKGROUND

As the Syria crisis becomes increasingly protracted, national responses in neighbouring countries, including Turkey, are also adopting longer-term objectives and timeframes, and implementing more complex programmes to address the scale and complexity of the needs. 3RP partners in Turkey have continued to provide both humanitarian and resilience support to the refugee response, in a context in which the strong Government leadership of the response has focused on including refugees in national and local systems in line with both the Global Compact on Refugees and the Sustainable Development Goals.

In this light, 3RP partners have focused their support on public systems and institutions, through which refugees access essential services and information. This support has continued throughout the COVID-19 pandemic, during which rapidly changing availability of service provision as well as increasing needs, required adapted methods of service delivery and provision of complementary services. It is a testament to the relevance of the 3RP as a strategic, coordination and fundraising tool that it could adapt to the unforeseen changes brought about by the pandemic. Such adaptability and support would not have been possible without the Government's leadership and the inclusive policies that underpin the response in Turkey.

This focus on support to and through public systems required 3RP partners to strengthen their existing monitoring and evaluation (M&E) systems and mechanisms to better monitor and evaluate the results of their support, especially under this rapidly evolving context which generates exacerbated needs. The overall process to date and the importance of tracking and monitoring collective results has led 3RP partners to look beyond tracking activities and their immediate outputs, and instead undertake outcome and impact measurement. This approach is in line with the concept of 'collective outcomes' prescribed by the New Way of Working to operationalize the humanitarian-development nexus.

Therefore, an inter-sectoral M&E framework was designed in 2018 for the 3RP in Turkey in order to better report on outcome-level results and the collective impact of the support provided to the Government, refugees and host communities. The development of an inter-sectoral framework also stemmed from the fact that needs and responses are increasingly inter-sectoral, particularly concerning protection and self-reliance.

In 2020, the strategic objectives of the 3RP remained the same as the previous year, reflecting how the different sectors and outcomes complement each other. The strategic objectives take into account the evolution of the international funding landscape in Turkey, as most of the programmes related to cash assistance, socio-economic support, and municipal services are implemented by actors operating outside the funding platform of the 3RP. Also considering the unexpected impact of the pandemic and evolving circumstances, the 3RP plan for 2020, including the main appeal priorities in line with the strategic objectives, were reviewed in May 2020, through a COVID-19 specific appeal exercise.

As such, the three strategic objectives for the 3RP 2020 were as follows:

- **Strategic Objective # 1: Contribute to the protection of Syrians under temporary protection and international protection applicants and status holders**  
Supporting national protection systems and offering complementary and temporary services where Syrians under temporary protection are unable to access national systems.
- **Strategic Objective # 2: Support inclusion into national systems**  
Supporting national systems and access to services for the benefit of both refugees and host communities, and offering complementary and temporary services where population numbers result in stretched services.

- **Strategic Objective # 3: Promote harmonization, self-reliance, and durable solutions**  
Promoting harmonization and social cohesion, among others through the promotion of self-reliance, removal of barriers to self-reliance, and active participation at the community level.

The M&E framework demonstrates the contribution of the sectors to these objectives by outlining ten inter-sectoral outcomes linked to the outputs of the respective sectors, each with their respective baselines, targets and indicators. The M&E framework and this report are also a demonstration of the commitment by 3RP partners to accountability and transparency.

This report is based on inputs from respective sectors against the different inter-sectoral outcomes, and on cross-sectoral discussions to better articulate collective achievements. It is the third such annual monitoring report for the 3RP, following the publication of similar reports in 2018 and 2019.<sup>2</sup> Most of the data used for this report comes from the online ActivityInfo Database in which partners report implementation on a monthly basis. Reporting is done through jointly identified output indicators in each of the sectors. Outcome level analysis is based on available studies from 3RP partners or other stakeholders outside of the 3RP, including the Inter-Agency Protection Needs Assessment and the Syrians Barometer.

It should be noted, however, that some limitations remain in terms of the information collection necessary to analyse the *impact* of the support provided by 3RP partners on a yearly basis. As such, progress outlined below is, in some instances, based on an analysis of progress against targets at output levels rather than on comprehensive evidence of changes in the situation itself. Each section, therefore, looks into possible steps for moving towards a stronger, more comprehensive, impact analysis in 2021 and beyond.

## Context

Turkey continues to host the largest refugee population in the world, with over 98 percent of refugees living in urban and rural areas across Turkey's 81 provinces. In 2020, the number of Syrians under temporary protection passed 3.6 million, almost half of whom were children<sup>3</sup> and 46 percent of whom were women and girls. In addition, Turkey hosts approximately 320,000 international protection applicants and status holders from other countries. The Law on Foreigners and International Protection, and the Temporary Protection Regulation, continue to provide a strong legal framework for the legal stay, registration, documentation and access to rights and services for foreigners in Turkey. The Directorate General of Migration Management (DGMM), key line ministries, and provincial and local authorities, in particular municipalities, continued to provide protection and assistance to refugees in 2020 as in previous years.

In 2020 the Government of Turkey had to rapidly mobilize a national health response to the COVID-19 pandemic, which also had profound and far-reaching socio-economic consequences on already vulnerable groups including refugees, as well as public institutions. The pandemic negatively impacted opportunities for durable solutions and caused a dramatic loss of livelihoods and income for refugees and host communities alike, with a significant majority of 76 percent of respondents in the Protection Needs Assessment stating that their working status or conditions have negative changed during the

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<sup>2</sup> 3RP Inter-Agency, 2018 Outcome Monitoring Report, 3RP Turkey Chapter 2018 (June 2019). Available at: <https://data2.unhcr.org/en/documents/details/70022> & <https://data2.unhcr.org/en/documents/details/78975>

<sup>3</sup> According to disaggregated figures provided by DGMM, current number of Syrians under temporary protection include 864,862 women, 1,067,352 men, 810,379 girls, and 884,141 boys. <https://en.goc.gov.tr/temporary-protection27> (23.10.2020)

pandemic.<sup>4</sup> This was compounded by a lack of savings, causing households to struggle to meet the costs of basic needs such as food, rent, hygiene and other daily expenses. The situation was particularly difficult for female headed households, as covering monthly expenses is a challenge for a greater percentage of female headed households (39%), as opposed to male headed households (34%).<sup>5</sup> In the face of heightened needs, important progress was achieved in a number of protection and resilience-orientated areas that helped mitigate the impact of the pandemic on refugees, host communities and public institutions. The impact on social cohesion remains to be seen, as the impact of COVID might have exacerbated potential sources of tensions, while implementation of dialogue and interaction activities has been difficult due to restrictions.

The social-economic impact of COVID-19 has affected many economic sectors that used to employ refugees. The economic downturn caused by the pandemic has hit the private sector hard, including Syrian-run small and medium enterprises that employed both Syrian and Turkish employees. With refugees mostly depending on informal and temporary work, the full impact of the pandemic on livelihoods has been impossible to quantify, yet assessments<sup>6</sup> indicate that the sudden and unexpected loss or reduction in incomes and livelihoods have been devastating.

Before COVID-19, 71 percent of households were unable to access skilled or reliable work, while the employment situation within the host community was also challenging, with a national unemployment rate of 13.9 percent and the rate of youth unemployment reaching 27.1 percent.<sup>7</sup> During the pandemic period, up to 80 percent of refugee households reported a negative change in employment and income status. This has resulted in half of the refugee families struggling to meet the cost of basic needs such as accommodation, food, hygiene and other daily expenses. At least 1.8 million Syrians under temporary protection, international protection applicants and status holders are living under the poverty line in Turkey, including 280,000 living in extreme poverty<sup>8</sup>, in turn leading to an increase in resorting to negative coping mechanisms. Increased unemployment and heightened anxiety might also impact social cohesion, as there were indications of rising social tensions even before the pandemic despite the Government's commendable efforts to promote social cohesion.

In addition to increasing unemployment, rising costs of living such as increased consumer prices, costs for housing, utilities and food have negatively affected vulnerable households and their ability to meet their basic needs, including decent housing, hygiene items, utilities and food. Many Syrian households still live in substandard shelters. Recent assessments<sup>9</sup> underscore the high vulnerability of female headed households and show how women are far more dependent than men on assistance. Poverty and high dependence on emergency assistance observed with COVID-19, also leads to food insecurity and malnutrition, with children in households headed by women consuming fewer meals than those in households headed by men.

The COVID-19 pandemic has increased vulnerabilities and needs amongst refugees in Turkey whilst reducing the availability of services. Many public services, already stretched due to the high level of

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<sup>4</sup> Inter-Agency Protection Needs Assessment, Round 2

<sup>5</sup> Inter-Agency Protection Needs Assessment, Round 2

<sup>6</sup> Inter-Agency Protection Needs Assessment, Rounds 1, 2 and 3 (June, September 2020 and January 2021); IFRC-TRC Report on Impact of COVID-19 on Refugee Populations Benefitting From the Emergency Social Safety Net (ESSN) Programme (May 2020); DRC Report on COVID-19 Impact on Refugees in South East Turkey (May 2020); ASAM Report on Sectoral Analysis of the Impacts of COVID-19 Pandemic on Refugees Living in Turkey (May 2020)

<sup>7</sup> Turkey's Refugee Resilience: Expanding and Improving Solutions for the Economic Inclusion of Syrians in Turkey, <https://www.tr.undp.org/content/turkey/en/home/library/corporatereports/Turkey-s-Refugee-Resilience.html>

<sup>8</sup> Number of Households below the World Bank moderate and extreme poverty lines as per the Comprehensive Vulnerability Monitoring Exercise (CVME) Round 5, June 2020, WFP Country Office

<sup>9</sup> Comprehensive Vulnerability Monitoring Exercise published by WFP in January 2020

demand posed by the increased population, had to be paused or reduced to slow the spread of the virus. And, while service providers have gone to great lengths to adapt service delivery, including for example using online and virtual delivery, many refugee households lack the financial, linguistic or technological means to adapt and have been negatively impacted in their ability to access services and continue education or vocational training. Social assistance schemes like the Emergency Social Safety Net (ESSN) and Social Assistance and Solidarity Foundations (SASF) provided a lifeline for hundreds of thousands of refugees, but the number of vulnerable households grew in 2020, requiring emergency and one-off cash support to help reduce the short-term impacts of the pandemic.

People with specific needs, particularly women and children at risk, were hardest hit by the COVID-19 pandemic. Stress has increased significantly amongst refugees due to the pandemic, exacerbating mental health issues, heightening the level of anxiety felt by women, men, girls and boys and requiring greater psychosocial support. Linked to increased stress, assessments have noted increasing conflict between household members as well as domestic violence.<sup>10</sup> In addition, with the overall increase in socio-economic vulnerabilities, the disruption of daily routines and increased pressure on parents, child protection risks were at risk of increasing; including the risk of families resorting to negative coping mechanisms, such as child labour particularly affecting boys and the exposure, predominantly of girls, to child, early and forced marriages.<sup>11</sup> Identifying people in need has become harder due to COVID-19 restrictions on community outreach and reduced in-person services, further exacerbating the challenge of providing adequate support to vulnerable households and individuals.

The Ministry of Family, Labour and Social Services (MoFLSS)<sup>12</sup>, continued to respond to identified needs and strengthened its capacity to undertake outreach and manage protection cases, including specialized services. While public institutions continued to respond to emergency needs, 3RP partners increased support for phone and on-line services to provide multi-faceted support to women, children and other individuals in situations of vulnerability. 3RP partners engaged in adapting the delivery of services, support and assistance to ensure continuity given the situation of confinement; in identifying priority needs of women and men, girls and boys, communities and institutions impacted by the pandemic; and in developing new activities to respond to additional needs triggered by the pandemic.

The COVID-19 pandemic dramatically increased the demand for healthcare related to infection prevention and control, while reducing the availability of services for other health problems and routine health services. The Government granted refugees free access to protective equipment, tests and medication for COVID-19 irrespective of whether they have social security but concerns about health insurance and costs combined with a lack of awareness about available services negatively impacted many persons under temporary and international protection from accessing available health services. Especially lack of information regarding pregnancy follow-ups, childhood vaccinations, and chronic diseases caused serious health problems. Furthermore, lives of mothers and babies were put in risk due to home births as a result of insufficient information on antenatal, prenatal and postpartum care.<sup>13</sup>

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<sup>10</sup> Protection Sector COVID-19 Rapid Needs Assessment (RNA) Round 2 (September 2020) which was conducted through representative sampling with 1,039 individuals (majority being Syrian nationals) across Turkey.

<sup>11</sup> UN Turkey COVID-19 Socio-Economic Impact Report (2020)

<sup>12</sup> The Ministry of Family and Social Services as of 21 April 2021, however will be referred to as MoFLSS for the rest of the report as its coverage concerns the period between 2020-21

<sup>13</sup> Şevkat Bahar Özvarış, İlker Kayı, Deniz Mardin, Sibel Sakarya, Abdulkarim Ekzayez, Kristen Meagher, Preeti Patel, COVID-19 barriers and response strategies for refugees and undocumented migrants in Turkey, *Journal of Migration and Health*, Volumes 1–2, 2020, <https://doi.org/10.1016/j.jmh.2020.100012>.



In the Education sector, the Ministry of National Education (MoNE) continued to promote the inclusion of refugee children in the national education system. As of the start of the 2020/21 school year, more than 768,000 Syrian children under temporary protection were enrolled in Turkish public schools<sup>14</sup> and over 33,000 students were attending tertiary education. However, the move to distance learning and remote service provision in education exacerbated inequalities and created additional barriers for many households. No access to the internet or a television in some families resulted in reversed learning gains and loss of learning for vulnerable children. It is also important to note that more than 428,000 school-aged refugee children remained out-of-school and did not have any access to education opportunities. Out of school children also include working children, those with disabilities and those experiencing other protection risks. They are one of the most vulnerable groups in Turkey, facing multiple child protection risks, including psychosocial distress, child labour, child marriage and other forms of exploitation and abuse. In addition to the discontinuation of face-to-face learning and a lack of interaction with schools, worsening socio-economic factors due to COVID-19 have made school enrolment and retention harder for some children. The Conditional Cash Transfer for Education (CCTE) programme, the provision of subsidized school transportation and other complementary services such as the provision of dorms have helped mitigate some of these socio-economic barriers.

With more than 98 percent of Syrians under temporary protection residing in host communities, municipalities are among the primary responders in coping with the population increase and the pandemic. Four provinces in the Southeast region of Turkey host over 1.4 million Syrians under temporary protection, representing a 20 percent increase in the population.<sup>15</sup> A study<sup>16</sup> by the Union of Municipalities of Turkey confirms the important fiscal implications of hosting Syrians under temporary protection for municipalities, and the increasing need for support in terms of services and infrastructure.

Despite the increased burden of responding to COVID-19, Turkey has continued to provide Syrians under temporary protection, international protection applicants and status holders with access to services in national systems. Turkey's strong legal and policy framework for temporary and international protection forms the basis of the inclusive approach pursued through the response. This framework provides for protection procedures such as registration and, with it, access to rights and services at national, provincial and local levels in health, education and social services. In addition, the legal framework allows foreigners seeking asylum in Turkey access to formal employment opportunities through work permits and includes the concept of harmonization introduced to strengthen social inclusion, promote self-reliance and allow for host community members and foreigners including persons under temporary and international protection to live in harmony. Local authorities including municipalities and Provincial Administrations also play a vital role in hosting refugees and complementing the important services provided by line ministries and provincial directorates, by helping identify and tackle social barriers through inclusive policies and services.

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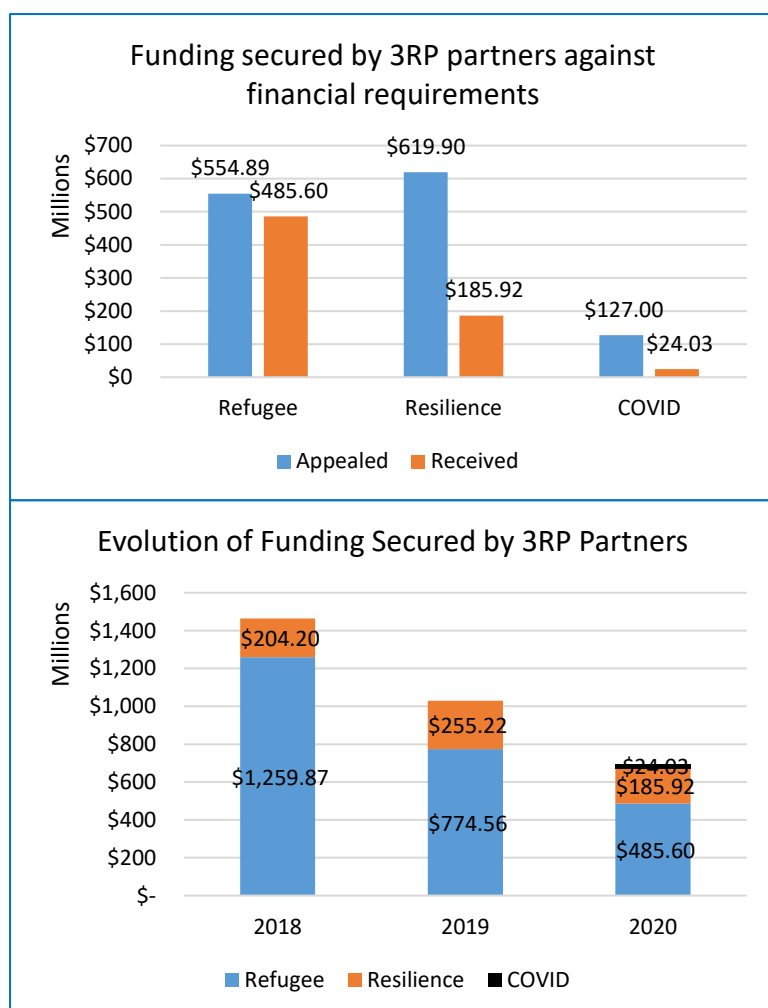
<sup>14</sup> MoNE data (as of November 2020), Gross Enrollment Rate noting that the number of boys and girls enrolled is nearly equal.

<sup>15</sup> According to Temporary Protection statistics by the Directorate General of Migration Management, Kilis, Hatay, Gaziantep, and Şanlıurfa host the highest percentage of Syrians under temporary protection in Turkey.

<sup>16</sup> Union of Municipalities of Turkey, Syrian Refugees and Municipalities in Turkey, a Financial Impact Analysis, March 2019.

## HIGHLIGHTS

### Funding analysis



3RP partners were able to mobilize substantively less funding in 2020 than in previous years, both in absolute terms and in proportion to its initial financial requirements. While part of this is explained by recent funding allocation decisions, and notably the fact that the ESSN was only included in the 3RP for the first quarter of 2020, the overall drop in funding, particularly of the resilience component, undermines the ability of 3RP partners to continue building on the results achieved so far in strengthening the capacity of households, communities and institutions. This limited funding comes as for the first time, the financial requirement for resilience was higher than for the refugee component in 2020. The breakdown of funding shows that the bulk of resilience funding is concentrated in the Education (USD 88m secured) and Livelihoods (USD 62m secured) sectors. While this is a positive sign as these sectors are critical to developing

capacities of individuals (especially children) and households for self-reliance, it means that the integrated nature of the 3RP was less visible in other sectors.

In addition, while the refugee component of the response has successfully mobilized substantive resources, the limited success from partners in mobilizing additional funding for the COVID-19 response, which was overwhelmingly financed through repositioning of existing programming, constitutes ground for additional concern as the vulnerabilities and resulting need for humanitarian assistance have drastically increased because of the pandemic.

### 3RP donors

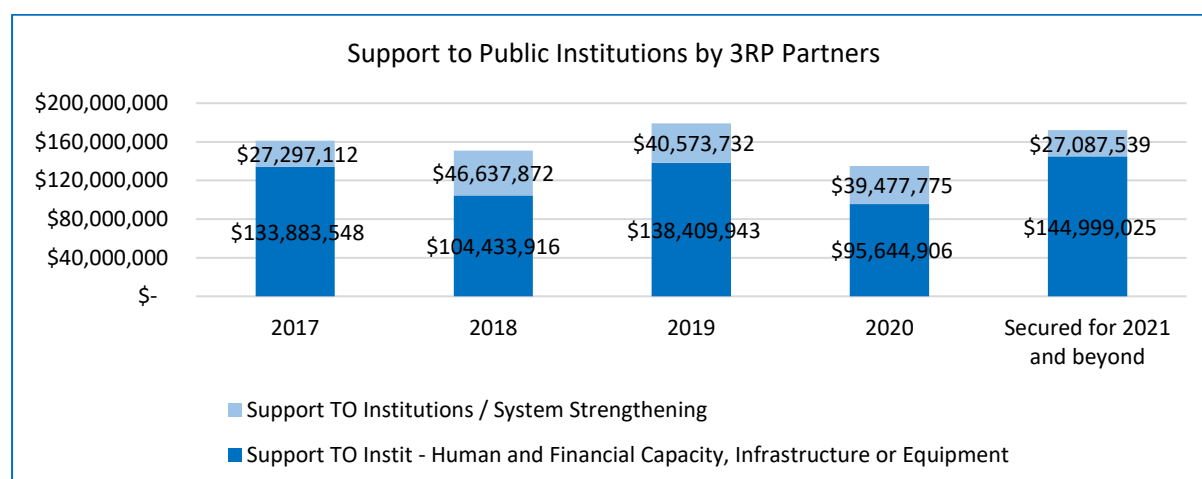
The following donors generously supported the 3RP in 2020: Canada, Denmark, European Union, France Germany, Ireland, Italy, Japan, Kuwait, Luxembourg, Malta, Netherlands, Norway, Poland, Qatar, Republic of Korea, Saudi Arabia, Sweden, Switzerland, United Kingdom, and USA as well as donors from the Private Sector. Details of the funding of the 3RP is available at: <https://data2.unhcr.org/en/documents/details/84374>

## Achievements and Challenges

The challenging context for both the refugee and resilience response in Turkey, has been compounded by the impact of the COVID-19 pandemic and the decrease of funding for 3RP partners highlighted above.

Despite these challenges, partners were able to capitalize on the progress achieved in previous years and make the most of the collective and integrated response implemented through the 3RP platform to continue achieving positive results in support of the capacity of individuals, households, communities, public institutions and the private sector to cope, absorb, and transform from the impact of the Syrian conflict in Turkey.

The overall progress of the response is captured by the continuous support provided by 3RP partners to the various Government of Turkey institutions in order to strengthen the capacity of national systems to provide support and assistance to refugees and host communities alike. The Public Institutions Support Tracking exercise conducted amongst 3RP partners since 2017 shows that after substantial investments in previous years, the provision of tangible capacity (infrastructure, equipment, staffing support) to public institutions decreased in 2020. However, the level of efforts to strengthen institutional systems (training and technical support) remained stable in 2020. The tracking exercise also confirms that this **support to public institutions** will increase again in 2021 despite the fact that most of the international support to Turkey will now be channelled outside of the 3RP structure.



*Financial value of the support provided by 3RP partners to public institutions across sectors – data collected from partners in Q1 2021 on support provided in 2020 and funding secured for 2021 and beyond.*

The work of 3RP partners to support and complement the Government of Turkey's response has not only strengthened national systems but also directly contributed to supporting refugees and host communities across the three strategic objectives of the 3RP.

Under the first 3RP objective to contribute to the protection of Syrians under temporary protection, data updates, including registration of new-borns and recording of changes in family composition, continued to take place for approximately 900,000 Syrians under temporary protection. As part of its efforts to support the national asylum system, 3RP partners continued their cooperation with DGMM on the existing online appointment system, which significantly improved orderly access to PDMMs during the pandemic.

3RP partners continued working on increasing the awareness of refugees on rights and services throughout the COVID-19 pandemic – a period during which timely and accurate information became life-saving. This happened as Turkey’s public institutions regularly announced changes in available services and rapidly changing COVID-19 measures were applicable to refugee communities as well. In this regard, one of the main activities 3RP partners engaged in throughout 2020 was **information dissemination**. This is also reflected in the overachievement against all information related indicators and respective targets, which demonstrates the ability of 3RP partners to adapt and scale up efforts to ensure refugees’ continued access to information on risk mitigation, prevention and response services provided through public institutions and sector partners.

In 2020, 3RP partners reached over 700,000 individuals, overachieving the target by 67%. Compared to 2019, this represents a 27% increase in the number of individuals reached with information campaigns and awareness raising on rights, entitlements, services, and assistance. The outreach to individuals via community-based initiatives with Gender Based Violence (GBV) related information campaigns and activities in general observed a sharp increase both compared to 2019 and exceeding the 2020 targets with 77%, reaching 165,502 individuals in 2020.

This increase in beneficiary awareness and information levels was key for partners to be able to provide adequate **protection services**. Overall, sector partners reached only 68% of the 2020 target on individuals benefitting from protection services, as in-person approach to service delivery outlets inevitably decreased due to COVID-19. However, there was a significant increase, particularly by social service centres, in conducting house visits to persons previously identified with vulnerabilities as well as to individuals who applied to access services via online/remote modalities. Hence, the target on referrals to specialized services increased by 67% compared to 2019.

As for other protection service delivery, while significant progress was recorded in terms of safe disclosures and referrals on GBV prevention and response services, given the switch to remote service provision modalities, GBV partners observed an evident decrease in individuals who could access GBV specific response services, with a two third (67%) decrease compared to the previous year. A total of 44,977 children (22,534 girls, 22,443 boys) and 59,345 adults (32,297 women; 27,048 men) were identified through GBV case management processes by sector partners. Of these, 10,306 survivors were provided with GBV specific response services, and 1,292 were referred to multi-sectoral GBV response services. Partners also facilitated the identification and referral of 62 thousand children to protection services, remaining at a similar level to 2019. 35,261 individuals received legal counselling and assistance through sector partners and Bar Associations, a 57% increase compared to 2019. Also, more than 80,000 children benefitted from different forms of psycho-social support programmes delivered by the 3RP partners. including both one-off and structured individual, group, and family counselling services to improve their wellbeing and resilience.

Turning to the second objective of **supporting inclusion and access to services, including health, education, social services as well as municipal services and local solutions**, health services became even more critical than usual in 2020 as a result of COVID-19. In this respect, it is particularly encouraging to note that the Patient Satisfaction Survey shows that available primary **health services** supported by 3RP partners consistently scored highly in perception surveys on both accessibility and satisfaction. Health services have been scoring highly in satisfaction (80 percent) with existing services, with the largest score recorded for MHPSS services (93 percent) testifying to the increased quality. While health partners noticed a marked decrease in primary healthcare consultations for all services due to the pandemic, critical services such as routine vaccinations were not impacted as results show progress in vaccination coverage in 2020 for refugee children, with some 81,341 refugee children (0-11 months) vaccinated with diphtheria, pertussis, and tetanus vaccines’ third dose, raising coverage for 0-11 months refugee children from 75% in 2019 to 83% in 2020.

As for **education** services, more than 768,000 Syrian children under temporary protection were enrolled in Turkish public schools<sup>17</sup> and nearly 90,000 children have been participating in formal and non-formal education received supplementary materials to ensure the continuation of their learning. To address socio-economic factors affecting school enrolment, attendance and retention, by the end of December 2020, a cumulative number of 671,343 vulnerable children (a 19 percent increase compared to December 2019) were supported through the Conditional Cash Transfer for Education (CCTE) program. Due to the increased economic challenges caused by the COVID-19 pandemic, a one-time CCTE top-up was also provided to 518,794 children in November 2020. Education sector partners continued to provide Early Childhood Education services throughout 2020 to approximately 58,200 children who were enrolled in pre-school, home and community-based Early Childhood Education (ECE) programmes through remote modalities.

At the local level, the needs of municipalities remained enormous and the COVID-19 pandemic added significantly to the demand for **municipal and basic services**. While the overall support of 3RP partners to municipal services and infrastructure remained in line with support provided in previous years, partners were able to respond to new COVID-19 related requests for support from municipalities: the estimated total requested was 2,099,158 USD; and 661,940 USD was distributed.<sup>18</sup>

A similar ability to quickly adapt and scale-up COVID-19 related assistance was apparent in the provision of **humanitarian assistance**, notably 3RP partners who made a significant increase in the direct provision of gender-appropriate hygiene, dignity and sanitary items. Through this distribution modality, partners reached over 1.55 million individuals, which is nearly fourteen times more than the annual sector target. The number of partners that distributed gender-appropriate hygiene, dignity and sanitary items increased from 3 in 2019 to 18 in 2020. At the same time, through the COVID-19 complementary appeal, approximately 370,000 individuals received cash assistance through protection partners. When adding the latter number to regular cash assistance, over 2 million individuals benefited from cash transfers overall from 3RP partners in 2020, including 1.8 million ESSN beneficiaries (supported until March 2020 through the 3RP).

Finally, partners continued to achieve significant progress to **promote harmonization, self-reliance and solutions**, the third strategic objective of the 3RP. In 2020, 16,020 Syrians and host community members (52% women and 48% men). benefitted from **vocational and livelihoods**-related skills trainings (including in the food security and agricultural sector) and 31,663 benefitted from Turkish language courses, including through online and blended learning modalities. 7,954 individuals benefitted from increased income through job placement and self-employment which demonstrated a stark increase in the success rate of the efforts in job placement, compared to previous years despite the setbacks revealed by COVID-19. 496 businesses were supported in their establishment and/or with financial or technical services such as digital or financial consultancy. Emerging evidence shows that enterprises have continued to employ new refugee employees in addition to the Syrians for whom they receive support. In addition, impact studies underline positive effect on female employment, formalization of workers, and overall employment increase in supported businesses, validating the integrated approach of the 3RP in supporting both the supply and demand sides of the labour market.

In light of challenges surrounding face-to-face activities, **social cohesion** activities were deprioritized during COVID-19. Despite this, 95,000 individuals participated in social cohesion orientated events

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<sup>17</sup> MoNE data (as of November 2020), Gross Enrollment Rate noting that the number of boys and girls enrolled is nearly equal (Girls:65.9%; Boys:62.7%).

<sup>18</sup> [Turkey: Covid-19 Material Tracking Dashboard](#)

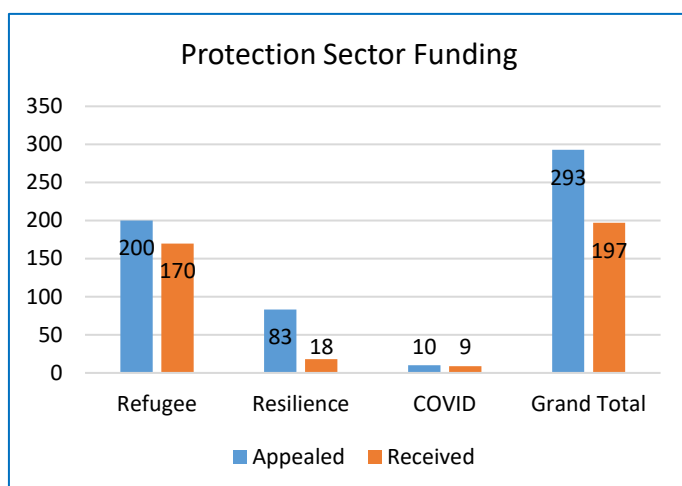
when conditions allowed, with 98 institutions supported to organize activities in line with Turkey's Harmonisation Strategy and National Action Plan.

Last but not least, the COVID-19 situation significantly affected opportunities for refugees to achieve durable solutions, including the processing for **resettlement** with many resettlement countries unable to assess pending cases or allow refugees to travel to resettlement countries due to the pandemic. At the same time, the global pandemic resulted in increased border controls and worsening conditions in countries of origin, making voluntary repatriation even more challenging. In 2020, a total of 5,108 individuals were submitted for resettlement and 16,000 Syrian voluntary repatriation interviews were observed.

**STRATEGIC OBJECTIVE #1**

**CONTRIBUTE TO THE PROTECTION OF SYRIANS UNDER TEMPORARY PROTECTION**

## Funding Analysis



In 2020, the Protection sector was funded at 67 per cent with USD 197 million received out of the 293 million of its total appeal. This is a 76% increase compared to 2019 during which the sector witnessed a significant funding shortfall, as it only received 38 per cent of its total appeal. In 2020, under the refugee component USD 200 million was appealed for, and 169 million was received (representing 85% funding). The funding level for the refugee component increased by 90% compared to 2019. Under the resilience component the sector appealed for a total of 83 million for which funding was received at

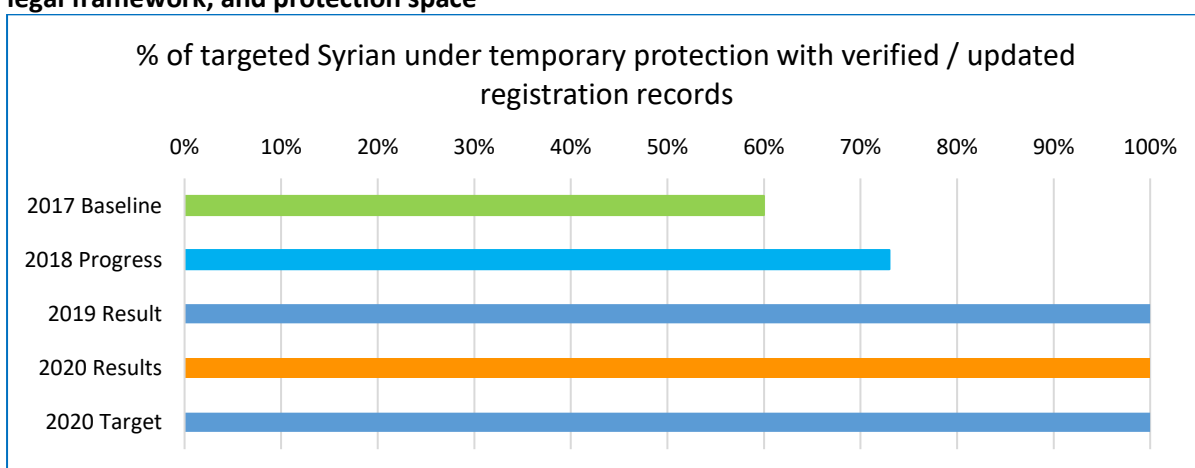
17 million (22%). The funding level for the resilience component decreased by 20% compared to 2019. Lastly, under the COVID-19 complementary appeal the protection sector was funded almost at 100%, as it appealed for 9.8 million and received 9.7 million.

## Outcome 1.1 - DGMM and MoFLSS are supported to develop and implement the legal framework, and protection space

### Highlights

- Data updates, including new-born registration and recording of changes in family composition, continued to take place for approximately 900,000 Syrian nationals under TP, exceeding the annual target set; and
- As part of its efforts to support national asylum system, 3RP partners continued their cooperation with DGMM on the existing online appointment system, which significantly improved orderly access to PDMMs during the pandemic.

Outcome indicator: **Outcome 1.1 DGMM and MoFLSS are supported to develop and implement the legal framework, and protection space<sup>19</sup>**



Source: DGMM

<sup>19</sup> Support to MoFLSS is elaborated under Outcome 1.3.



Table: Outcome indicators

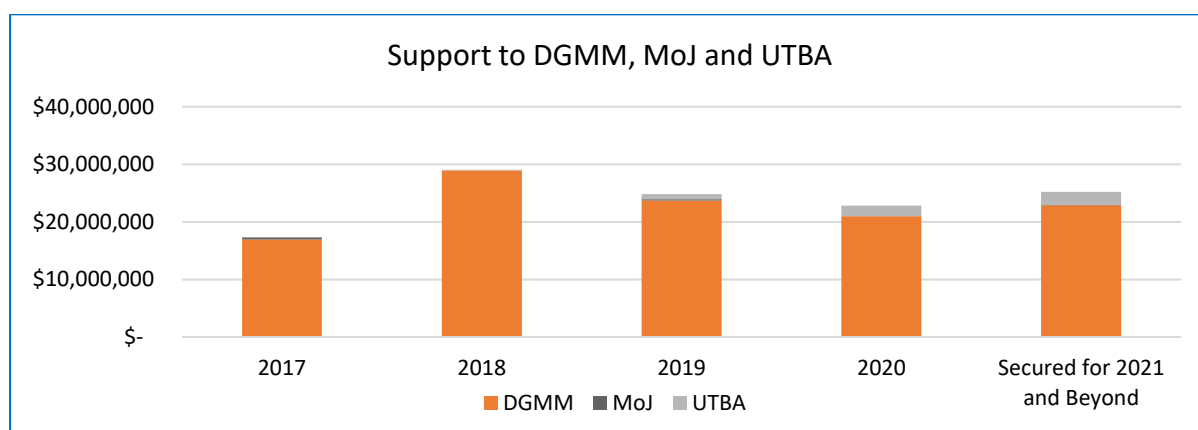
Outcome Indicator	Baseline	Target	Result	Source
<b>Outcome Indicator 1.1.1 % of Syrian refugees with appropriate documentation</b> Proxy Indicator % of targeted Syrian under temporary protection with verified / updated registration records*	60% (1,983,181)	800,000	3,641,370  Cumulative as of 31 December 2020	DGMM

#### a. Achievements to date

Registration is a fundamental component of international protection for the protection sector as it constitutes the first step in documenting the international protection need of a person compelled to leave his or her country of origin and enables legalized stay as well as protection against forcible return. In Turkey, Provincial Directorates of Migration Management (PDMMs) continued their regular tasks including registering new arrivals, updating registration data and identifying persons with specific needs both for temporary and international protection applicants, as well as mobilizing further resources to reduce registration backlogs and waiting periods.

3RP partners supported DGMM through technical and operational support to enhance access to registration and the updating of registration data of international and temporary protection beneficiaries. Through this, 3RP partners continued to support PDMMs to enable persons with specific needs and individuals at risk to be identified in a timely and effective manner and responded to, including through referrals by Protection Desks in 50 PDMMs to relevant public institutions such as the Provincial Directorate of Family, Labour and Social Services (PDofLSS).

Over the years, 3RP partners have been working on providing a high level of support to DGMM to support the registration of Syrians under temporary protection and international protection status determination, as well as the identification of specific needs and vulnerabilities of Syrians by the local Provincial Directorates. The support to DGMM peaked in 2018, with nearly USD 29 million worth of support. In 2020, this support was sustained with over USD 21 million, contributing towards continuous registration and verification tasks, which requires considerable human resources capacity. 3RP partners plan to provide a similar scale of support to the social institutions on the capacity development of their staff and procurement of further equipment, rents, renovation, refurbishment and supplies for local offices in 2021.



Financial value of support provided to DGMM, the Ministry of Justice and the Union of Turkish Bar Associations through the 3RP from 2018-21

Data updates, including new-born registration and recording of changes in family composition, continued to take place for approximately 900,000 Syrian nationals under temporary protection, exceeding the annual target set for 64 PDMMs within the scope of cooperation with DGMM.

The public health measures put in place to curb the spread of the COVID-19 pandemic had an impact on the processing of applications as well as on the applicants approaching PDMMs. In order to comply with the measures, the quotas set up for daily processing by PDMMs, both for the online appointment system and for the walk-in services, were adjusted. Moreover, an overall reduction was observed in the number of foreigners in the country in comparison to 2019 figures due in large part to COVID-19. During the COVID-19 temporary suspension period, PDMMs prioritized the most at risk/vulnerable groups which they continued to process for registration/data updates on an exceptional basis.

During the reporting period, registration monitoring missions were held to observe temporary and international protection applicants' access to the national registration procedures. In addition to these monitoring missions, partners continued regular monitoring of the procedures and practices across the country through their field units and partners. Individual cases with special needs requiring central level intervention to ensure access to registration continued to be brought to the attention of DGMM for follow-up with the relevant PDMMs.

As part of efforts to support the national asylum system, 3RP partners continued their cooperation with DGMM on the existing online appointment system, which significantly improved orderly access to PDMMs during the pandemic. To increase the awareness of the applicants, informative videos with voiceovers in Turkish, English, Arabic, Farsi and Pashto were uploaded to the main page of the online appointment system on how to use the new functions of the system. The videos explained the key features of the appointment system targeting the frequent questions received from refugees through social media platforms. Following the official decision on 23 September 2020 requiring system generated 'HES' codes from individuals to be admitted to public office, informative videos on how to obtain the codes through SMS were also uploaded on the online appointment system's main page.

In 2020, the sector continued to support the capacity development of community members, public institutions, and NGOs with trainings on international protection, rights, services and available assistance, including access to registration. At the end of 2020, the sector provided training to a total of 24,000 individuals, 70% of the 34,795 target. The main reason for this underachievement in the target was due to COVID-19 related restrictions and the need to de-prioritize certain interventions over other urgent ones, especially as a record number of officials (over 50,000) had already been reached in 2019.

3RP partners and DGMM jointly introduced an online training methodology temporarily replacing the in-person induction training targeting the personnel assigned to PDMMs to support registration function. In that respect, a total of 85 project staff were trained on registration procedures and standards, national legislation, specific needs and functions of protection desks, following their deployment to the field.

Information dissemination during COVID-19 was deemed crucial to facilitate refugees' continued access to updated information, especially in consideration that new measures, restrictions, and changes were introduced regularly. Information dissemination modalities were diversified and delivered through remote modalities and digital platforms throughout this period, including related to registration and documentation with PDMMs.

While it is not possible to measure the direct impact of the trainings on individuals in terms of their awareness on rights and access to services, it can be deduced from the total result that the trainings mostly targeted community members (61%), non-governmental institutions (29%) and public institutions (10%), potentially resulting in their increased knowledge and awareness on the need to ensure and facilitate person's access to registration and documentation.

#### **b. Recommended actions**

- Continue to support technical and operational capacity of PDMMs, in particular protection desks, to ensure timely and effective identification of persons with specific needs, taking into account diverse vulnerabilities, and their (protection-sensitive) referral to relevant public service providers.
- Continue to support the human resources capacity of DGMM, including PDMMs and protection desks to ensure prompt registration of applicants.
- Continued support to DGMM as continuous registration is expected to facilitate standardized collection of data and evidence-based programming within public institutions.
- In addition to collaboration with DGMM on registration, expanding the scope of support on civil documentation.
- Mapping of documentation needs for Syrians under temporary protection, International Protection applicants and status owners, particularly issues around civil status documentation like birth and marriage certificates, and sharing of results with sector partners to facilitate refugees' improved access to civil documentation (through raising awareness initiatives, referrals to and follow up with PDMMs).
- Civil status documentation related information/campaigns may be required to eliminate obstacles related to e.g. return in the future.

#### **c. Outputs contributing to the outcome** *(data source for all outputs indicators in this report unless otherwise specified is 3RP Partners reporting in ActivityInfo)*

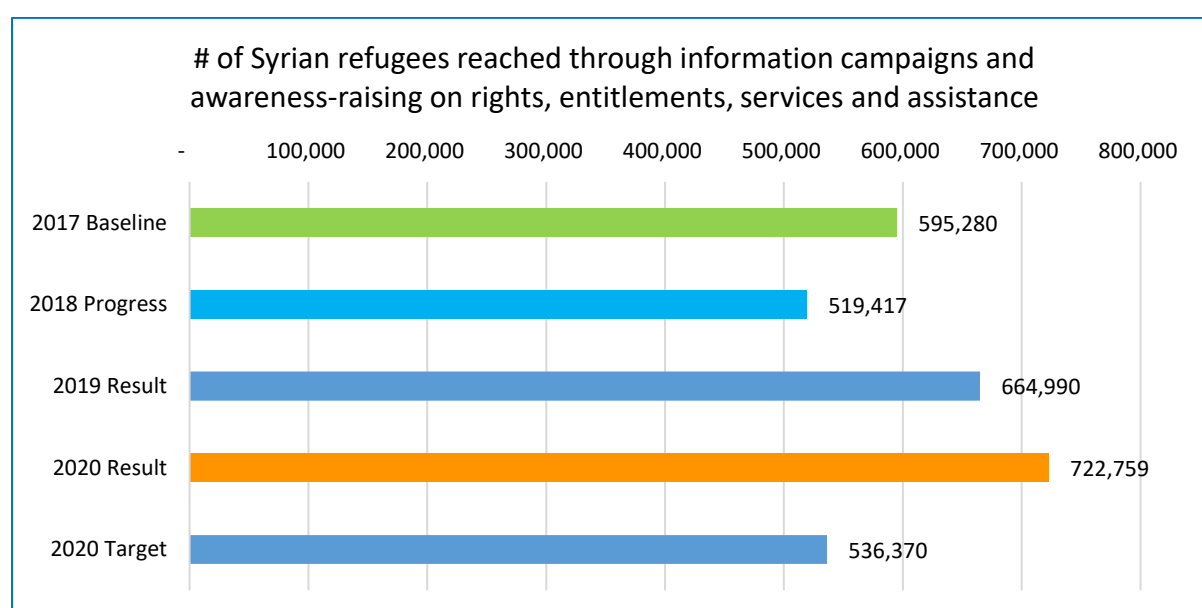
Output indicator	Target	Result	Status
# of individuals trained on international protection, rights, services and available assistance	34,795	24,213	70%
# of Syrian individuals with verified / updated registration records	800,000	Approximately 900,000	112%

## Outcome 1.2 - Syrian refugees have increased awareness on access to services and their rights and obligations

### Highlights

- In 2020, the sector reached over 700,000 individuals with information dissemination efforts, overachieving the 2020 target by 67%.
- 3RP partners also dedicated a separate line to the Counselling line for GBV-related inquiries which proved to be a safe and confidential way for reporting incidents despite the COVID-19 restrictions and heightened GBV risks conveyed by community members.
- A total of 133,916 individuals, of which over 48,000 were children, were reached through awareness raising and information campaigns on child rights and child protection through face-to-face or by online means, either separately or as part of psychosocial support (PSS) activities.
- 3RP partners were very actively engaged in the dissemination of information concerning prevention measures and hygiene practices to beneficiaries- especially those with high needs, through different modalities. A large amount of health-specific information on the COVID-19 pandemic, risk identification and prevention was provided in multiple languages for the refugee and migrant population in Turkey.

### Outcome indicator: Awareness and information campaigns



Outcome Indicator	Baseline	Target	Result	Source
Outcome Indicator: % of Syrian refugees with knowledge their rights and obligations and service availability Proxy Indicator: # of Syrian refugees reached through information campaigns and awareness-raising on rights, entitlements, services and assistance (including SGBV and Child Protection)	47%	536,370	722,759 (100%+)	Activity Info

### *a. Achievements to date*

Throughout the COVID-19 period, Turkey's public institutions regularly announced changes in available services and COVID-19 measures which were applicable to refugee communities as well. In this regard, one of the main activities sector partners engaged in throughout 2020 was information dissemination. This is also reflected in the overachievement against all information related indicators and respective targets. Beyond COVID-19 measures, regular information dissemination and awareness raising efforts were of critical importance also in the context of individuals' exacerbated protection needs. This was particularly the case given the increased risk of exposure to GBV as well as the actual reporting of GBV incidents. Given previous findings which indicate the most prevalent forms of violence to be sexual and intimate partner violence ([Impact of COVID-19 Pandemic on VAWG Report](#)), it is observed that quarantine measures aimed at containing the COVID-19 pandemic have inhibited survivors from reporting cases due to remaining in the same household with the perpetrator, and potential fear of retaliation that may result from this.<sup>20</sup> Information dissemination was key to ensuring refugees' continued access to risk mitigation, prevention and response services provided through public institutions and sector partners.

Due to remote working conditions, modalities to disseminate information and facilitate raising awareness activities were modified throughout 2020. Face-to-face service delivery methods were adapted to remote modalities, including through the use of digital online platforms, and increased use of hotlines/phone (including SMS) and social media platforms. According to the data updates undertaken to Services Advisor to reflect changes in service delivery, since March 2020, 47 sector partners updated their services to reflect the measures taken to respond to the change in working modalities. Accordingly, 43 partners indicated to be providing remote services, either through call centers, hotlines, outreach and other types of remote services. The most common remote services included individual counselling, referrals and awareness raising.

While the 2020 target for the information dissemination indicator was reduced by 8% since 2019, in 2020 the sector reached over 700,000 individuals, overachieving the target by 67%. Compared to 2019, this represents a 27% increase in the number of individuals reached with information campaigns and raising awareness on rights, entitlements, services, and assistance.

Since 2017, nearly 2.4 million individuals have been reached through similar initiatives. Some highlights from communication channels and methods (for 2020) are included below:

- In 2020, a counselling line by 3RP partners responded to over 200,000 unique calls reflecting an overall outreach to over a million individuals at the household level. The Counselling Line also served as a key tool to conduct multiple surveys throughout the year. The Agency's Help website received 435,528 unique visitors in 2020. The Facebook Information Board page reached 79,527 new likes and 83,323 new followers. The specific refugee support line established to support mainly refugee LGBTI, refugee sex workers and refugees living with HIV responded to 4,563 calls in 2020.
- Given the increased reporting of GBV incidents<sup>21</sup>, 3RP partners also dedicated a separate line to the Counselling line for GBV-related inquiries in September 2020. The line received 3,979 calls as at the end of 2020, out of which 2,014 required GBV-related individual counselling and follow

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<sup>20</sup> Purple Roof Press Release, <https://morcati.org.tr/basin-aciklamalari/koronavirus-nedeniyle-evlere-kapanan-kadinlar-guvende-mi/>

<sup>21</sup> 'Prior to the COVID-19 crisis, 36% of ever-married women between the ages of 15 and 59 have experienced intimate partner physical and/or sexual violence at least once in their lifetime. COVID-19 outbreak brought a sharp increase in cases. According to Istanbul Security Directorate, there has been 38.2% increase in domestic violence cases in March 2020 compared to March 2019'. UN Women Report: The economic and social impact of COVID-19 on women and men: Rapid gender assessment of COVID-19 implications in Turkey (2020).

up. The line proved to be a safe and confidential way for reporting incidents amidst the COVID-19 restrictions and heightened GBV risks conveyed by community members.

- In collaboration with the MoFLSS 3RP partners also supported the establishment of a nationwide hotline to provide psychosocial support services and address other inquiries during the Covid-19 pandemic, which is available to both Turkish and refugee families. To facilitate the establishment of this communication channel, 3RP partners also provided training and capacity building for the front-line workers on remote PSS and interview techniques.
- Additionally, a WhatsApp communication tree was launched by Protection partners as a new method of communicating with communities, through which approximately 11,000 individuals were reached. Bulk SMS was also used as a method of mass information dissemination.
- Online platforms like Service Advisor had 64,153 users in 2020 (out of which 62,898 are new users).

COVID-19 containment measures also significantly disrupted service delivery for refugee children and their families and placed additional stress on child protection/GBV service providers across the country. As a result, and as with other protection services, 3RP partners had to significantly reduce the provision of face-to-face child protection and community-based services. In response, 3RP partners redesigned service delivery modalities to ensure the provision of remote services. During the reporting period, a total of 133,916 individuals (36,248 women, 45,368 men, 19,164 girls, 33,092 boys, and 44 gender non-binary individuals) were reached through awareness raising and information campaigns on child rights and child protection through face-to-face or by online means, either separately or as part of psychosocial support (PSS) activities. Counselling and case management services continued to be provided through phone and online consultations.

GBV prevention and response services continued in 2020. However, given the limitations encountered vis-a-vis face to face service and information delivery on GBV, most GBV partners adapted information delivery and awareness raising modalities to remote and online channels. As such, the GBV outreach to individuals via community-based initiatives with GBV related information campaigns and activities in general observed a sharp increase both compared to 2019 and through exceeding the 2020 targets by 77%, reaching 165,502 individuals in 2020. Information disseminated to communities on a variety of GBV-related topics included key messages targeting women, girls, men, boys, LGBTIQ+ individuals, GBV safety planning and available remote GBV and MHPSS services as well as assistance points. The GBV/MHPSS services and assistance mapping along with key messages, translated into four languages (Arabic, Farsi, English, Turkish) were widely distributed to community members and sector partners to prevent and mitigate GBV risks, encourage reporting and facilitate access to available GBV services.

Increasingly, sector partners also enhanced consultations with refugee community groups in relation to their communication format and channel preferences to receive information during the COVID-19 pandemic. In this respect, partners implemented an age, gender, and diversity perspective by conducting separate consultations with different sex/gender, age and diversity groups. For example, amongst the 576 refugees consulted on a GBV/MHPSS awareness-raising campaign, the majority of respondents, including persons with disabilities and LGBTIQ+ individuals, indicated a preference to receive information primarily via social media channels including WhatsApp. However, women and individuals at risk/survivors of GBV on the contrary preferred to receive the same information via phone and/or SMS rather than social media, reflecting the limitations in digital literacy and access for these groups. The campaign's dissemination methods were adapted accordingly, including the employment of confidential communication channels for these groups which were also shared across the Inter-Agency platforms for cross-sectoral adaptation by sector partners of information dissemination methods and channels to community preferences.

3RP partners were very actively engaged in the dissemination of information concerning prevention measures and hygiene practices to beneficiaries through different media and modalities including SMS, e-mails, social media channels, informative leaflets and posters. The information shared by partners was based on Ministry of Health (MoH) and those developed and adapted by 3RP partners. Within their current caseload, Basic Needs partners included COVID-19 high risk groups in their communication, such as elderly and people with chronic diseases, to ensure their awareness of necessary information concerning mitigation, prevention and access to services.

A large amount of health-specific information on the COVID-19 pandemic, risk identification and avoidance was provided in multiple languages for the refugee and migrant population in Turkey. Information on where to access services related to COVID-19 testing and treatment was made available through the Ministry of Health (MoH) website and other media. Informational materials were produced and distributed on the proper use of PPEs and the need to maintain social-distancing and hygiene measures.

The first two rounds of the Inter-Agency Protection Sector Needs Assessment highlighted that the progress achieved in terms of information and awareness by 3RP partners contributed to high levels of awareness/knowledge of refugee communities on rights, obligations, and service availability:

- In Round 1 (June 2020), the overall levels of awareness on COVID-19 and access to relevant information was found to be significantly high. 80% of respondents felt they had enough information about COVID-19, whereas an additional 16% felt partially aware. No major differences across locations, population groups or sexes were identified in this regard.
- Awareness on COVID-19 was further complemented by the high levels of awareness on the general situation, symptoms, measures announced by the Government and where to seek support if infected<sup>22</sup>. As an example, while 17% stated that they did not feel they had enough information on symptoms, 75% were aware of at least one of the main COVID-19 symptoms. High levels of awareness on COVID-19 may be explained by the global nature and scale of the pandemic, which increased the number of sources and range of modalities/channels to access information. These results also suggest that the utilization of standard and common messaging by a variety of stakeholders on such issues had a strong impact on awareness and the perception thereof, for communities. 70% of respondents in this round also indicated that they received information related to COVID-19 either in their own language or through quality and effective translation, which also contributed to the high levels of awareness.
- The principal sources of information for all respondents were internet and social media; TV and newspaper; official websites of public institutions; and through their communities.
- In Round 2 (September 2020), the assessment aimed at measuring refugee communities' access to information on rights and services. Findings indicated a significantly high level of access to information on rights and services and most refugees did not report language-related barriers in terms of access to information. To specify, 76% respondents stated that they had either enough (46%) or partially enough (30%) access to information (the remaining 24% expressed not having enough information). 82% expressed that they received information in their own language (either directly or through quality translation).
- The assessment indicated that the main information needs include information on financial assistance (13%); working in Turkey (11%); resettlement to a third country (10%); social services,

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<sup>22</sup> IFRC/TRC Knowledge, Attitude and Practices Assessments conducted in 2020 also show high levels of awareness of COVID-19 (96% in Round 2). For those who faced challenges in accessing information, not using social media or having a smart phone, language barriers and being unable to afford internet is indicated as barriers. In both rounds, rumors related to actions to prevent COVID-19, treatment, vaccine, use of mask and how it can spread were identified.

including protective, preventive and rehabilitative services (9%); legal assistance (7%); and school, university and vocational studies in Turkey (7%).

- The principal sources of information for all respondents were the internet and social media (30%); community, including family, relatives, neighbours and friends (19%); television and/or newspaper (16%); as well as official Government websites (10%). The survey did not indicate any major differences between sex of head household, sex of respondent or geographical location in terms of access to information. The principal sources of information remained relatively similar between the two rounds, however, a slight decrease in use of internet and social media and a significant decrease in TV/newspaper was reported. The assessment indicated an increase in community members as a source of information, suggesting that communities should be increasingly utilized by partners in disseminating timely and accurate information.

#### ***b. Recommended actions***

- Considering community members are identified as a primary source of information, communities should be increasingly utilized by sector partners (and across sectors) in disseminating timely and accurate information.
- Efforts around information dissemination and raising awareness should continue to be diversified per age, gender, and diversity considerations and preferences, particularly with regards to COVID-19 where the majority of services continue to be delivered remotely and through digital platforms (hence the most vulnerable individuals' access to digital tools should be ensured).
- Amidst the continued increase in GBV incidents, dedicated GBV awareness-raising and information dissemination campaigns should be further enhanced and adapted to diverse gender preferences, including for women, girls, men, boys, LGBTIQ+ individuals, individuals with diverse disabilities and rural communities.
- Misinformation, rumours and fraudulent activities, including related to COVID-19 and rights/services/assistance available to refugees in general should be tracked through enhanced efforts and continue to be tackled through mass and targeted information campaigns including through partnerships with public institutions and local authorities.
- The 3RP should continue to invest in coordinated messaging/campaigns among partners to avoid duplication, conflicting information, and ensure a coordinated approach and efficient use of limited resources. The inter-sectoral Communication with Communities Task Force should be reactivated, where information dissemination and messaging should be coordinated.
- The plan should continue to expand methods of information dissemination through blended approaches (i.e. in-person and remote) and explore new platforms and tools to reach the most vulnerable, women at risk and isolated refugee children and their families.
- Continue to invest in communication with communities' tools and those that aim to raise awareness of refugee communities on available rights and services, including Services Advisor. Enhance use of Services Advisor for effective and efficient programming and messaging/communication with persons of concern.
- Continue to support the role of the Government of Turkey in outreach and delivery of child rights and child protection information and sensitization programmes with a focus on the most affected communities across the country.



*c. Outputs contributing to the outcome*

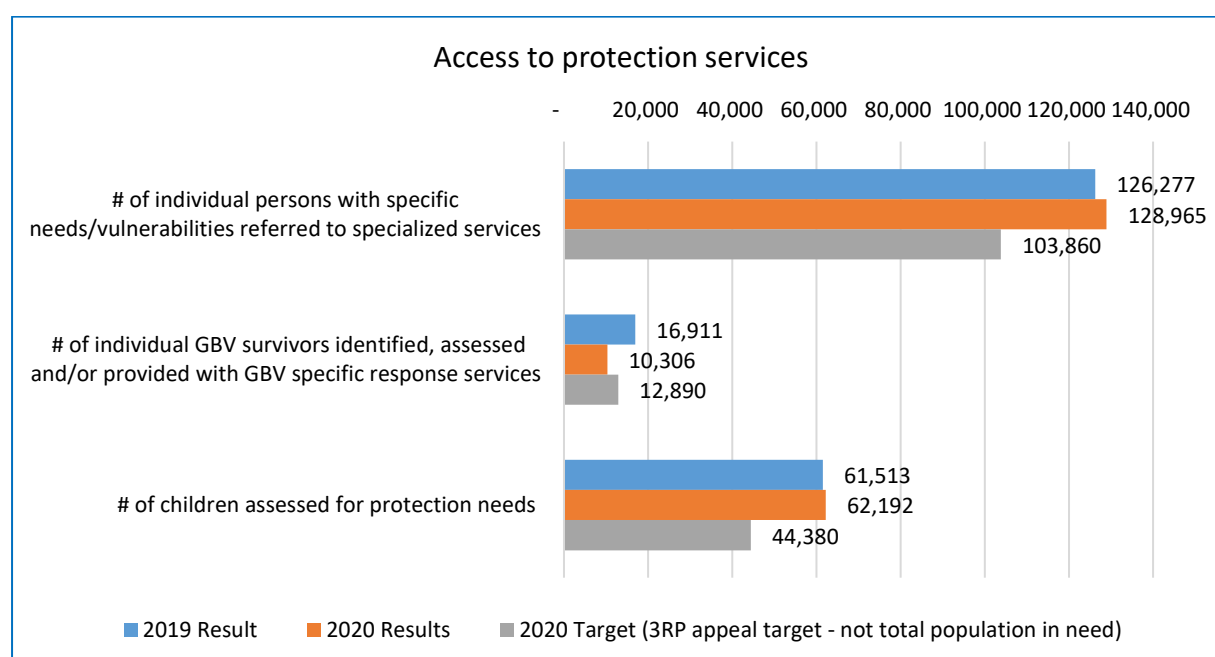
Output indicator	Target	Result	Status
# of individuals trained on international protection, rights, services and available assistance	34,795	24,213	70%
# of Syrian refugees reached through information campaigns and awareness-raising on rights, entitlements, services and assistance	429,850	722,759	100%+
# of individuals reached through community-based initiatives with GBV-related information campaigns and activities to raise public awareness on rights, entitlements and assistance for mitigation and prevention of GBV	93,720	165,502	100%+
# of individuals reached through information campaigns and awareness-raising initiatives on child rights and protection	12,800	133,916	100%+
# of Syrian refugee youth receiving health information services	3000	4596	100%+
# of Syrian refugee youth participating in targeted health youth activities	1500	1032	69%

## Outcome 1.3 Improved protection service delivery through strengthened capacity of government and non-government actors

### Highlights

- Due to COVID-19 restrictions, the key identification modalities used by protection partners, including outreach, were disrupted, in addition to reduced operational capacity. In response, 3RP partners focused their now limited capacities on prioritizing the most vulnerable persons;
- More than 668,000 individuals benefited from protection services, including 128,000 that were referred to specialized services. 52 percent of those who benefited from protection services were women and girls, 47 percent were men and boys, and less than 1 percent (5417 individuals) were gender non-confirming;
- Almost 137,000 individuals (of whom 59 percent were girls and women, 41 percent were boys and men, and less than 1 percent - 376 individuals were gender non-confirming individuals) received psycho-social support through remote interventions;
- 96 centres were supported to provide protection services;
- More than 62,000 children were referred to specialized child protection services ;
- More than 26,000 children benefitted from structured and sustained MHPSS sessions
- Identification and referral of 62,000 children to protection services;
- 57 government and non-government actors supported for child protection specific programming;
- 10,306 GBV survivors (76% women and girls, 23% men and boys, and less than 1% gender non-confirming) identified, assessed and/or provided with SGBV specific response services and assisted with appropriate services, in light of the new context for service delivery; and
- More than 36,000 individuals benefitted from legal assistance and legal aid (52 percent women and girls, 48 percent men and boys, and less than 1 percent/44 individuals gender non-confirming).

### Outcome indicator: Access to protection services



Outcome Indicator	Target	Result	Source
<b>% of Syrian refugees with protection needs reporting access to specialised protection services</b> <i>Proxy Indicator: # of individual persons with specific needs/vulnerabilities referred to specialized services</i>	103,860	128,965 <sup>23</sup> (100%+)	Activity Info Protection Sector Needs Assessment
<b>% and # of identified SGBV survivors who received effective and survivor-centered SGBV specific case management.</b> <i>Proxy Indicator: # of individual GBV survivors identified, assessed and/or provided with GBV specific response services</i>	12,890	10,306 (80%)	
<b>% of children identified as at risk of a child protection concern who received a response</b> <i>Proxy Indicator: # of children referred to specialised services</i>	44,380	62,192 (100%+)	

### a. Achievements to date

#### Protection Context

The 3RP response continues to be firmly anchored in sustaining support to public institutions in Turkey and their primary role in coordination and the provision of protection services and assistance to persons seeking international protection.

The Law on Foreigners and International Protection and the Temporary Protection Regulation set out the protection framework for persons seeking international protection in Turkey, and established the basis for their access to a wide range of rights and services through national systems, which continue to be supported by sector partners. Sector partners play a complementary role to that of public institutions, particularly in the identification and referral of persons with specific needs, in strengthening the capacity and quality of services, as well as in promoting the meaningful engagement with communities.

Public institutions engaged in response to the protection needs of refugee communities continue to be challenged by the number of refugees in need of services. The pandemic has placed even more strain on already limited resources and capacities of public institutions and local authorities. To deliver services in a safe manner and in line with COVID-19 prevention measures, service providers were required to make changes to their programmes on outreach, methodologies in identification (and subsequent prioritization of certain vulnerable groups for service provision), and face-to-face service delivery, in some situations. Throughout COVID-19, in-person approaches to service delivery outlets naturally decreased due to the pandemic and restrictive measures. However, partners observed that there was a significant increase, particularly by SSCs, in conducting house visits to persons previously identified with vulnerabilities as well as to individuals who applied to access services via online/remote modalities (such as through hotlines, online appointment application systems). While this mitigated some of the impact of COVID-19 on protection service delivery, there remained a need to support more vulnerable individuals including older persons, persons with disabilities, women, and children to increase their connectivity and access to the internet and digital tools and strengthen their digital literacy to facilitate their access to available remote services.

At the community level, the overall protection situation also deteriorated, especially when viewed in conjunction with reduced access to livelihoods opportunities with 76% of surveyed refugees reporting

<sup>23</sup> According to the MoFLSS Activity Report for 2020, through UNFPA support 254,635; through UNHCR support 300,057 and through UNICEF support, 7960 individuals, including refugees and host communities, were reached via MoFLSS services. These statistics are cumulative (over the years), not just for 2020.

their working status and conditions changed negatively due to the pandemic. This increased basic needs against the also increasing inability to fully cover expenses, with an overwhelming 84% of respondents reporting being unable to cover monthly expenses, with female headed households at a comparative disadvantage.<sup>24</sup> This was further exacerbated by additional challenges in terms of access to education, health and other services. Existing needs increased and persons with specific needs were at heightened risk of exposure to protection risks, including through resorting to negative coping mechanisms such as child labour particularly affecting boys, and the exposure predominantly of girls, to child, early and forced marriages.

Protection and community level concerns increased as the pandemic became more protracted. The most prevalent protection concerns were reported as increased stress and anxiety both at the individual (58%) and community levels (60%). Increasing levels of conflict amongst household members (36%), domestic violence within communities (31%) and conflict/tension with local community members (37%) were also observed.<sup>25</sup>

Highlights from the Protection Needs Assessment Round 2 (September 2020) on access to essential services are indicated below:

- Of the 87% who did attempt to access services, 31% reported being unable to access some of them.
- Most difficult to reach services/service providers included ESSN applications (19%), hospitals and health services (15%), ID renewal with PDMM (12%), education (10%) and PDoFLSS services (6%).
- Female respondents were observed to face more barriers compared to male respondents, as 36% of female respondents indicated facing difficulties in accessing services compared to 28% of male respondents. According to the assessment, female respondents had particular difficulty with access to health services – sexual and reproductive health services in particular, and access to courses through PECs.
- Main barriers in access to services included closure of services (16%), inability to book appointments through online systems (13%), overcrowding in service delivery points (10%) and lack of services (10%).

### *Achievements*

In light of these developments and restrictions, the protection sector worked to ensure that the needs of refugees which were exacerbated by COVID-19 were met in a timely and effective manner, to reduce the impact of the pandemic on the protection of refugees, and under/despite the circumstances of reduced operational capacities of both sector partners and public institutions.

Overall, sector partners did not reach the full target (only 68% achieved) on individuals benefitting from protection services. The main reason for this underachievement is related to the challenges in identification of new individuals in need of protection support. Prior to COVID-19 (and the MoFLSS approval procedure for household visits), identification through outreach (i.e. mobile teams, household visits) was a key modality for sector partners. This modality was highly impacted by the pandemic due to necessary public health measures. It is also noted that due to reduced operational capacity, both sector partners and public institutions prioritized service delivery to the most vulnerable with the most urgent needs. This is also in line with the overachievement of the target on referral of PSN to specialized services.

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<sup>24</sup> Inter-agency Protection Needs Assessment Round 2 findings.

<sup>25</sup> IA PNA Round 2 findings.

While identification of new persons with specific needs was 30% lower compared to 2019, sector partners recognize that COVID-19 did result in new needs and exacerbated existing ones for persons of concern, which led to an increase in the need for specialized services. As such, most partners continued to ensure access to services either for persons already identified to need support, or those newly identified through remote modalities (even if at a lower rate). These individuals were either provided with or referred to protection and specialized services in a prioritized manner. Consequently, the target on referrals to specialized services was achieved at 124%, representing a 67% increase compared to 2019. This overachievement also validates the increased/exacerbated needs of individuals due to COVID-19.

Despite difficulties in facilitating PSS interventions remotely (including due to individuals' reservations to share sensitive information via digital platforms, absence of digital tools to access PSS services, etc.), sector partners were able to continue providing PSS services via digital platforms and over the phone, especially in consideration (and in line with) the finding from the Protection Needs Assessment (both rounds) that increased stress was the most prominent protection/community concern caused by COVID-19. In consideration that increased stress bears the risk of additional protection concerns (child protection and GBV-related, in particular), sector partners prioritized the provision of PSS as a risk mitigation and prevention measure.

While sector partners identified cash as a dire and urgent need for individuals to reduce the impact of COVID-19 and the economic downturn since the onset of COVID-19 and advocated for new cash programmes throughout this period, the target was underachieved at 34%. While new cash assistance programmes were designed and implemented, they were mostly considered to address basic needs rather than protection concerns. Cash for protection requires that assessments should be carried out both before and after the distribution, which was not possible under the specific circumstances related to the pandemic. As a result, available cash programmes aimed to minimize the socio-economic impact of individuals and were reported as such. Furthermore, the cash for protection programmes were appealed against the COVID-19 complementary appeal, meaning that individuals provided with cash for protection were not reported against 3RP targets. However, it is noted that through the COVID-19 complementary appeal, under the protection sector, approximately 370,000 individuals received cash assistance through protection partners.

On legal aid, 35,261 individuals (52% female and 48% male recipients) received legal counselling and assistance through sector partners and Bar Associations, almost achieving the target at 94%. This represents a 57% increase compared to 2019.

### *GBV-Specific Response*

In line with the global recognition that confinement at home due to the pandemic is likely to increase exposure to or the risk of violence and abuse, the protection sector observed a significant increase in reporting of GBV incidents during the COVID-19 pandemic. To specify, in 2020, 59,971 survivors and those at risk were assessed. In line with this, GBV prevention and mitigation activities continued at a larger scale during 2020.

In light of the difficult context for service delivery, while significant progress was recorded in terms of safe disclosures and referrals on GBV, given the switch to remote service provision modalities, the GBV sector observed an evident decrease in individuals who could access GBV specific response services, with a two third (67%) decrease compared to the previous year. To specify, 10,306 survivors were referred to GBV specific response services, reaching 80% of the target. The changes in service delivery modalities required regular mapping of available and accessible remote GBV services at both national and provincial levels and disseminating the mapping results to sector partners, along with community

members to facilitate access to available remote services. Sector partners also expanded individual level complementary support on GBV including through cash for protection programmes implemented by the sector for GBV survivors.

A total of 44,977 child survivors/those at risk of GBV (22,534 girls, 22,443 boys) and 59,345 adult-survivors/those at risk of GBV (32,297 women; 27,048 men) were identified through GBV case management processes by sector partners. Of these, 10,306 survivors were provided with GBV specific response services, and 1,292 were referred to multi-sectoral GBV response services. 165,502 individuals participated in GBV specific raising awareness activities. 6,198 individuals (3,376 female; 2,822 male) participated in GBV awareness-raising and structured girls' and women' empowerment activities.

Capacities to promote gender equality and to prevent and respond to gender-based violence (GBV) concerns, including child marriage, were enhanced, and awareness around these issues was raised, through several programmes and partnerships. For example, the capacity of the social service workforce nationwide to prevent GBV, including CEFM, and to provide psychosocial support to women and child survivors was strengthened in partnership with the Ministry of Family, Labour and Social Services (MoFLSS) through the training of staff from Violence Prevention and Monitoring Centres (SONIMs), women's shelters, and Social Service Centres. NGO Partners' capacity in this area continued to be strengthened in 2020. Enhanced capacities of sector partners culminated into a significant increase in the number of GBV survivors and those at risk assessed through case management processes throughout 2020, marking overachievement of the target by 67%, although this was not commensurate with increased levels of GBV-specific service delivery, as indicated above.

The sector observed more than a two-fold increase in GBV capacity-building initiatives compared to 2019 for strengthening GBV prevention and response with 1,970 governmental and non-governmental partner professionals trained on GBV, with an achievement level standing at 303% for 2020. Additionally, 55 institutions were supported with GBV specific programming (achieving 72% of the target) and 25 institutions were supported with PSEA specific programming (a new area of support to partners in 2020) achieving 96% of the target.

### *Child Protection*

In addition to GBV risk mitigation, prevention and response services, 3RP partners also continued working to strengthen national child protection systems to address the needs of vulnerable refugee and host community children through quality prevention and response services. Sector partners supported the capacity of 96 MoFLSS's Social Services Centers through the provision of multi-layered capacity development support, including technical, material/logistic and human resources and Family Support Teams (known as ASDEP, which are responsible mostly for identification and outreach). Partners also worked with the MoFLSS to enhance and standardize the ASDEP service delivery, as well as to improve child protection case management approaches and tools.

Based on protection needs assessments, a total of 62,192 children received care plans and were referred to specialized services, overachieving the target by 40%, remaining at a similar level to 2019. 26,137 (10,912 girls; 11,075 boys) benefitted from structured and sustained psychosocial support services (PSS), including individual, group, and family counselling services to improve well-being and resilience at static and mobile safe spaces. In order to address the mental health and psychosocial impact of COVID-19 on the lives of children and adolescents and their families, particularly during the periods of confinement and school closure, 3RP partners adapted their MHPSS services so that they could be provided remotely (through telephone and internet).

8,843 individuals were reached through positive parenting programmes by the sector partners, underachieving the target at 61%. This is a 58% decrease compared to 2019, mainly due to reduction of face-to-face activities during COVID-19 lockdown.

#### *Livelihoods support to individuals with protection risks*

COVID-19 lockdowns and restrictions created a slowdown in livelihoods-related protection service provision in almost all fields. As a mitigation measure, especially during heavy restrictions, many of the services for people identified at risk were moved to online mediums. Computer literacy and access to internet or ownership of necessary equipment became a challenge for some vulnerable groups in accessing online services. Nevertheless, service providers worked relentlessly to make their support programmes for livelihoods such as trainings or job placement incentives, accessible for all groups. In this period, 80 women identified as at-risk gained income through employment or business creation, 87 individual survivors of GBV received livelihoods support, including PSS and specialized support either face to face or online and 702 individuals (432 women) identified as at-risk benefitted from vocational or language trainings.

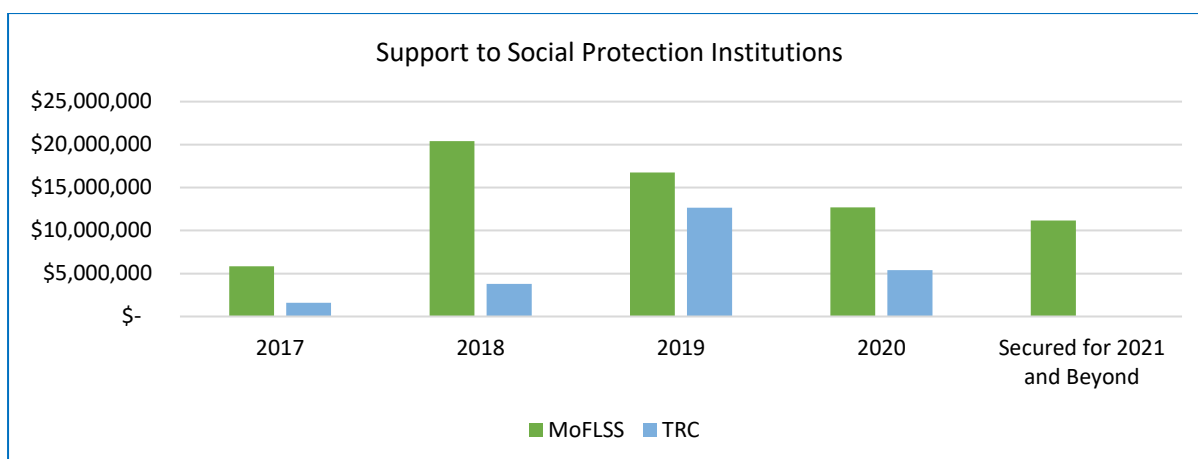
#### *Capacity Support to Institutions*

Sector partners supported the capacity of the MoFLSSs through the provision of multi-layered capacity development support, including technical, material/logistic and human resources. The total number of Social Service Centers and ASDEP Teams provided with support by the sector during 2020 was 96, however additional centers such as Child Support Centers (CSC), Child Homes and Child Home Complex, Child Protection First Intervention and Assessment Centers, rehabilitation centers providing services to persons with disabilities were also provided with different types of support by sector partners. At the central level, the Directorate General of Family and Community Services (DGFCs), Directorate General of Child Services (DGCS), and Directorate General of Disability and Elderly Services (DGDES) of MoFLSS were provided with material and/or HR support. In addition, 3RP partners provided support of approximately USD 12.7 million to the MoFLSS, which is a main partner for no less than four of the six sectors of the 3RP, namely: basic needs, livelihoods, education and protection. Another critical institution in the effective provision of social services is the Turkish Red Crescent (TRC), particularly given its leading role in the provision of cash transfers to refugees enrolled in the ESSN system, in the CCTE, in adult language classes, and also in food assistance in temporary accommodation centres. TRC received USD 5.4 million worth of support by 3RP partners in 2020. Due to the completion of the preparation of ESSN hand-over, there was significant decrease of the support to MoFLSS and TRC in 2020 compared to previous years.

According to the MoFLSS Activity Report for 2020, cumulatively over the years some 560,000 persons with specific needs (562,652) were reached as of the end of 2020 under the 3RP ongoing support to Social Service Centers.<sup>26</sup>

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<sup>26</sup> MoFLSS, 2020 Activity Report, February 2021, p. 75. Available at: <https://ailevecalisma.gov.tr/media/73627/2020-faaliyet-raporu.pdf>.



*Financial value of support provided to MoFLSS and TRC through the 3RP. Although the hard support provided to MoFLSS has decreased, the rate of soft support remains the same. For TRC, 3RP provided capacity strengthening support for ESSN, which was completed in 2020. Support in 2021 will be for e-vouchers, camps and language trainings.*

### **b. Recommended actions**

- Continue to provide multi-layered (human resources, technical, material/logistic etc.) support to public institutions and local authorities, in particular MoFLSS and its institutions, DGMM, municipalities for specialized service delivery and to ensure effective and timely referral between protection service providers.
- Support the leadership of public institutions to strengthen local responses, including enhanced cooperation through the establishment of coordination mechanisms at decentralized levels between public institutions and civil society organizations to support integrated response.
- Strengthen referral mechanisms within sectors (between sector partners), between sectors and with public institutions to facilitate two-way, protection sensitive and safe referrals and follow-ups of persons with specific needs with particular attention to individuals at risk and survivors of GBV and children at risk.
- Continue to support the outreach capacity of public institutions, especially in consideration of identifying and responding to the needs of the most vulnerable children and their families, as well as those residing in peripheral and rural areas. Improve targeting strategies to ensure outreach and early identification of children, families and households with heightened protections risks and concerns.
- Increase access to GBV-specific response services through continued support via material and technical support to GBV actors and complementary service delivery units and partners to meet the increasing needs.
- Enhance efforts to mainstream CP and GBV risk mitigation across non-protection technical sectors and areas of work to identify and mitigate CP and GBV risks in sectors including livelihoods, education and cash-based interventions.
- Through close collaboration and support to sector GBV partners, sustain the commitment to women's empowerment and participation in community leadership structures via supporting the expansion of community-based peer-to-peer women's structures and initiatives, such as committees and outreach volunteers, and refugee and women-led organizations, to strengthen GBV prevention and risk mitigation.
- Support alternatives to face-to-face outreach and identification during lockdown periods. To this end, continue to support and mobilize community-based capacities/resources for their ownership and increased engagement in identification and referral practices.



- Continued advocacy with and support to public institutions for standardized data collection (including on individual case response and protection issues such as child marriages and child labour, with gender/age and necessary disaggregations) and reporting tools, to increase effectiveness on monitoring and evaluation of impact of sector support.
- Based on the efforts and achievements of training during past years, increase focus on delivery of advanced, specialized, and technical trainings (including legal aid, support to persons with specific needs including CP and GBV, social cohesion, and community based protection) to targeted groups of stakeholders/frontline service providers.
- To address the digital gap and ensure continued and unhindered access to services, sector partners will prioritize support to the most vulnerable and hardest to reach (including but not limited to women and girls, the elderly, persons with disabilities, and rural/mobile populations) with digital infrastructure and digital literacy.
- Continued advocacy for consistent implementation of the national legislation and access to rights and services.
- Mainstreaming protection considerations in every livelihood service provider need to be identified as a priority.
- Working on an effective inter-sectoral referral and follow-up mechanism for vulnerable groups in different sectors should also be considered as a priority.

### c. Outputs contributing to Outcome

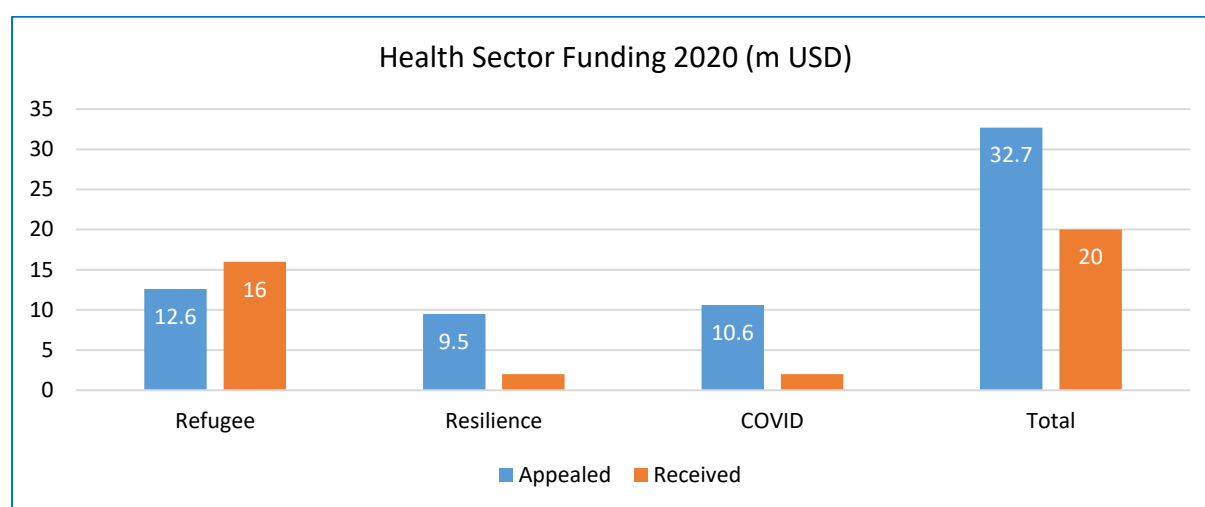
Output indicator	Target	Result	Status
# of individuals benefitting from protection services	978,610	668,787	68%
# of individual persons with specific needs/vulnerabilities referred to specialized services	103,860	128,965	100%+
# of individuals receiving material or cash assistance to meet their protection needs	39,715	13,349	34%
# of individual receiving psycho-social support	118,850	136,988	100%+
# of Syrian refugees provided with individual legal aid/legal assistance	37,590	35,261	94%
# of individuals trained on strengthening legal aid mechanisms for refugees (e.g. bar associations)	3,900	25	1%
# of service providers trained on support to persons with specific needs (from both refugee and host communities)	526	262	50%
# of individual trained on support to persons with specific needs (from both refugee and host communities)	N/A	2,886	
# of centres supported (SSC, CC, Multi-Service centers, WGSS, etc)	233	96 (SSC)	41%
# of individual Gender-Based Violence (GBV) survivors provided with GBV specific response services	12,890	10,306	80%
# government/non-governmental institutions supported with GBV-specific activity programming	76	55	72%
# of governmental and non-governmental institutions supported with PSEA-specific activity programming	26	25	96%
# of individuals reached through capacity building initiatives for strengthening GBV and SEA prevention and response (government/humanitarian staff)	630	1970	100%+
# of individuals (women, men, girls and boys) trained on child protection mechanisms and PSS in emergencies	3,430	4,675	100%+
# of government and non-government actors supported for child protection specific activity programming	37	57	100%+
# of children referred to specialised child protection services	44,380	62,192	100%+
# of children participating in structured, sustained child protection or psycho-social support (PSS) programmes	76,165	26,137	34%
# of individuals reached with positive parenting programmes	14,570	8,843	61%
# of youth and individuals identified at risk benefiting from training (e.g. vocational and language skills) and awareness raising (e.g. labor and employment laws) disaggregated by gender.	3,770	702	19%
# of youth and individuals identified at risk gaining income through employment or business, disaggregated by gender.	990	80	8%
# of individuals who are survivors of GBV receiving livelihoods support, including PSS and specialized support (individual or in groups)	420	87	21%

**STRATEGIC OBJECTIVE 2:  
CONTINUE TO PROMOTE INCLUSION INTO NATIONAL SYSTEMS**

## Outcome 2.1: Syrians under temporary protection are ensured equitable access to quality and affordable health services

### Funding Analysis

The Health Sector has been faced with a significant funding gap since 2019. An additional financial appeal of 11.4 million USD was submitted for the health sector in 2020, to account for the specific needs of refugees during the COVID-19 pandemic. Unfortunately, despite additional requirements of nearly USD 10m, no funding was available for the pandemic, but health sector partners were still able to re-programme about 2 million USD from existing funding to address priority needs related to the pandemic. In addition to 3RP efforts, it is worth highlighting that the EU Facility for Refugees in Turkey (EU FRIT) approved the second stage of the large SIHHAT<sup>27</sup> Project implemented directly by the Ministry of Health (MoH) under the "Facility for Refugees in Turkey". The SIHHAT 2 Project started in January 2021, funded with 210 million Euros.



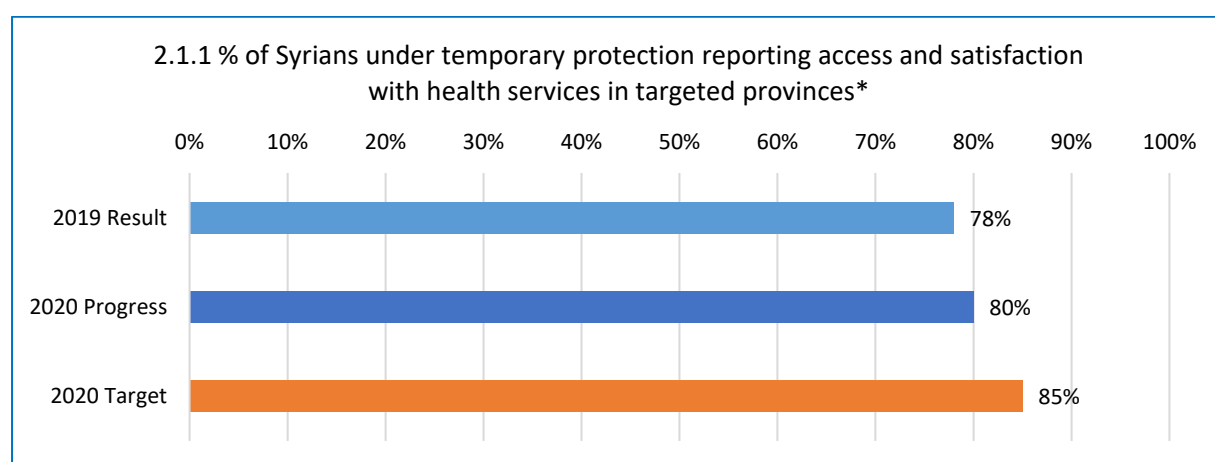
### Highlights

- The Health Sector financial requirements were modest at USD 22,2 million and were only partially funded in 2020. This funding complements bilateral funding received by the Ministry of Health. An additional COVID-19 appeal was submitted by the Health Sector for 11,4 million USD.
- A significant decrease in the utilization of services was noted during the first half of 2020, largely due to the instructions by the Ministry of Health to avoid non-urgent contact with health services during the pandemic, as well as the fear of beneficiaries of catching COVID-19 at health facilities.
- Health services scored highly in the level of satisfaction (80 percent) with existing services, with the highest score recorded for MHPSS services (93 percent) testifying to the increased quality. However, the reduction in utilization of services, due to the pandemic, increased the burden of disease and increased unmet health needs for almost all primary healthcare related services.

<sup>27</sup> SIHHAT full project name: Improving the health status of the Syrian population under temporary protection and related services provided by Turkish authorities

- Additional training was provided to Syrian and Turkish health professionals serving in the migrant and refugee health services as part of the network of 180 Migrant/Refugee Health Centres across Turkey, managed by the Ministry of Health of Turkey. The training was made possible due to the development of online distance learning platforms.
- Additional progress was made in the provision of sexual and reproductive health services as well as the number of professionals trained in clinical case management of GBV, though the needs remain very high.
- It is recommended to continue support to health services for both primary healthcare and COVID-19 related activities.

#### Outcome indicator: Access and Satisfaction with health services



Outcome Indicator	Baseline	Target	Result	Source
% of Syrians under temporary protection reporting access and satisfaction with health services in targeted provinces	N/A	85 %	80 %	WHO patient satisfaction survey — Unpublished data 2020

#### a. Achievements to date

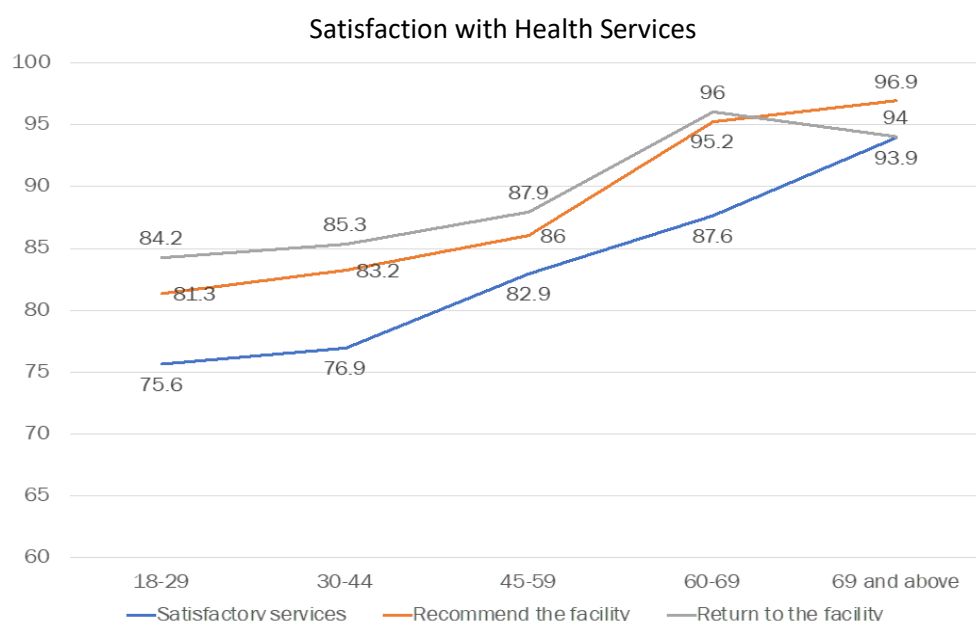
At the beginning of the pandemic, the MoH recommended avoiding unnecessary contact with health services to help reduce the spread of the infection as well as to protect both health providers and beneficiaries from getting infected. The MoH guidelines promoted teleworking and physical distancing as public measures, to allow the health sector to focus on COVID-19 measures, while ensuring the provision of informational materials and messages on how to protect against the pandemic, in several languages, with support from 3RP Health sector partners.

To support health service providers in meeting the additional burden arising from the pandemic, a COVID-19 specific financial appeal was made by Health sector partners. In the meantime, existing available funds were re-programmed at the beginning of the pandemic by sector partners to provide much needed support to selected provinces with personal protective equipment, disinfectants and other supplies.

During this time and in line with MoH recommendations, routine health services were limited, while focus remained on the identification of COVID-19 cases and contact tracing. Routine services including those for reproductive health and non-communicable diseases were impacted for more than 9 months. Routine vaccination processes were not impacted as results show progress on DPT3 (diphtheria, pertussis, and tetanus) vaccination coverage in 2020 for refugee children: with some

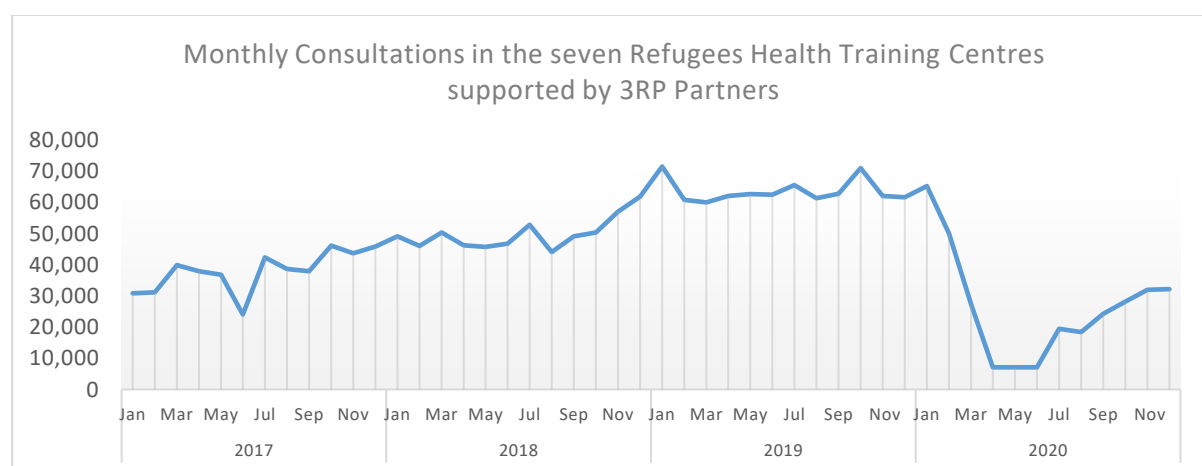
81,341 refugee children (0-11 months) vaccinated with DPT3 vaccine, raising DPT3 coverage for 0-11 months refugee children from 75% in 2019 to 83% in 2020.

During the first half of 2020, most support activities by Health sector partners were transferred online, with a large focus on the provision of counselling, information sharing on the pandemic, as well as capacity building for health providers and beneficiaries for dealing with the pandemic and the provision of health services during emergencies. The provision and delivery of PPEs and other health supplies also took place in 2020. Despite the volatile situation and changing dynamics, service providers continued providing consultations in the seven Refugee Health Training Centres and 12 mobile service units supported by 3RP partners.



*WHO patient satisfaction survey – percentage: Respondents Satisfied with Services - Unpublished data 2020 (Age disaggregation of patients' satisfaction with health services)*

The Patient Satisfaction Survey (in print) showed that available primary health services supported by 3RP partners have consistently scored highly in perception surveys both in terms of accessibility and satisfaction, as highlighted in the above graph. A patient exit interview survey indicated a 93% satisfaction of beneficiaries with MHPSS services. However, health partners noticed a marked decrease in PHC consultations for all services. The graph below is an example from 7 Migrant/Refugee Health Training Centers supported by 3RP partners:



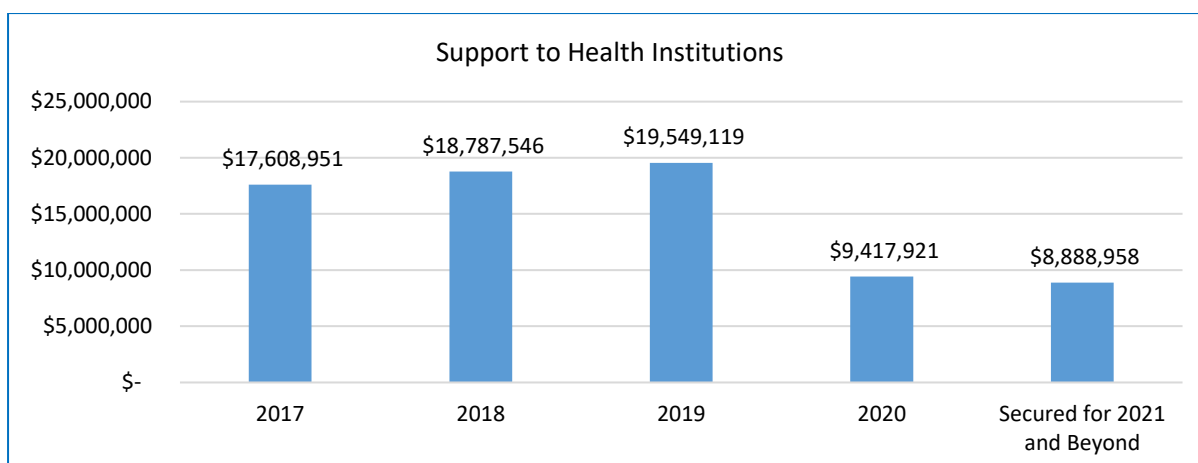
The true impact of the COVID-19 pandemic on refugees has yet to be fully evaluated. It seems likely that marginalized groups (notably female headed households, households with persons with specific needs, LGBTQ individuals) have been hit hardest by the pandemic, both with regard to the economic and health aspects. On the health aspects, more 'usual' health needs increased further as a result of the pandemic. The effect of restrictions on movement, lockdowns, stress-related disorders (depression and anxiety) linked to the pandemic and the uncertainties of the future for refugees further complicated their physical and mental well-being.

During the second half of 2020, the gradual lifting of restrictions by the MoH, allowed a slow return to normality, with more services becoming available and provided to refugees. As a result, some 369,650 primary healthcare consultations were provided with support from sector partners. A total of 3,671 Syrian and 2,168 Turkish health professionals received support for capacity strengthening through trainings. Some 171 translators received trainings on PSS and 546 health providers were trained in self-care.

Women and Girls Safe Spaces (WGSS) have been handed over to the Ministry of Health in late 2019, meaning that most Sexual and Reproductive Health Services are now provided outside of the 3RP. Nevertheless, additional progress was made in the provision of sexual and reproductive health services as well as on the number of professionals trained in SRH and the clinical case management of GBV (277 in total). About 44,282 individuals, of whom 86 percent were women and girls received SRH services and 2,886 consultations on SRH/HIV were provided to beneficiaries, with an additional 3,872 individuals receiving information on STIs/HIV. About 110,000 posters and 7 social media messaging packages were provided to the national breast-feeding promotion campaign. Communicable disease surveillance, detection, response, and prevention (including immunization) was strengthened. About 190,000 posters and 1,610,000 leaflets were provided for vaccination programmes. In 2020, 3RP partners provided USD 9.4 million worth of support to MoH and almost the same level of support, of approximately USD 8.8 million, has been secured so far in 2021 (See table below).

3RP partners have worked to increase the access of rural refugees and host communities to health services through mobile service units in five provinces. Health sector partners provided COVID-19 prevention information and awareness to 38,188 refugees including refugees living in rural areas. Partners have also provided COVID-19 support with PPEs and supplies to several provinces and DGMM removal centers.

The Health sector has supported the provision of Mental Health and Psychosocial Support (MHPSS) trainings to both Syrian and Turkish health providers. The training specific to doctors was on the "Mental Health Gap Action Programme" (MHGAP). Further trainings on several MHPSS topics was provided jointly with MoH by 3RP Health sector partners. 3RP partners helped improve access to MHPSS services and strengthen the quality of services. Some 27,647 MHPSS consultations were provided and 8,600 individuals received MHPSS psycho-education.



*Financial value of support provided to the Ministry of Health through the 3RP*

### ***b. Recommended actions***

The following recommendations aim at strengthening the response to the COVID-19 pandemic and addressing the unmet health needs at the primary healthcare level:

- Strengthen the communication and risk prevention and control communication activities, including COVID-19 impact data for refugees and migrants.
- Provide support for community mobilization teams, and community health workers that support outreach health activities, as well as complement the MoH contact tracing/surveillance, detection, testing and reporting, isolation and quarantine measures.
- Increase the mental health and psycho-social support services for all refugees, with a specific focus on the additional burden caused by the COVID-19 pandemic.
- Support the development of online distance learning opportunities for essential health service providers, including support for additional in-service training, and the provision of COVID-19 equipment and supplies.
- Continue supporting the MoH in provision of sexual and reproductive health services (SRH) and commodities as well as strengthening the capacity of Syrian and Turkish service providers on SRH.

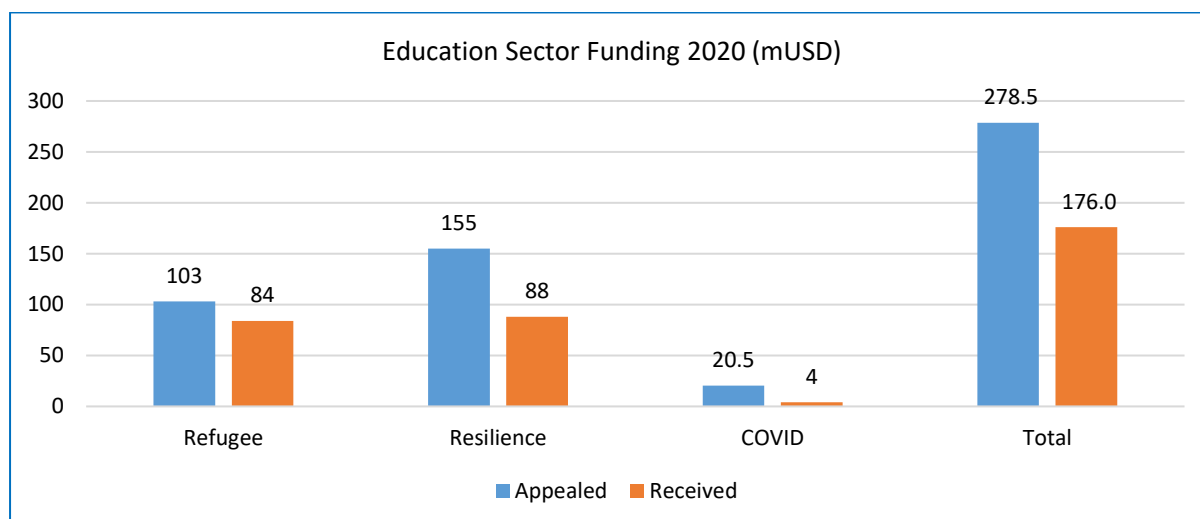


### *c. Outputs contributing to the outcome*

Output indicator	Target	Result	Progress
# of consultations received by male and female refugees and impacted host community residents in primary health	991,950	369,650	37%
# children (0-11 months) vaccinated with DPT3 vaccine	98,344	81,341	83%
# of service delivery units providing SRH services	10	10	100%
# of male and female service providers trained in SRH and clinical management of GBV	300	277	92%
# of Syrian refugees and members of impacted communities who receive SRH services	30,000	44,282	100%+
# of migrant health centres and host community clinics with at least two (2) health staff trained in MHPSS services including screening and referral *	45	39	87%
# of male and female Syrian health care providers trained	1,500	3,671	100%+
# of male and female Turkish health care providers trained	500	2,168	100%+
# of refugees who attend awareness raising activities on STIs, including HIV	1,350	3,872	100%+
# of MHPSS consultations provided in (supported) refugee health centers and host community clinics (sex and age disaggregated reporting)	1,140,000	27,647	2%
# male and female translators from the secondary and tertiary level of care trained on basic mental health and PSS patient interaction skills	300	119	40%
# of male and female health service providers trained on self-care	350	541	100%+

## Outcome 2.2 Sustained access to and enhanced quality of formal and non-formal education for Syrian refugees

### *Funding Analysis:*



Sixty-three percent of the overall 3RP education sector appeal was received in 2020, which is a slight increase compared with 2019 where only fifty-six percent was received. In absolute figures, 2020 funding was also slightly higher than 2019 with 177 million USD compared to 175 million USD in 2019. Further analysis of the 3RP education sector response indicates that funding for the refugee component of the sector was much higher than last year, where nearly 81 percent was covered, compared to only 29 percent last year of the total requirements. This has in fact enabled programs targeting the most vulnerable learners including non-formal education to continue with learning despite challenges of implementing activities during the COVID-19 pandemic. This increase is also attributed to partners reprioritizing their interventions with a greater focus on activities under the refugee component of the 3RP to ensure that the most vulnerable children have access to the materials necessary for the continuation of learning.

Higher education, particularly the provision of scholarships and language learning programs for adults, remained under-funded in 2020 as well in relation to the level of demand. These risks undermining the potential long-term contribution of graduates to the resilience of their communities, their access to employment in professional positions and higher-income jobs as well as their further integration in society affecting overall social cohesion.

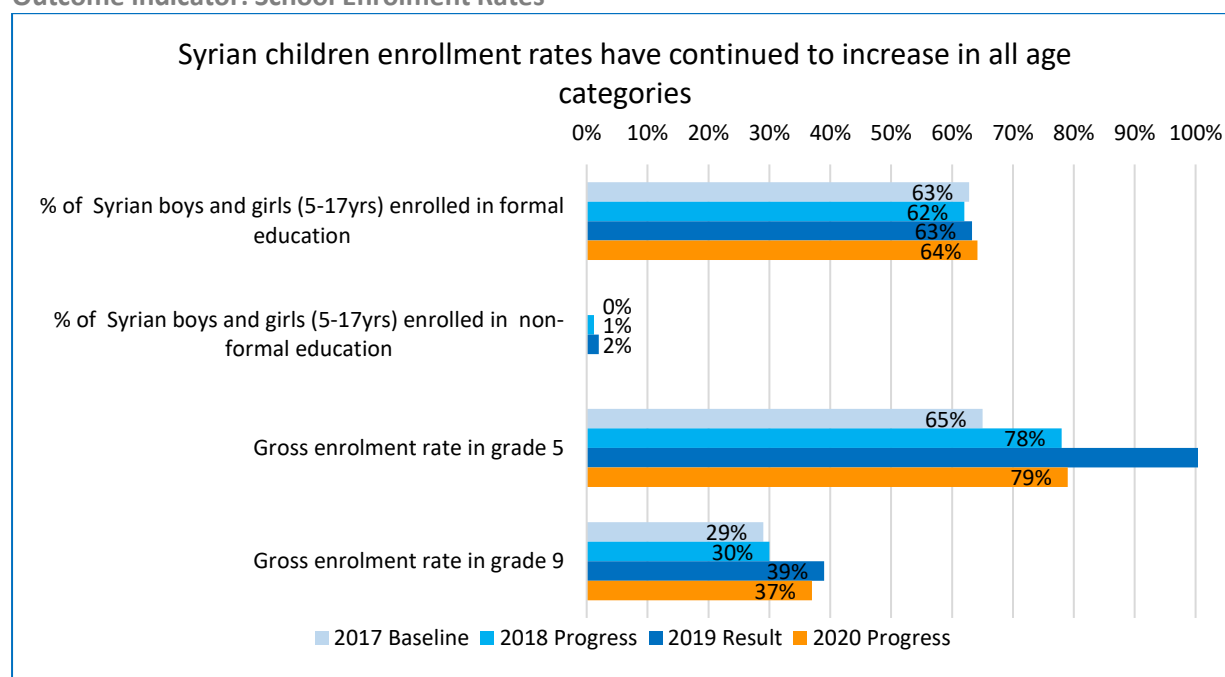
The higher level of funding for the refugee component of the Education sector appeal in 2020 is contrasted with the decrease in funding for the resilience component, with only 56 percent covered, compared to 2019 where funding was fully met. Nonetheless, this funding has enabled the continuation of key programs such as the Conditional Cash Transfer for Education (CCTE) program and the support to Syrian Volunteer Education Personnel incentives program which were identified as critical and strategic interventions, especially during the COVID-19 pandemic.

Funding channelled directly to the Ministry of National Education (MoNE) must also be considered when assessing overall financial support to the education sector. During the pandemic, MoNE has prioritized systems strengthening - providing support to ensure access and continuation of learning by scaling up the Education Information Network (EBA) distance learning platform - with support from the EU, International Financial Institutions and 3RP partners.

## Highlights:

- While more than **768,000** children, 50 percent of whom were girls, were enrolled in formal education, the COVID-19 pandemic is likely to have increased the number of out-of-school children (more than 400,000 before the outbreak of the COVID-19 pandemic in Turkey)
- **58,000** children were enrolled in Early Childhood Education programmes (school, home and community based), and 51 percent of these children were girls
- **671,000** children were supported by Conditional Cash Transfers for Education, with a 50 percent divide for girls and boys reached.
- **196,000** Turkish teachers and education personnel were trained in inclusive education.
- **12,000** Syrian Volunteer Education Personnel were provided with monthly incentives.
- More than **2,500** students were provided with higher education scholarships.

## Outcome indicator: School Enrolment Rates



Outcome Indicator	Baseline	Target	Result	Source
% of Syrian boys and girls (5-17yrs) enrolled in formal education	63%	65%	64.2%	MoNE November 2020
# of Syrians under temporary protection having access to all kinds of education opportunities	796,527	967,666	850,545	Activity Info
Gross enrolment rate in Grade5	80%	82%	79%	MoNE November 2020
Gross enrolment rate in Grade 9	31%	35%	37%	MoNE November 2020

### a. Achievements to date

Despite the many challenges faced as a result of the COVID-19 pandemic, Education sector partners continued to work closely with the Ministry of National Education (MoNE), the Higher Education Council (YÖK) and the Presidency for Turks Abroad and Related Communities (YTB) in Turkey to provide access to and enhance the quality of formal, non-formal and higher education for Syrian children and youth under temporary protection. As of November 2020, more than 768,000 Syrian children under temporary protection were enrolled in Turkish public schools with 79.5 percent of children in primary

school, 78.9 percent in middle school, and 39.7 percent for learners at secondary level. University enrolments of Syrians under temporary protection also increased to 37,236 in the 2019-2020 academic year, bringing the enrolment rate for Syrian students to 6.67 percent of the overall enrolment in Turkey, which is 3 percent higher than the world average for refugee enrolment in higher education.

Since the beginning of the COVID-19 pandemic, and the resulting closure of schools in March 2020, MoNE and 3RP partners have put additional efforts to ensure all children have continued access to education and learning. Scaling up the Education Continuous Distance Learning Programme, broadcasting lessons on television and utilizing the Education Information Network (EBA) online platform enabled the teaching and learning of nearly 951,878 teachers and 12,286,458 students, including refugee children from K-12 as of the end of December 2020. MoNE also launched a national campaign to provide access to the Internet, distribution of more than 500,000 tablets and computers to vulnerable children across Turkey, in addition to setting up nearly 14,000 EBA support and mobile centers, established to enable students without access to learning devices and internet connectivity at home to safely continue their learning.

Under the COVID-19 appeal in April 2020, Education sector partners identified priority areas to respond to the impact of COVID-19 and pandemic on education, focusing on supporting the sustained access to and enhanced quality of formal and non-formal education for Syrians under temporary protection and other vulnerable categories of learners in Turkey. Access to remote learning, maintaining outreach and advocacy messaging to affected beneficiaries, addressing economic barriers to education, provision of needed materials and resources to the most vulnerable children were among the sector priorities. More than 90,000 children participating in formal and non-formal education received supplementary materials to ensure the continuation of their learning. To address socio-economic factors affecting school enrolment, attendance and retention, by the end of December 2020, a cumulative number of 671,343 vulnerable children (a 19 percent increase in comparison to December 2019) were supported through the Conditional Cash Transfer for Education (CCTE) program. Due to the increased economic challenges caused by the COVID-19 pandemic, a one-time CCTE top-up was also provided to 518,794 children in November 2020.

Education sector partners also continued to provide Early Childhood Education services throughout 2020, with approximately 58,200 children (51% girls and 49% boys) enrolled in pre-school home- and community-based ECE programmes using remote service modalities. Access to ECE continues to be a key factor in supporting the school readiness of children, in preventing late school entry, and in facilitating the social and linguistic adaptation of young Syrian children under temporary protection in Turkey, therefore reducing the risk of drop out in later years.

Building on the Education Sector Working Group's previous experience with the annual Back to School (BTS) campaign, and to maintain outreach and advocacy at various levels to enhance access to education and continued learning, a national campaign was launched which was anchored in a key message: "At School – At Home; Education Anytime, Anywhere", targeting parents and children to encourage them to continue learning remotely despite the ongoing challenges. A parents' survey and enrolment problem-log was also launched as part of the campaign with more than 9,500 children reached across 35 provinces, which allowed sector members to identify and address challenges faced by refugee families in school enrolment and accessing distance learning.

With the aim of providing sustainable, safe and protective learning environments for Syrian refugee children, a total of 12,246 Syrian Volunteer Education Personnel (SVEP) were provided with incentives throughout 2020. The SVEP incentives program continued to be a key program in supporting children and ensuring the continuation of their learning. Eighty-five percent of SVEP engaged with parents and

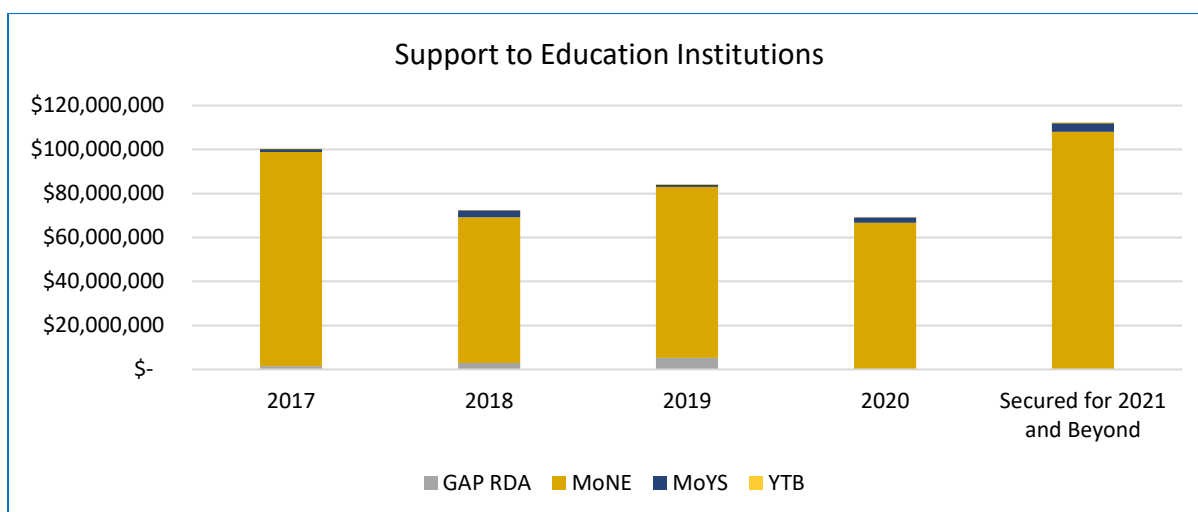
children during remote learning, supporting them through the dissemination of messages from teachers and school administrators to ensure that children continued learning.

The provision of accredited non-formal education was substantially affected by the COVID-19 pandemic with a decrease of 48 percent with the closure of public education centres and restrictions on movement. A total of 13,273 children (50% boys and 50% girls) were provided with non-formal education, including 7,483 adolescents benefiting from the Accelerated Learning Program (ALP).

The Presidency for Turks Abroad and Related Communities (YTB) and the Higher Education Council (YÖK) played a key role in facilitating access to higher education in 2020 and in further ensuring that students were able to continue their learning despite the COVID-19 related challenges. The Government of Turkey supported higher education by covering tuition fees at state universities for Syrian students and by developing an enabling and inclusive policy and university environment. By the end of 2020, university enrolments continued to rise, reaching 37,236 with 2,828 students receiving higher education scholarships. To address challenges faced by university students during the pandemic, YOK invested in the establishment of the Distance Learning Policies Commission to support a distance learning process with expert academics from different fields. In addition to each university's own distance learning system, YOK also prepared a protocol to provide distance learning between universities and established the YOK Courses Platform. Moreover, a 'COVID-19 Information' website was launched to disseminate information on YOK's activities and decisions.

Despite significant overall achievements and the increase in enrolment in higher grades, more than 400,000 Syrian school-aged children under temporary protection (approximately 35.8 percent) were already out of school prior to COVID-19. While the full impact of the pandemic on learning is not known yet, these figures indicate an early and dramatic impact of the COVID-19 pandemic and its tangible effect on the socio-economic status of the most vulnerable populations, including an increase in school drop-outs, reversing some of the progress made in previous years. The pandemic forced teaching and learning online, with more than 50 percent of Syrian refugee children indicating that they could not access distance learning due to limited internet access, and lack of equipment in households (e.g. lack of TV and/or internet connection). The continued interruption of school attendance and overall discontinuation of learning has further exacerbated this situation and increased the likelihood of children dropping out-of-school, which will also lead to long-term impacts such as retention issues and overall loss of learning. The longer vulnerable children are out of school and disconnected from learning, the more likely they will drop out of school and less likely to return.

MoNE has been one of the main institutions supported by the 3RP partners and benefitted from a further increase in support in 2020, with USD 133 million channelled to assist the ministry in providing education services to refugee children. In 2020, capacity building support was provided to Public Education Centres with a greater focus on the provision of quality education. In 2021, there will be a range of soft support available, including system strengthening, trainings and policy development such as programmes to support early childhood, formal and out-of-school children in 2021.



*Financial value of support provided to the Ministry of National Education, the Ministry of Youth and Sports, as well as the Presidency for Turks Abroad & Related Communities and the South Eastern Anatolia Project - Regional Development Administration (both mainly involved in education programme under the 3RP) by the 3RP, towards strengthening human and financial capacity, infrastructure or equipment as well as system strengthening*

### **b. Recommended actions**

To preserve gains made in previous years on refugee access to education and learning, and to avoid a reversal of the progress due to prolonged periods of interrupted learning, averting a lost generation and further mitigating the negative effects of the COVID-19 pandemic are key priorities to ensuring that the most vulnerable children, particularly refugee children, can realize their right to accessing quality education. 3RP partners recommend the following actions for 2021:

- Ensure equitable and inclusive access to all forms of education and learning opportunities (formal, non-formal and informal) to at least 800,000 refugee children, girls and boys who have been severely affected by the COVID-19 pandemic with little or no access to online learning, and have a dire need to catch-up on lost learning.
- Continue to support special measures to provide technological and infrastructural support to the most vulnerable children, girls and boys such as assistance and support to further development of blended (online and face-to-face) learning.
- Continue supporting the Conditional Cash Transfer for Education program and other similar programs that enhance attendance and support retention of children in schools, with a continuous special focus on girls. With the negative socio-economic and livelihood impact of the pandemic on families, financial support is more critical than ever to help alleviate one of the main challenges for parents in sending their children to school.
- Ensure that more than 400,000 out of school Syrian Refugee children in Turkey have access to learning and continue supporting the expansion of programs such as ECE, ALP and other formal and non-formal initiatives which have a significant effect on enrolment, attendance and retention.
- Continuing to strengthen the capacity of teachers and education personnel, including counsellors and SVEP, to adapt their methods to address the specific and varied needs of refugee girls and boys including psychosocial support and well-being.
- Ensure the continued support to blended learning and the provision of needed materials (learning materials, including materials for continued online education).

- Increase academic preparatory courses and information, counselling and guidance to facilitate access, retention and completion of higher education. The provision of training of trainers and collaborative planning will support academics, TVET and university staff to facilitate building social cohesion in classrooms and on campuses. The number of Syrian university graduates is starting to grow and, with that, the need for initiatives and targeted short-term employment preparation courses to facilitate graduates' transition from study to work.
- In addition to considering the academic performance levels of students, scholarship selection criteria should incorporate economic and protection-related considerations and target young women. Young women continue to face both structural and social barriers that inhibit their access to higher education.
- Continue to complement the efforts of the Government of Turkey as well as the financial contributions supporting education initiatives that fall outside of the 3RP appeal.
- Strengthen further coordination and complementarity with the Health, Livelihoods, Protection and Basic Needs sectors to address concerns and impacts related to the COVID-19 pandemic and the economic barriers to education.

### *c. Outputs contributing to the outcome*

Output indicator	Target	Result	Status
# of children (3-5 g/b) enrolled in ECE and pre-primary education (school and community-based)	60,120	58,165	97%
# of Syrian children (5-17 years old g/b) enrolled in formal education (Grades 1-12)	750,000	768,839	103%
# of students (>18 years, f/m) enrolled in tertiary education	33,000	37,236	112%
# of children (5-17 years, g/b) supported by cash-transfers	551,936	671,343	122%
# of children (5-17 years, g/b) enrolled in accredited non-formal education	60,680	13,273	22%
# of children (5-17 years, g/b) enrolled in informal non-accredited education	55,615	6,998	13%
# of children (5-17 years, g/b) receiving Turkish language learning textbooks	300,000	31,700	11%
# of teachers and education personnel provided with incentives	12,500	12,246	98%
# of teachers and education personnel trained (f/m)	35,427	196,786	555%
# of students (m/f) participating in higher education preparation programmes	7,484	0	0%
# of students (m/f) receiving higher education scholarships	1,835	2,828	154%
# of children (5-17 years, g/b) provided with school transportation	9,450	5,816	62%

## Outcome 2.3 Improved access to services at the municipal level

### Funding Analysis

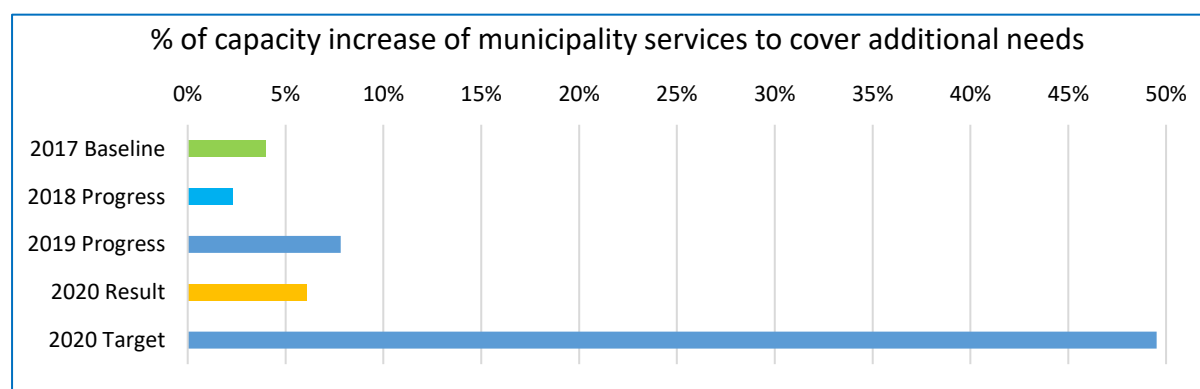
In 2020, the 3RP appealed for USD 98.9 million for the resilience component in support of municipalities. The amount of funding secured for 2020 reached USD 11.7 million, which corresponds to only 8.5 percent of the appeal. The additional funding of USD 4.5 million received through the COVID-19 appeal also included resilience funding, in addition to the annual 3RP appeal.

### Highlights

- Since 2014, USD 60 million worth of support has been mobilized by 3RP partners in support of municipalities.
- Most of this support was secured for multi-year programmes between 2018 to 2020.
- A report from the Union of Municipalities of Turkey highlighted that the fiscal implications of hosting an additional population for the municipalities amounts to a total additional USD 455 million per year.<sup>28</sup> In this respect, the support provided by 3RP partners only covered about 15 percent of the needs of the four largest refugee-hosting municipalities in the Southeast to provide services to the additional Syrian population.
- Implementation progressed well in 2020: The technical capacities of 56 municipalities were strengthened to deliver services and 36 municipalities were supported with newly established municipal infrastructure to expand capacity for service delivery.
- The needs of municipalities remain enormous, and the COVID-19 pandemic added onto the demand regarding municipal and basic services. Material tracking tool data showed that partners were able to provide 31% of the municipal request for support towards requests such as medical equipment (including PPEs), food packages and cleaning supplies: The estimated total requested was USD 2,099,158; and USD 661,940 was distributed.<sup>29</sup>

### Outcome indicator: % capacity increase of municipal services to cover additional needs

The outcome indicator for support to municipalities concerns the amount of funding secured by 3RP partners to support municipal services in the face of additional resources needed by refugee-hosting municipalities, to extend services proportionally to their respective increase in population. These municipalities include the provinces in the Southeast and South of Turkey (Gaziantep, Kahramanmaraş, Sanliurfa, Kilis, Adana, Mersin, Hatay) and metropolitan cities (Izmir, Ankara) – based on the budget of these municipalities. The target is related to the amount of funding in the 3RP appeal and the progress towards the value of completed projects in a given year.

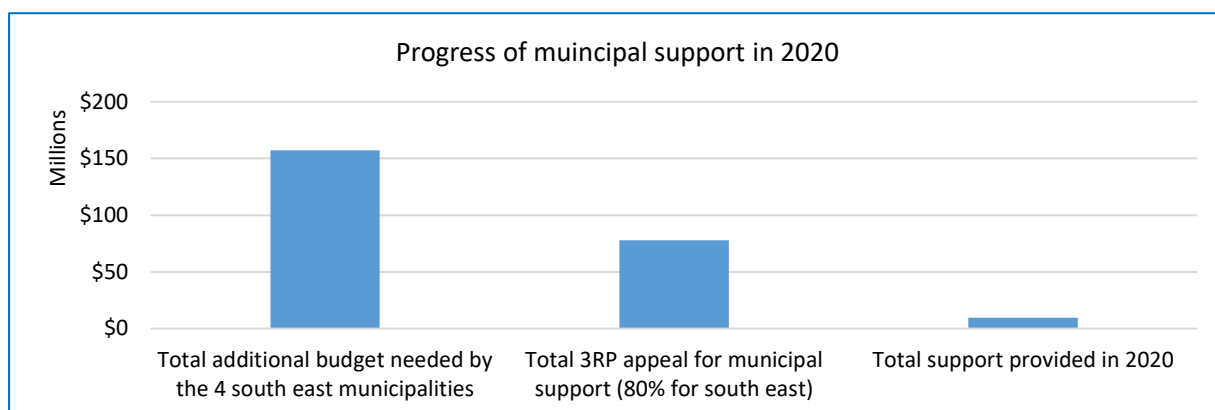


<sup>28</sup> Union of Municipalities of Turkey, Syrian Refugees and Municipalities in Turkey, a Financial Impact Analysis, March 2019.

<sup>29</sup> [Turkey: Covid-19 Material Tracking Dashboard](#)

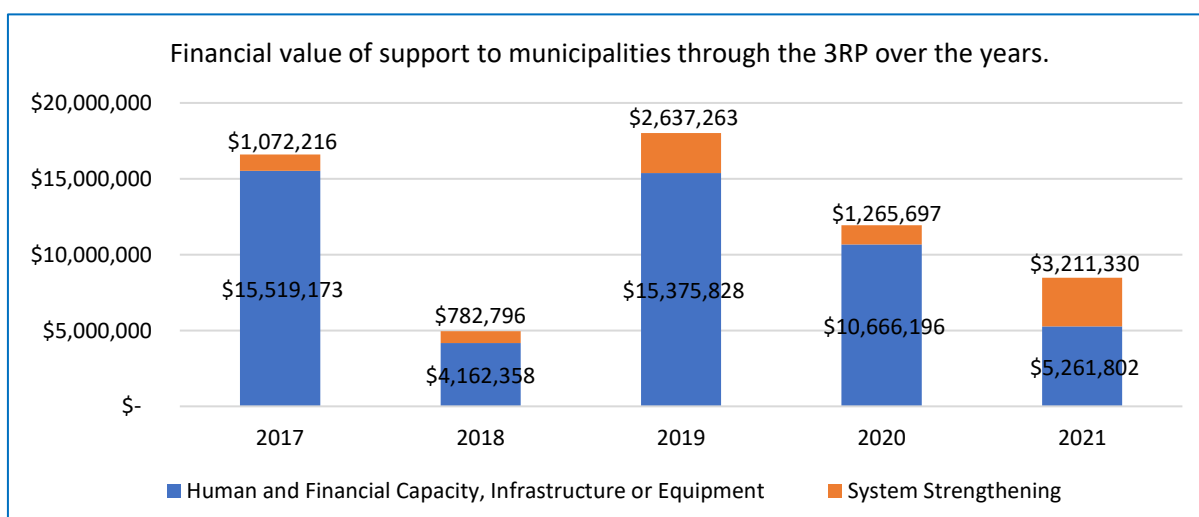


Outcome Indicator	Baseline (2017)	Target (2020)	Result (2020)	Source
<b>2.1.3 % of capacity increase of municipality services to cover additional needs (for southeast municipalities, based on additional budget required to extend services proportionally to additional refugee population).</b>	4%	50%	6%	3RP Municipal tracking dashboards, 2020 municipal budgets for Kilis, Hatay, Gaziantep and Sanliurfa.



#### a. Achievements to date

In 2020, 3RP support to Municipalities decreased compared to 2019 due to the completion of a number of large projects, most of which were initiated in 2018. However, it still covered a variety of support across different sectors, such as health, protection, Livelihoods and Basic Needs sector by the 3RP partners. In 2021, the “soft” support provided to municipalities - including system strengthening, trainings and policy development, will be increased. This includes protection focused (social cohesion) areas of the support.



Municipalities were faced with increasing demands for basic and municipal services to respond to the negative socio-economic impacts of COVID-19. As a result, partners provided capacity development support towards basic and municipal services in 2020 to improve the living conditions of persons of concern and host community members through the delivery of complementary and temporary

services. Partners provided support to and through municipalities which included distribution of in-kind assistance materials. In addition to material support to and through municipalities, partners provided project management and planning support to refugee-hosting municipalities in the response to COVID-19 to encourage the inclusion of Syrians under temporary protection in local service delivery.

Partners also provided IT support and related equipment to municipalities and local authorities to enable the continuation of their services through online and distant modalities.

Despite the increase of support provided by 3RP partners to municipalities, which reached USD 10 million in 2020 (in terms of value of implemented infrastructural projects), 3RP partners were only able to cover a small fraction of the outlined needs. The 2020 projects only represented 6 percent of the additional needs of municipalities in the Southeast to extend services to the refugee population.<sup>30</sup> This is far off the target for 2020 which aimed to cover nearly half of the needs, and is less than the level of support provided in 2019, where roughly 8% of the additional needs of municipalities were supported.

Support to municipal services in 2020 focused on projects aiming to:

- Increase the capacity of key municipal services, such as one wastewater treatment facility; two waste transfer stations established and operationalized in Hatay; the construction of the Greenhouse Solar Dryer Facility (a critical infrastructure to mitigate risks of leakages from the waste landfill into the environment, by drying sludge into fuel for waste-to-energy plants) which was completed in Kilis, and the water network upgraded in Sanliurfa.
- In addition to infrastructure support, partners provided material support to municipalities including sanitary and hygiene items and other in-kind materials to be distributed to vulnerable refugees and host community members, as well as PPEs and medical items.<sup>31</sup>
- Support strategic planning and project management capacity: Basic needs partners engaged with metropolitan and Southeast municipalities to provide dedicated project management support to help municipalities both with internal processes and strategic planning. Partners also optimized capacities in service delivery and in developing project proposals for external funding. Project Management Offices established in 2019 have continued to be operational in three municipalities (Gaziantep, Sanliurfa and Hatay).
- Support national networking of municipalities: 3RP partners in Istanbul focused the 2020 edition of the Istanbul Marmara Region Coordination Platform on highlighting the key role municipalities play not only in terms of service provision, but also relating to protection, livelihoods and social cohesion. The coordination platforms brought together municipalities of the Marmara region but also of the Southeast, together with international donors, to improve the chances of municipalities to secure more direct funding. At the international level, 3RP partners followed up on the International Forum on Local Solutions to Migrations and Displacement organized in Gaziantep in November 2019. A dedicated Global Task Force on Migration regrouping Turkish and other municipalities hosting refugees and migrants was set up in 2020 under the auspices of the United Cities and Local Government. Its first meetings brought together 40 Turkish and international municipalities to exchange best practices and raise the voice of local authorities in international fora to secure more support to municipalities from the onset of refugee responses.<sup>32</sup>

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<sup>30</sup> See the 3RP [municipal support dashboard](#) for details on all projects supporting municipalities implemented by 3RP partners.

<sup>31</sup> [Turkey: Covid-19 Material Tracking Dashboard](#)

<sup>32</sup> Gaziantep International Forum, Summary Report, January 2020, available at: [www.municipalforum2019.org](http://www.municipalforum2019.org)

### ***b. Recommended actions***

Based on the above, 3RP partners recommend the following actions in 2021:

- Identification of needs, coordination of support from 3RP partners and facilitating coordination among municipalities will remain critical areas of work.
- Identifying municipal needs, advocating with donors and raising funding for providing municipal support activities will remain a high priority for 3RP partners. The 3RP will conduct the second round of Mapping of Municipal Support by Partners to bring out the current support and conduct gap analysis, taking into account where possible new projects developed by International Financial Institutions such as the World Bank and the French Development Agency (AFD).
- Whereas large infrastructure projects need to go through rigid tendering processes, careful forward planning is recommended to avoid delays in implementation. Smaller infrastructure projects (parks, etc) could be done by and through local organizations that are more agile, and modalities to support municipalities should be diversified. It is also recommended to work with partners to increase the awareness of refugees and host communities on zero waste, water conservation and recycling; all of which can contribute to decreasing the demand and pressure on service delivery mechanisms of municipalities.
- 3RP partners should also continue support municipal strategic planning capacities to enable them to mainstream refugees into their work, notably on the potential inclusion of refugees related issues in municipal strategic plans, and by support project management offices and migration offices/departments where established.

### ***c. Outputs contributing to the outcome***

<b>Output indicator</b>	<b>Target</b>	<b>Result</b>	<b>Status</b>
<b># of municipalities strengthened in terms of technical capacities to deliver basic and municipal services</b>	36	56	100% +
<b># of municipal infrastructures newly established to expand capacity for service delivery</b>	50	36	72%

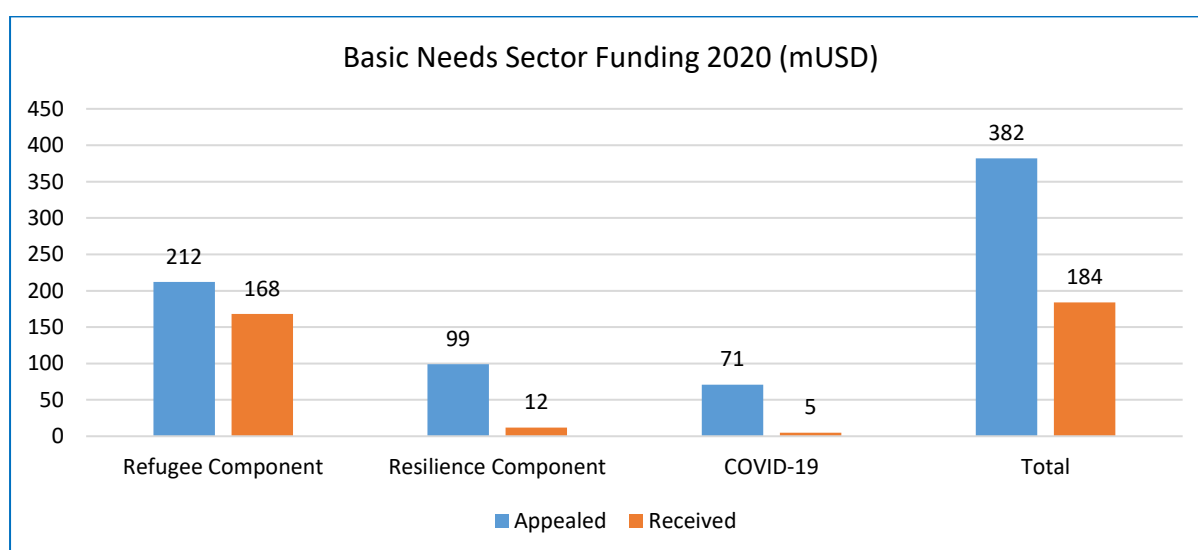
## Outcome 2.4 Improved Living Conditions for Syrian Refugees Through the Delivery of Complementary and Temporary Services

### *Funding Analysis:*

As of December 2020, a total of USD 168 million had been received, which represents 79 percent of the total 2020 Basic Needs sector 3RP appeal for the refugee component.

The ESSN requirement under the refugee component was fully met for 2020; however, the program was appealed under the 3RP only for the first quarter of the year. Following the handover of the program to a partnership which did not appeal for the ESSN through the 3RP, ESSN's financial requirements were ceased to be reflected under the Basic Needs sector nor the 3RP.

The pandemic, and confinement measures introduced to prevent the spread of the virus, resulted in a decrease of access to livelihoods opportunities. Coupled with the increasing costs of living, the need for basic needs assistance for the most deprived households -including cash, food, shelter, hygiene, medical supplies and sanitary items, increased significantly in 2020. The total number of basic needs assistance beneficiaries reached 3.8 million, representing an 80 percent increase compared to the previous year. A majority of sectoral activities under the refugee component surpassed the annual planning targets, due to partners reallocating existing resources to address urgent needs and fundraising through the COVID-19 ad-hoc appeal.

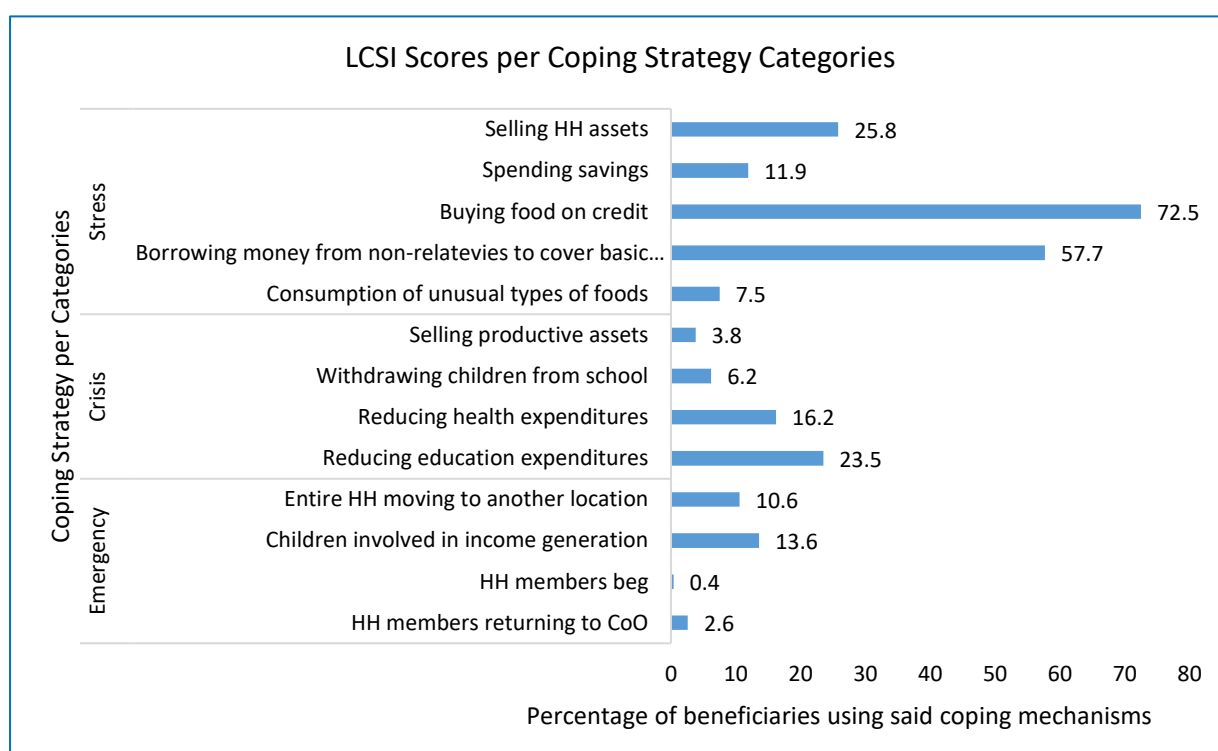


### *Highlights:*

- Partners cumulatively reached a total of 3.8 million individuals in 2020 through:
  - Cash-based support reaching over 2 million individuals (51% women and girls, 49% men and boys), including 1.8 million ESSN beneficiaries (3 percent more than 2019) which was only appealed through the 3RP for the first quarter of the year.
  - More than 116,000 beneficiaries in Temporary Accommodation Centres (TACs) were supported with monthly cash-based vouchers. 55% of these beneficiaries were men and boys, whereas 45% were women and girls.
  - Partners reached over 95,000 beneficiaries in Southeast Turkey with cash assistance programs specialized for winter support,

- Total number of beneficiaries receiving gender-appropriate hygiene, dignity and sanitary items reached over 1.5 million individuals by the end of 2020, which was nearly fourteen times of the annual target. 49 percent of this 1.5 million were women and girls.
- These distributions were complemented by hygiene awareness sessions reaching 40,000 refugees. 54 percent of attendees in these sessions were women and girls, with men and boys making 46 percent.
- Shelter activities reached over 10,000 individuals by the end of the year; the sector reached only 30 percent of its annual target through this modality due to underfunding and restrictions due to the pandemic.

#### Outcome indicators: Livelihoods coping strategy index and food security levels



Given the changes to the ESSN management, the outcome indicator related to the Livelihoods Coping Strategy Index is now being measured by IFRC, with a new Inter-Sector Vulnerability Survey pending publication. The data available is extracted from the 10<sup>th</sup> Post Distribution Monitoring survey but not directly in line with the previous means of verification (WFP Comprehensive Vulnerability Monitoring Survey, round 5).

#### *a. Achievements to date*

Partners adapted their services to the evolving circumstances by ensuring their continuity, providing new services and ensuring functional remote support to those most at-risk or affected. As in-person contact was interrupted, partners continued their follow-ups through phone counselling and monitoring. Communication with communities was effective, with partners disseminating information on prevention measures and hygiene practices to concerned beneficiaries through different communication mechanisms including regular messaging, emails, social media, leaflets and posters. Partners used information dissemination materials, which were prepared by the Ministry of Health (MoH) and the World Health Organization (WHO), and later by lead UN agencies. Within their current caseload, sector partners reached out to the COVID-19 high risk groups, such as elderly and people

with chronic diseases, to ensure they were aware of the necessary information about prevention and access to services.

Since a majority of the basic needs assistance is provided through cash-based interventions, such as the ESSN, seasonal emergency cash-based assistance programmes, including those addressing the needs triggered by Covid-19 pandemic,, this support continued without interruption across Turkey, even in the absence of face-to-face contact. Due to the emerging requirements around disease prevention, and with enhanced coordination, the Basic Needs sector marked a significant increase in the provision of gender-appropriate hygiene, dignity and sanitary items. Through this distribution modality, partners reached over 1.55 million individuals, which is nearly fourteen times more than the annual sector target. The number of partners distributing gender-appropriate hygiene, dignity and sanitary items increased from 3 in 2019 to 18 in 2020.

In times of the economic slowdown or downturn like the current global economic recession mainly caused by the COVID-19 pandemic, any increases in unemployment figures, or decreases in wages and income make people more vulnerable in accessing food and basic needs. In addition, this situation reduces the economic and social resilience capacity of households. To deal with these shortcomings, households generally apply one or more coping strategies to help ensure their economic safety.

Accordingly, the Livelihood-Based Coping Strategy Index (LCSI) aims to understand a household's livelihood and economic security in terms of income, expenditure, and assets. According to survey results of the ESSN PDM 10<sup>33</sup>, the LCSI<sup>34</sup> for ESSN recipients and non-recipient households was 3.58 and 4.49 respectively.<sup>35</sup> The LCSI scores of the recipient households are lower than the non-recipients in all regions apart from the Mediterranean, indicating that overall, recipients are slightly better off compared to non-recipients, which can be seen as an accomplishment of the ESSN program.

The reduced use of negative coping strategies indicates improved living conditions for refugees. In general, the refugee households that benefited from ESSN assistance show more positive improvements. Accordingly, coping strategies adopted by households are classified under stress, crisis, and emergency. When coping strategies adopted by households are ranked according to the severity of the situation in line with survey findings, it is seen that scores for stress is worse than crisis, while crisis is worse than an emergency. Households use all three strategy types, but the most frequently used LCSI strategy among these strategy types is stress.

Accordingly, while households adopted strategies such as coping with emergencies, sending children to work, and relocating the household to an entirely different location, they used the strategy of coping with the crisis by reducing education expenditures and health expenditures. At the same time, households must cope with severe stress, buying food on credit, and borrowing money. Under the stress category, the most used coping mechanisms were buying food on credit and borrowing money (72.5% and 57.7% respectively). Within the crisis category, the most frequently used coping mechanisms were reducing education expenditures and health expenditures (23.5% and 16.2% respectively). Within an emergency, the most used mechanisms were children involved in income

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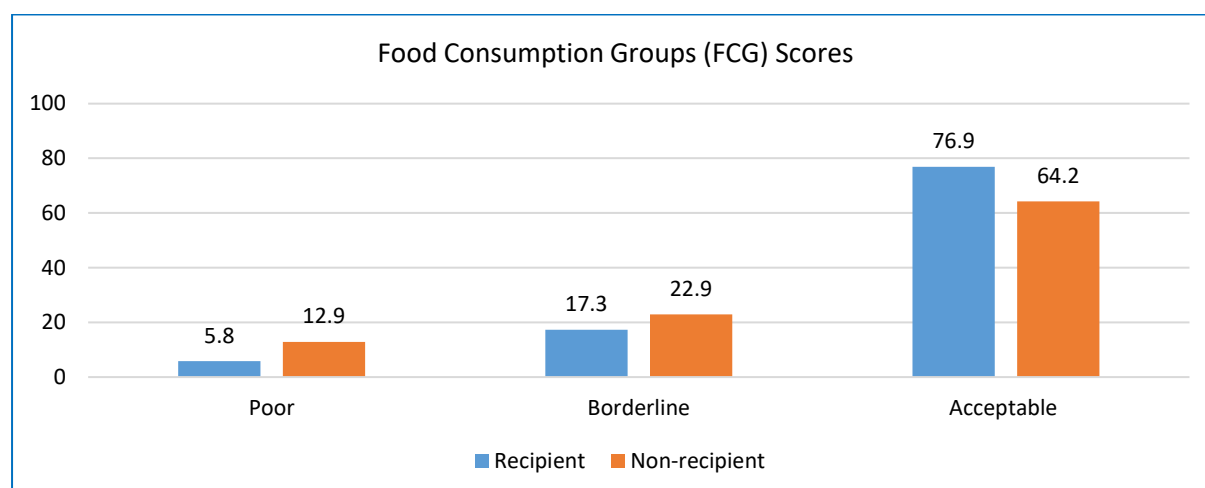
<sup>33</sup> TRC / IFRC - Cash assistance in times of COVID-19 | Impacts on refugees living in Turkey - Findings from the Post-distribution Monitoring (PDM) Survey (Round 10) on Emergency Social Safety Net (ESSN) Applicants. <https://data2.unhcr.org/en/documents/details/87162>

<sup>34</sup> LCSI is measured to better understand longer-term household coping capacities and its behaviour to adapt to the recent economic shocks. These coping strategies consist of three categories depending on the severity; stress, crisis, and emergency, and it is calculated as the weighted sum of each category. LCSI is assessed through 13 questions to understand this severity and these questions are assigned with different scores depending on the severity. The range of the score changes from 0 to 25. A higher value of LCSI indicates a worse economic insecurity and vice versa.

<sup>35</sup> ESSN PDM 10 has been accepted as a baseline in the degree of strengthening the representativeness.

generation and the entire household relocating to a different location. While child labour was predominantly affecting boys before the pandemic, more sex disaggregated data will be necessary to understand the current situation.

Analysis results show that non-recipient households are more negatively affected economically compared to recipient households. Although the general income of recipient households is lower, they are doing better in terms of their coping strategies. Therefore, it can be said that ESSN assistance has generally positive effects on recipient households.



Food Consumption Groups (FCGs), a categorization based on households' food security status and consumption frequencies of food items, give an understanding of household vulnerability regarding food consumption. Through this indicator, household diets are classified as acceptable, borderline or poor.

As of September 2020, 76.9 percent of ESSN beneficiaries and 64.2 percent of non-beneficiaries had acceptable food consumption. This represents a slight decrease since September 2019 for the beneficiary groups whereas food consumption of the non-beneficiary group decreased more significantly. Since the proportion of recipient households are higher on the acceptable group and fewer on other consumption groups as compared to non-recipient households, this indicates that ESSN recipient households were able to mitigate the challenges better than non-beneficiaries, as well as the potential effects of the COVID-19 pandemic. Moreover, it is noteworthy that the proportion of households with acceptable food consumption score was higher among beneficiaries since the introduction of ESSN. This suggests that the assistance has helped stabilize food security.<sup>36</sup> The poor and borderline groups are higher for non-recipient households. The percentage of households who fall under the category borderline was 22.9% and the percentage of the poor consumption group was 12.9%.

Other immediate assistance interventions have also contributed to the overall outcome. Food assistance to populations residing in Temporary Accommodation Centres (TACs) and within the host community in urban areas continued in 2020. Partners were able to increase the provision of food assistance to beneficiaries in TACs, reaching a total of 179,338 individuals.

<sup>36</sup> WFP, Post distribution Monitoring Report 10, March 2020

The prices of winter items increased significantly between January and December 2020. Covering winter needs became harder for refugees due to higher energy prices and increased overall cost of living due to high inflation rates. The price increase on winter items was significantly higher than the recorded increase in inflation during this period. In light of this, sector partners reached 15,000 individuals in Southeast Turkey with both restricted (fuel vouchers) and unrestricted cash-based activities to support vulnerable households in covering increasing costs during the 2020 winter season. However, programs only focused on cities in the southeast and the south for winter support activities, whereas the most severe impact of winter conditions continue to be seen in several other cities in Turkey.

Sector partners also continued to provide shelter support, but limited funding and restrictions preventing face-to-face interaction negatively impacted these activities. Shelter programmes in the cities of Southeast Turkey and in Izmir reached a total of 10,000 individuals through upgrading buildings and enhancing public spaces, reaching only 30 percent of the annual target, 18 percent lower compared with 2019. In addition, a total of 1,195 individuals benefitted from household WASH rehabilitation support.

Core-relief item distribution achieved an increase by reaching 11,506 individuals in 2020, marking a higher number of beneficiaries compared with the 3,000 individuals supported in 2019. While the sector expected a continued decrease in distribution trends for core relief items due to the changing needs of the refugee community; this increase in implementation resulted from the emergency situation caused by the pandemic.

## ***b. Recommended actions***

Based on the above, 3RP partners recommend the following actions in 2021:

- Basic Needs funding should be prioritised, and basic needs support should be coupled with longer term livelihoods solutions.
- The rising costs of living and consequent negative effects this has (already) had on the coping index requires the sector to remain vigilant: continued multi-purpose cash (MPC) assistance, mainly through the ESSN and different complementary programmes, and one-off cash-based interventions are essential so that the most vulnerable are provided with support to meet their basic needs and to avoid an increase in negative coping mechanisms.
- Key sectoral indicators such as the livelihood coping strategy index should continue to be monitored closely. Partners within and outside the 3RP should commit to continuous assessment of vulnerabilities from multiple dimensions.
- Specific groups such as LGBTI, disabled persons etc. should be supported by specialized organisations (NGOs).
- Support should include the most vulnerable households within the host community (estimated 10-30 per cent) in order not to create social tension; and donors are requested to consider introducing this flexibility if not already provided.
- Funding can be provided to community-based organizations and NGOs to provide food assistance in urban contexts, in line with the needs and priorities of vulnerable groups.
- Winter Support: Rising energy costs (coupled with rising prices of food and rent) means that winter support is still relevant in Southeast Turkey and metropolitan cities to offset the additional costs that come with winter preparation (such as clothes, fuel for heating). Identification of needs and advocacy for continuation of winter support should continue in 2021.
- Efforts to build strengthened linkages between the Basic Needs and Livelihoods sectors remains a priority. Discussions surrounding opportunities for refugees to move from Basic Needs assistance to Livelihood activities, and the promotion of self-reliance and resilience, will continue.



*c. Outputs contributing to the Outcome*

Output indicator	Target	Result	Status
# of Syrian refugees benefitting from access to adequate shelter solutions	33,600	12,130	36%
# of personnel in welfare agencies trained on the delivery of social welfare services (SASF, TRC, others)	960	200 <sup>37</sup>	20.8%
# of persons benefitting from transportation services	42,400	2,221	5%
# of Syrian refugees benefitting from cash-based interventions	2,021,100	2,001,100	99%
% of surveyed ESSN beneficiaries who are informed about key aspects of the programme	95	90.4	95%
# of Syrian refugees benefitting from Core Relief Items	90,040	11,506	13%
# of persons benefitting from gender appropriate hygiene, dignity or sanitary items***	111,800	1,558,950	1,394%
# of persons participating in hygiene-awareness sessions	27,560	40,000	145%

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<sup>37</sup> Please note that this is not the unique figure but rather the number of training participants as some personnel attend more than one training covering different subjects.

**STRATEGIC OBJECTIVE 3: CONTINUE TO PROMOTE HARMONIZATION, SELF-RELIANCE, AND DURABLE SOLUTIONS**

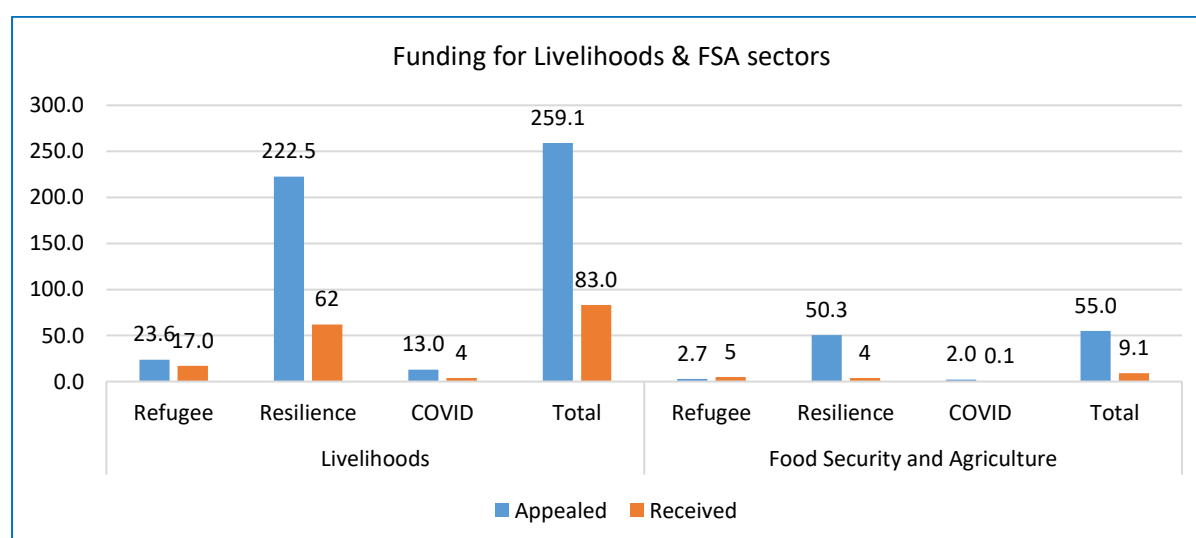
## Outcome 3.1 Increased socio-economic inclusion through job creation, improved employability and system support

### Funding Analysis

The 3RP Livelihoods sector appeal for 2020 was USD 259,5 million including a USD 13,2 million additional appeal for COVID-19 and the sector was 32 percent funded in 2020 with USD 83 million received. A majority of the appeal consisted of the resilience component. The sector appeal for 2019 was USD 230 million and the sector was 39 percent funded at the end of 2019. Compared to 2019, the funding received in 2020 represents a slight decrease, the decrease coming primarily from a lower funding of the resilience component of the sector. The results of livelihoods, food security and agricultural programmes, especially projects related to job creation, are generally achieved over the medium to longer term. It is therefore positive that multi-year funding has been available, with several major livelihoods programmes running since 2018. This enabled an increase in job creation activities, a focus on technical and financial support provided to small and medium enterprises, start-ups and entrepreneurs, as well as capacity building activities for policy makers and service providers. Funding for temporary employment schemes such as cash for work has continued to shrink.

However, employment retention, work permit and short-term work allowance support as well as social assistance schemes have also been an urgent need for further funding, however due to the lower funding received, the 3RP remained limited to mitigating the short-term socio-economic impacts of COVID-19 measures and lockdowns.

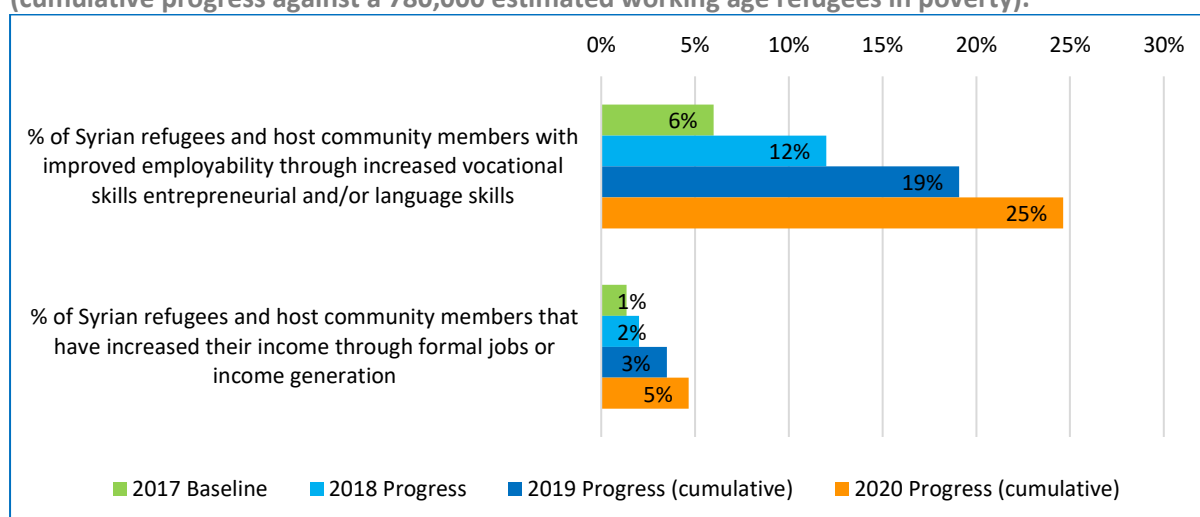
The 3RP Food Security and Agriculture sector original appeal for 2020 was USD 53 million and the appeal was increased after the COVID-19 mid-year revision, hence the total appeal for 2020 reached USD 55 million. The sector was 14.5 percent funded in 2020, representing a stark decrease from 2019, when 63 percent of the appeal was funded – the decrease coming primarily from a lower funding of the resilience component (8 percent) as compared to the refugee component (148 Percent [target was USD 2.7 million and achieved amount was USD 4 million]) of the sector. Generally, the Food Security sector is considerably underfunded, even though 20 percent of Turkey's population is employed in the agriculture sector. Yet in this light, the Food and Agriculture sector provides ample opportunity for absorbing a huge work and labour force, in addition to providing agri-food business opportunities, though the sector struggles with funding challenges.



## Highlights

- The **employability of 45,000** Turkish and Syrian individuals was increased through technical, vocational, entrepreneurship and language trainings.
- **8,214 individuals benefitted from increased income** through job placement and self-employment in service and manufacturing (especially textile industry) sectors.<sup>38</sup> The beneficiaries of the job placement programmes were predominantly male with 84 percent. Overall, livelihoods and food security partners have supported over 36,000 refugees and host community members to access employment opportunities since the inception of the 3RP.
- **6,560 individuals, 45 percent of whom were women, were assisted with business mentoring, individual counselling** and in line with COVID-19 response, digitalization support and mini recovery fund.
- **496 businesses** were supported in their establishment and/or with financial or technical services such as digital or financial consultancy.

**Outcome indicators: Syrians and host community increasing employability and accessing income (cumulative progress against a 780,000 estimated working age refugees in poverty).**



Outcome Indicator	Baseline 2017	Target 2020 (cumulative)	Result 2020 (cumulative)	Source
% of refugees with improved employability through increased vocational, entrepreneurial and/or language skills	6% (46,655)	39% (311,000)	25% (194,073)	Tracking of sectors' results vs. Population in need: 780,000 estimated working age refugees in poverty
% of refugees and host community members that have increased their income through agricultural and non-agricultural jobs or income generation <i>Proxy Indicator: Number of Syrians with work permits</i>	1% (10,647)	12% (91,113)	5% (36,785)	

<sup>38</sup> The number of work permits issued to Syrians under temporary protection and other international protection applicants and status holders has not been updated for the year 2020 by the Ministry of Family, Labour and Social Services, Directorate General of International Labour Force. Please see <https://www.ailevecalisma.gov.tr/istatistikler/calisma-hayati-istatistikleri/resmi-istatistik-programi/yabancilarin-calisma-izinleri/>

### *a. Achievements to date*

Enhancing self-reliance and the resilience of Syrians under temporary protection and host communities remained particularly challenging during the pandemic. In 2020, 3RP partners continued supporting the Government of Turkey in the implementation of the 2016 Work Permit Regulation. Furthermore, in line with the 11<sup>th</sup> National Development Plan, the 3RP supported Syrians under temporary protection and members of the host community through the provision of Technical and Vocational Training and Education (TVET), skills and language training to increase access to employment opportunities, facilitation of formal job creation as well as the transition to formal employment. In addition, 3RP partners have worked towards strengthening the capacities of relevant national and local government institutions as well as existing businesses.

In 2020, Livelihood sector partners reached 62,178 beneficiaries in total, of whom 57% were female. 43,509 (87%) of these beneficiaries were Syrians under temporary protection. Livelihood activities took place in 31 provinces with 18 agencies reporting to ActivityInfo and the involvement of 14 supporting agencies.<sup>39</sup> 16,020 Syrians and host community members benefitted from vocational and livelihood related skills trainings and 31,663 benefitted from Turkish language courses. This was complemented by efforts from food security partners in agriculture which reached 534 people with language trainings and 3,314 people who benefited from agricultural skill development initiatives– this includes 2,177 individuals who benefitted from skill development trainings on good food, nutrition and good agricultural practices, 47 percent of the beneficiaries were women. Most of this support was provided in the Southeast provinces that host the largest concentration of Syrians under temporary protection and have the highest agriculture market needs. Such assistance has incorporated support for host communities to increase their soft skills and foster social cohesion and harmonization. The trainings provided by sector partners was designed to be flexible and innovative, especially within the context of COVID-19 where physical and face-to-face learning methods became extremely difficult. Within this framework, blended and online courses were predominantly offered to serve the needs of women as primary caretakers of the family, as well as the working population. Overall, nearly 200,000 refugees and host community members have received employability support from 3RP partners since 2015.

Even before COVID-19, increasing unemployment rates, especially affecting youth and women, a lack of information, administrative and financial costs as well as social barriers, including language barriers, experienced by employers and job seekers created challenges to formal employment. The disadvantaged position of Syrians in the labour market became more apparent when looking at those who were laid off or took unpaid leave due to the pandemic, coupled with those who were unemployed before the pandemic<sup>40</sup>. The impact on refugees working informally in agriculture has also been high given the limitations on internal movement of refugees in Turkey.

The sector partners have tried to adapt to the pandemic and continue their efforts to increase employability, job retention and work formalization support for refugees and the host community through the provision of technical and financial support as well as COVID-19 recovery programmes. 5,862 Syrians and host community members were assisted with individual counselling, job counselling and business mentoring, including counselling and support on cooperative establishment, which has proven to be a useful strategy to include women in the labour market. Despite their high participation rates in training activities, their transition rate to the formal labour market remains low. Furthermore,

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<sup>39</sup> For further details please refer to Turkey Livelihood Sector Q4 Dashboard. <https://data2.unhcr.org/en/documents/details/85674>

<sup>40</sup> For details please see TEPAV (June, 2020) How Has COVID-19 Affected Turkey's Labor Market?

206 Syrians attended an online digitalization training of whom 28 percent were women and 24 percent were supported with mini recovery fund as part of COVID-19 recovery programmes. 8,214 (7,954 beneficiaries from the livelihoods sector and 260 from the food security and agriculture sector) individuals benefitted from increased income through job placement and self-employment which further consolidated the success rate in terms of job placement achieved in previous years, despite the setbacks revealed by COVID-19. Overall, livelihoods and food security partners have supported over 36,000 refugees and host communities members to access employment opportunities since the inception of the 3RP.

An impact evaluation study of one of the major livelihoods programme implemented to date (ILO's KIGEP Programme) reveals that 85 % of refugee workers who responded to the tracer survey of the programme beneficiaries started working formally for the first time under an employment support scheme.<sup>41</sup> Furthermore, 97 % stated that working formally was beneficial for various reasons. Such interventions are considered to be successful in bringing awareness to refugee workers with respect to formal work. There is also evidence that 97% of enterprises have continued to employ all or some of the Syrian workers they had hired, and that new refugee employees in addition to the refugees for whom they had received support were employed. Importantly, enterprises that had received support, had a 16 per cent greater employment increase than enterprises that did not. This result not only demonstrates the success rate in employment retention and job creation but also building trust and a lasting dialogue between the employers and employees as well as host community and refugees. There is however room for improvement in employment support programmes for women's participation. For the case of KIGEP, 91 Syrian women benefitted from the programme compared to 1.764 men and the outlook is the same for the 503 Turkish women benefiting from the programme compared to 1.097 men. Overall, 84 percent of the beneficiaries of the job placement programmes implemented by the sector partners are male employees and this ratio demonstrates the challenges in creating targeted programmes for women. However, the Turkish language training programmes targeted predominantly women with 70 percent of women benefitting from the trainings. Furthermore, UNDP is currently conducting a survey on the women beneficiaries of the B2 level Turkish language courses to demonstrate and disseminate the skills levels and profiles of women participants with the sector partners for developing more targeted future interventions.

The food security and agriculture sector complemented these results, including by establishing 2 out of the 3 women-led enterprises/cooperatives supported by 3RP partners last year (the third one is a women-led cooperative in Adana- Meryem cooperative). A total of 260 work permits were issued to Syrians under temporary protection supported by the sector in 2020, and 15 percent of these permits were granted for the establishment of businesses.

Nonetheless, more efforts are required to increase the referral mechanisms and track the number of beneficiaries that are placed into formal jobs after the trainings to better understand the impact of the trainings provided. The support provided to ISKUR and other public institutions is key to achieve this goal.

Although the impact of COVID-19 on enterprises is gradually improving as the health crisis resulting from the pandemic appears to be stabilising, it is also becoming rather chronic. 41% of enterprises reported that the COVID-19 crisis has affected them to a great extent. Micro- and small-scale enterprises continue to experience the impact of COVID-19 crisis more adversely<sup>42</sup>. In this challenging

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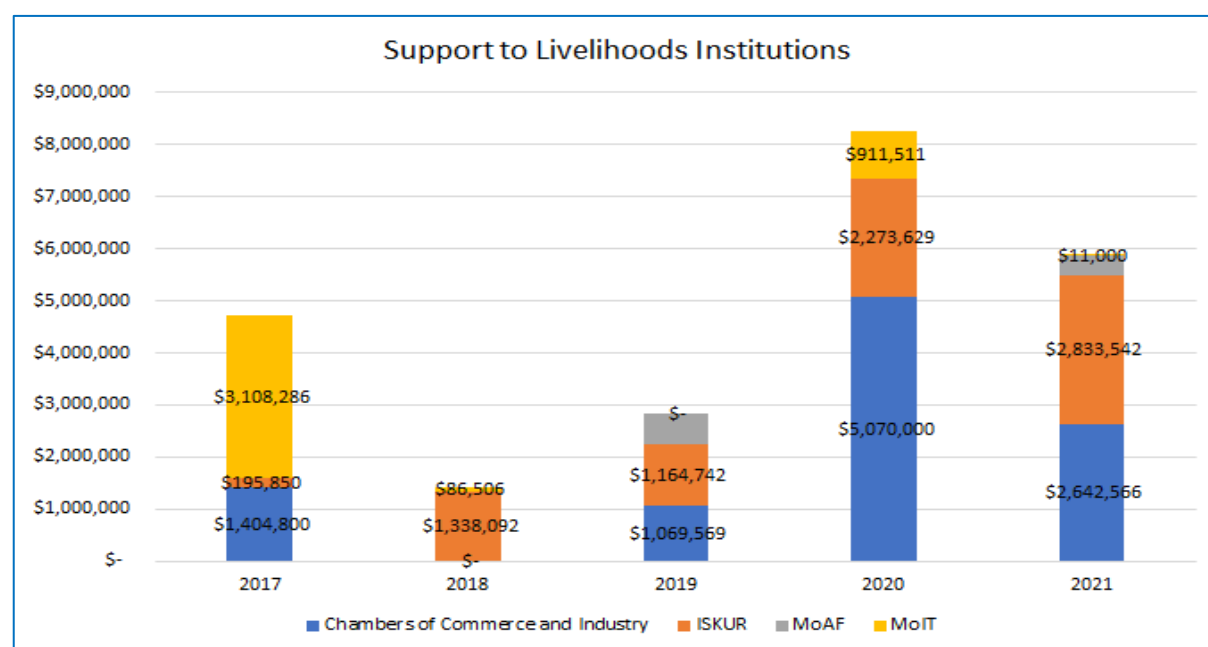
<sup>41</sup> ILO, KIGEP Transition to Formality Programme, Impact Analysis, available at: [https://www.ilo.org/wcmsp5/groups/public/---europe/---ro-geneva/---ilo-ankara/documents/publication/wcms\\_763393.pdf](https://www.ilo.org/wcmsp5/groups/public/---europe/---ro-geneva/---ilo-ankara/documents/publication/wcms_763393.pdf)

<sup>42</sup> Business for Goals (2020), Q4 Survey on Impact of COVID-19 on Enterprises in Turkey

context, sector partners continued to provide financial and technical support for the creation of new small businesses and partnerships/joint ventures as well as formalization of enterprises besides providing support to existing businesses on digitalization, labour law, including occupational safety and health regulations, general business procedures, including social compliance, accounting or risk management, and e-commerce or digital marketing. In total, 496 businesses owned by refugees or host community members were supported in their establishment and/or assisted in their start-up phase with financial or technical services such as digitalization aids or financial consultancy as well as legal counselling. Within the COVID-19 response, digitalization support has been a vital tool of assistance for SMEs. 144 Syrian-owned SMEs have benefitted from the support for unlimited internet access, 30 SMEs from digital marketing services, 34 Syrian owned SME received financial consultancy services<sup>43</sup>.

In 2020, advocacy interventions and awareness raising campaigns on labour regulations aimed at policy makers and partners faced stagnation compared to previous years as priorities shifted towards emergency COVID-related measures and mitigation mechanisms. However, livelihood sector partners demonstrated impressive adaptability and complementarity with public institutions to ensure the continuity of service provision especially through digital tools and online mechanisms. In this challenging environment there were continuous efforts from sector partners to ensure that Syrian men and women as well as host community members were able to benefit from strengthened capacities of public institutions to access employment opportunities.

The livelihoods and employment institutions, including agricultural institutions, have benefitted from the significant increase of support from 3RP partners, with over USD 8 million of programmes delivered in 2020 compared with USD 3 million delivered in 2019. The value of the support provided to Chambers of Commerce and Industry increased in 2020 particularly due to the completion of the construction of SME capacity/innovation centers in Izmir, Mersin and Gaziantep.<sup>44</sup>



<sup>43</sup> January 2021 SCRRP Monthly Bulletin

<sup>44</sup> <https://www.tr.undp.org/content/turkey/en/home/presscenter/pressreleases/2021/02/UNDP-Model-Fabrika-ve-Yenilik-Merkezleri.html>

In addition, strengthening the institutional capacity of İŞKUR and its active labor market services for impacted communities including both Syrians under temporary protection and host communities with a view to expanding employment services and enabling the absorption of the Syrian labor force as well as host communities by local economies is also a major priority for 3RP partners. Support to İŞKUR doubled in 2020 compared to 2019, amounting to almost USD 2.3 million. The support provided to İŞKUR included development of IT and physical Infrastructures as well as providing support for outreach activities. The support provided by 3RP partners is thus expected not only to significantly improve İSKUR overall processes, notably in terms of analysis of labour market needs, but also access by beneficiaries, for example through making online services accessible from mobile phones.

In addition to the direct results of employment-related sectors, other sectors are also making important indirect contributions to the objective of fostering self-reliance. Health partners trained some 600-field staff (over 80% Syrian females) which were hired to serve in the Turkish health system and provide community-based health services. Their employment in the Turkish national health system in 7 provinces helps the Syrian communities with health outreach and home-care services for the elderly, persons with disabilities and the most vulnerable. During the pandemic, community health workers supported MoH efforts for contact tracing of COVID-19 positive cases. The employment allows for economic development during a difficult period but also is an example of how the Syrian community can help their hosts and show that they are not a burden, but rather a resource.

### ***b. Recommended actions***

Although the Regulation on Work Permits of Foreigners under Temporary Protection allows for access to formal work, needs remain high, including for support to increase knowledge on the work permit regulation, both on the side of the employers and workers.

- The 3RP with public and private stakeholders should develop a broader strategy on its contribution to the transition from temporary assistance to more sustainable and long-term agricultural and other livelihoods opportunities.
- There is a need to work on policies to explore ways to address barriers to employability such as movement restrictions for registered refugees and the difficulties in accessing land and equipment, with a view to increasing access of Syrians under temporary protection and international protection applicants and status holders to larger employment market in the agricultural sector.
- Additional efforts are also required in terms of job placements which involves better skills development matching labour market requirements and a need to address the literacy level and gender parity among Syrians under temporary protection.
- Systematic follow-up of training beneficiaries to support them with job placement – for example through guidance services - needs to be further strengthened, including by supporting a referral mechanism through İSKUR in the sector. Support provided to İSKUR is important in this respect.
- Profiling studies to identify existing knowledge, skills and competencies are important, as is the identification of skilled refugees and support for the validation and certification of their skills. TURKSTAT's capacity should be strengthened in this regard – for example by integrating specific modules in the household labour force survey.
- Due to the pandemic, refugees have become economically more fragile than Turkish citizens and women overall remain more fragile than men. Initiatives that especially focus on women, youth and persons with disabilities to promote decent work for all will be crucial.
- New initiatives will need to work on providing income support to workers who lost their jobs or were put on unpaid leave due to COVID-19. Employment support programmes, would cover the expenses of social security premium support payments for Turkish citizens and newly recruited Syrian workers for up to six months, as well as work permit expenses of



Syrian workers to mitigate the impact of COVID-19 on access to decent jobs and formal employment for refugees and host communities alike<sup>45</sup>. Continuation of such programmes as well as referral support to employees to regain access to livelihoods opportunities through partners working on skills building and job creation is of utmost importance.

- To promote sustainable and resilient employment opportunities in the formal economy, cooperation with the private sector should be strengthened and small and micro enterprises supported to maintain jobs, with a special focus on women-led SMEs.
- Further labour market research and needs analyses as well as value chain assessments are also needed to identify the potential labour and skills gaps, especially in light of post-COVID-19 economic realities and opportunities. ISKUR's capacity should be strengthened in this regard.
- Investments on diversifying job opportunities in the post-COVID era remains a priority. Programmes that facilitate access to the digital economy, self-employment as well as more sustainable jobs through market-oriented trainings, start-up grants and freelance platforms is an absolute necessity. At the same time, awareness on the need to regulate the platform economy to prevent decent work deficits should be raised.
- Providing support to social entrepreneurship initiatives such as cooperatives should become a sector target, especially for stimulating women's employment.
- Focusing on the green economy and waste/water management sectors can also help foster new partnership opportunities with the private sector, local public institutions and municipalities and create new employment opportunities and sustainable green jobs.
- The 3RP needs to enhance its cooperation with chambers of commerce and business associations, including providing support to strengthen their operational capacities, and to collaborate on developing and strengthening the relations between Syrian and Turkish businesses, establish partnerships to create business dialogues and employment opportunities.
- The Food Security and Agriculture sector must be adequately funded to support job creations and business development as an alternative to long-term dependency on humanitarian assistance.

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<sup>45</sup> Please see ILO (2020) Transition to Formality Programme Impact Analysis

### *c. Outputs contributing to the outcome*

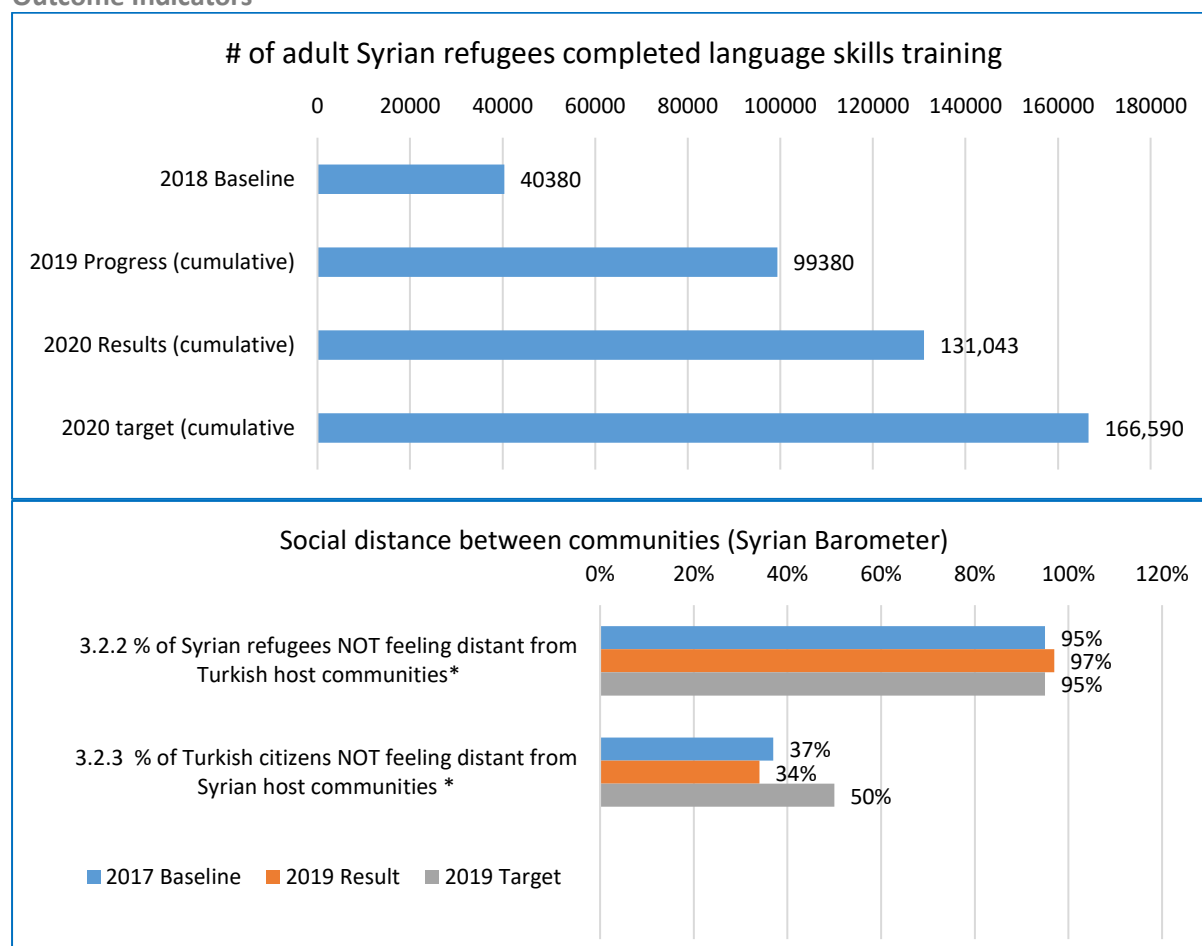
Output indicator	Target	Result	Status
# of male and female impacted community members assisted with individual counselling, job counselling and business mentoring/coaching.	30,720	6,296	20%
# of Syrian men and women or host community members benefitting from strengthened capacities of public institutions to access employment opportunities	54,000	363	1%
# of Syrian refugees or host community members completed trainings (e.g. technical vocational, language, skills, and all types of livelihoods skills trainings).	93,795	15,318	16%
# of Syrian refugees completed Turkish language trainings.	66,860	25,098	38%
# of Syrian refugees or host community members increased income through job placement, self-employment and income opportunities.	34,214	9,407	27%
# of Syrian men and women or host community members employed through public infrastructure and environmental assets improvement such as cash for work programmes.	24,468	346	1%
# of pilot initiatives launched or alliances formed to increase public/private sector engagement aimed at creating livelihoods opportunities for impacted communities.	34	1	3%
# of start-ups/businesses started/developed including joint ventures and partnerships.	6,390	119	2%
# of SMEs, businesses supported through business management trainings, financial/non-financial services or technology transfer.	10,478	143	1%

## Outcome 3.2 - Enhanced social cohesion through increased trust between the Syrian refugees and host communities, active participation at the local level, and the removal of social barriers such as language

### Highlights<sup>46</sup>

- In light of challenges surrounding face-to-face activities, community interactions were deprioritized during the COVID-19 pandemic. Despite this challenging context, **95,000 individuals participated in peaceful co-existence events**, with 53% women and girls and 47 percent men and boys.
- **98 institutions were supported** to undertake peaceful co-existence interventions.
- **16,000 youth and adolescents** (64 percent of whom were girls) attended empowerment programmes.
- **25,000 refugees** completed Turkish adult language trainings through online and blended learning modalities, amongst whom more than 17 thousand were women..

### Outcome Indicators



\*social distance: average across social distance indicators on having neighbours, working with, having children friends with other community.

<sup>46</sup> For funding analysis, please refer to strategic objective one, since most of the activities were implemented by the protection sector.

**Table: Outcome indicators**

Outcome Indicator	Baseline	Target	Result	Source
% of Syrian refugees NOT feeling distant from Turkish host communities	95%	95%	97%	Syrians Barometer
% of Turkish citizens NOT feeling distant from Syrian host communities	37%	50%	34%	Syrians Barometer
# of adult Syrian refugees completed language skills training	2018 : 40,380	2020: 67,210 Cumulative: 221,285	2020: 31,663 Cumulative: 131,013	Activity Info (education and livelihoods)

#### *a. Achievements to date*

In relation to the social cohesion between communities, surveys and focus group discussions conducted by partners with communities and the media monitoring efforts indicated an increasing social distance between Syrians under temporary protection, international protection applicants and status holders and host communities. Added onto the social distance between communities, a negative perception towards Syrians under temporary protection has also been observed, including in some media.

Turkey's 11th Development Plan foresees several different avenues to strengthen cohesion between communities, including through support to DGMM's institutional structure and capacity, as well as increased targeting of children and youth. Furthermore, the National Strategy and Action Plan on Harmonization, spearheaded by DGMM, provide a framework for public institutions and civil society actors to work towards improving social cohesion between Syrians under temporary protection, international protection applicants and status holders, and host communities.

With this consideration, sector partners continued to work with and support local authorities and public institutions both specifically in relation to social cohesion interventions and programming, as well as to reduce the pressure on institutions to provide timely and effective services to persons in need through multi-layered capacity development support.

Community level interactions through face-to-face activities were deprioritized due to public health measures introduced to combat COVID-19, and consequently the 3RP was only able to achieve 63% of its 2020 target to engage individuals in events organized for both refugee and host community members. In total, approximately 95,000 individuals participated in peaceful co-existence events. This was a significant decrease (73%) compared to achievements in 2019, where the target was overachieved by 36% (202,000 individuals were reached). However, interventions that aimed at social cohesion between communities and services providers continued, building on the significant progress made in 2019. To specify, in 2020 the sector was able to overachieve its target for support to public institutions and local authorities (particularly including DGMM, municipalities, and mukhtars) to undertake social cohesion interventions.

While community engagement continued throughout the pandemic through virtual and remote activities, as no face-to-face activities could be facilitated for most of the year, activities that aimed to engage youth and adolescents in empowerment programmes (and other community mobilization/empowerment) were also disrupted. Thus, the target could only be achieved at 49%, representing approximately a 61% reduction in youth/adolescents reached and engaged in these programmes compared to 2019. Activities implemented in 2020 included online activities promoting

empowerment and participation of children and youth; youth advisory boards and committees, including in collaboration with local authorities; raising awareness sessions, including with children and youth on child rights in Turkey; outreach volunteer programmes, including with youth.

In addition to activities aiming at facilitating dialogue and interaction, a key contribution of the 3RP to social cohesion remains efforts to support Turkish language training amongst the refugee population. The language barrier continues to be one of the biggest obstacles for refugees in accessing social services, the job market and interaction with host communities. Being able to speak the language is a major advantage and instrument for integration as it will enable refugees to better engage and interact within society and be more employable, preventing Syrians from social isolation. The area in which Syrians experience most problems is “working conditions” (36,2%) followed by communication-language barriers (33,2%)<sup>47</sup>. Refugees with medium Turkish language proficiency were more likely to have Turkish friends they could visit (33%) compared to those with basic Turkish (13%) or no Turkish language ability (10%). Vulnerabilities of women are also visible in the social interaction abilities and language skills. Adult women are far less likely than men to speak Turkish (64% of women vs. 33% of men aged 18-59 years do not speak Turkish at all) or to have received any formal education<sup>48</sup>. To help overcome this challenge, Livelihood sector partners provided adult language courses for 31,663 Syrians through online and blended learning modalities to increase the employability of Syrians as well as communication skills for everyday interactions that foster the dialogue between communities. 70% of beneficiaries were women, which is a positive trend given their lower inter-action with the host community and their more limited command of Turkish.

Despite these interventions, a growing negative perception among the Turkish population about refugees was observed in 2020<sup>49</sup>, especially as the pandemic resulted in curtailed livelihood opportunities and reduced direct/physical interaction between people. This negative trend was also validated through the findings from the Protection Sector Needs Assessment (Round 2) (September 2020), where 37% of respondents reported observations of conflict and tension with local community members as a result of COVID-19. This represented a significant increase in comparison to the first round (June 2020) findings where only 2% reported tension with local communities.

The main contributory factors of rising tension include socio-economic distress (and loss of livelihoods due to COVID-19) created with the pandemic, the perception of socio-cultural differences, increasing social distance between communities, language barriers, decreasing social acceptance (perceived), competition for jobs, security concerns, misperceptions and misinformation concerning the services available, as well as pressure on services and assistance. These factors require sustained and coordinated support between protection partners and with public institutions/local governments. In this respect, it is important to note that employment support programmes (see outcome 3.1 above) not only increased the formalization rates in employment but served as a valuable catalyst for overcoming social tensions and negative stereotypes between the host community and the Syrians as well as employers and Syrian employees. The enterprises that took part in an impact assessment conducted by a job creation programme stated that Syrian workers showed significant progress in the areas of language, professional knowledge, work discipline and performance. The average rate of respondents who stated there was partial or major improvement in each category was 95%. The fact that enterprises have a positive opinion of Syrians in any category shows that their likelihood to keep

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<sup>47</sup> M. Murat Erdoğan, (2020) *Syrians Barometer-2019*, Ankara, Turkey.

<sup>48</sup> WFP (June 2020), *Comprehensive Vulnerability Monitoring Exercise Round 5*.

<sup>49</sup> These findings are also corroborated through the 2019 Syrians Barometer and World Food Programme Report (2020) on Social Cohesion in Turkey: refugees and the host community online survey findings, round 1–5. Ankara, Turkey: United Nations World Food Programme Turkey Country Office

the Syrians in employment even after support ends is high<sup>50</sup>, thus contributing to a harmonized working environment and decent job opportunities for refugees while increasing the interaction between the host community members and refugees at the workplace. In addition, workplace adaptation programmes matching Syrian and Turkish workers in one workplace have proven useful to foster exchange between communities, improve social cohesion and support Syrians' adaptation to a new work environment.

### *b. Recommended actions*

- 3RP partners should continue strengthening their involvement and cooperation with national and local authorities on the implementation of Turkey's Harmonization Strategy and National Action Plan. Indeed, changes in the socio-economic dynamics of refugee hosting communities require creative and localized approaches to social cohesion, building upon previous examples and researches. Diverse partnerships and coordination among people and stakeholders providing assistance would help to address some of the key challenges to social cohesion.
- Considering the contextual changes due to the pandemic, and particularly in consideration of the ongoing restrictions (which are expected to remain in place for much of 2021), a shift should follow in the way events are organized with a view to promoting peaceful co-existence between communities. In this respect, events that can be carried out remotely should be identified.
- Existing efforts to engage refugee individuals and communities in decision-making processes, such as through commissions in municipal city councils (such as for women, youth, children) and other local networks/structures should be maintained and increased.
- On a bigger scale, increasing the representation of enterprises owned by Syrian and other vulnerable groups among business associations and chambers as well as supporting their formalization, will also likely contribute to the social cohesion and dialogue eliminating the social barriers for a more inclusive business environment.
- Programmes supporting the formalization of work creates a bond of trust and sustainable working relations contributing to a peaceful working environment and lasting jobs. Increasing programmes that support formal and decent work would also contribute to establishing further social dialogue within the labour market between refugees and the host community.
- Similarly, bonds between civil society organizations should be strengthened, by supporting Syrian CSOs and their joint work with Turkish CSOs, including for CSOs targeting specific groups such as women, LGBTQI+, youth, people with disabilities etc.
- Continuation and upscaling of Turkish courses, especially for women, would be essential to contribute to de-escalating social tensions as well as creating self-reliance opportunities for refugees. Adult women are far less likely than men to speak Turkish (64 percent of women vs. 33 percent of men aged 18-59 years do not speak Turkish at all) or to have received any formal education.<sup>51</sup> In this context the need to scale up Turkish language skills trainings manifests itself as a top priority.
- Measuring social cohesion trends as well as the impact of social cohesion interventions will be crucial for the way forward, especially in consideration of the growing tensions/negative perceptions, and the need to identify impact-oriented and effective social cohesion interventions. Sex and age disaggregated data collection around social cohesion should be strengthened, through cooperation with different actors.

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50 ILO (2020), Transition to Formality Programme Impact Analysis

<sup>51</sup> Comprehensive vulnerability Monitoring Exercise published by WFP in January 2020

*c. Outputs contributing to the outcome*

Output indicator	Target	Result	Status
# of institutions supported to undertake peaceful co-existence interventions (disaggregated into government institutions and non-government institutions)	72	98	100%+
# of persons participating in events organized for both refugee and host communities to improve peaceful co-existence	149,980	94,495	63%
# of youth and adolescents attending empowerment programme	33,310	16,351	49%
# of centres supported (SSC, CC, Multi-Service centers, WGSS, etc)	233	96	36%
# of persons participating in events organized for both refugee and host communities to improve peaceful co-existence	13,320	2,270	17%
# of community-based livelihoods activities, targeting social cohesion and conflict prevention implemented	277	87	31%
# of Syrian refugees completed Turkish adult language trainings.	67,210	25,098	37%

## Outcome 3.3 - Increased durable solutions (resettlement/ voluntary repatriation)

### Highlights

- The COVID-19 situation significantly affected the processing for resettlement with **many resettlement countries unable to assess cases** or allow selected refugees to travel due to the pandemic.
- **5,108 individuals** submitted for resettlement, 53 percent of whom were men and 47 percent were women.
- **16,000** Syrian voluntary repatriation interviews observed.

### Outcome Indicator: Number of resettlement departures

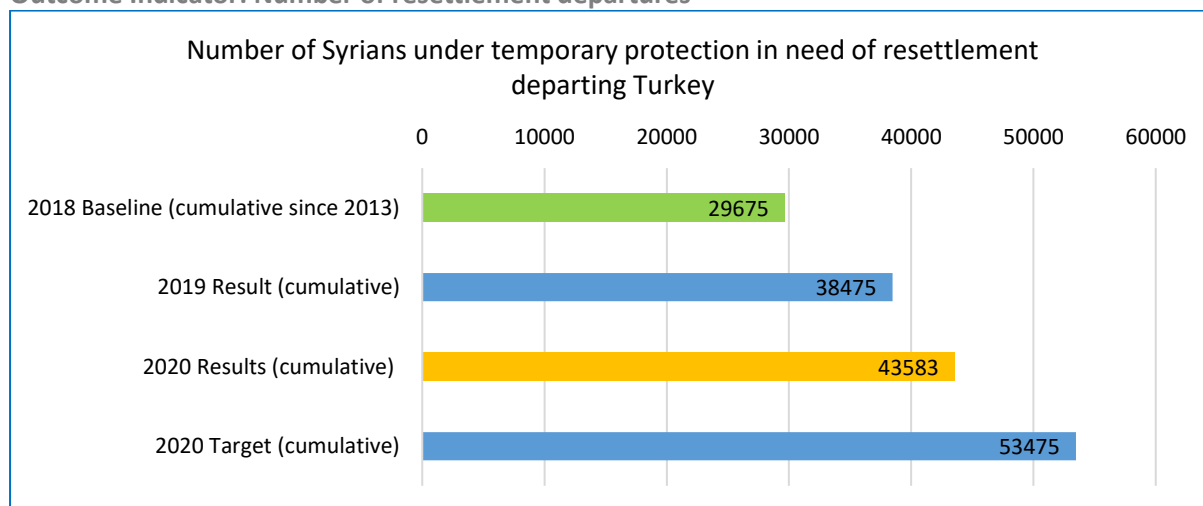


Table: Outcome indicator

Outcome Indicator	Baseline	Target	Result	Source
Number of Syrians under temporary protection in need of resettlement departing Turkey	29,675	15,000	5,092	Activity Info /UNHCR
	*Baseline, 2013-2018 RST departures			

### a. Achievements to date

Resettlement remained an important durable solution for a small number of refugees with the most acute vulnerabilities and protection risks. Public health restrictions in place throughout most of 2020 affected resettlement processing and departure, reducing both outputs to about a quarter of what was envisaged for the year. Overall, decreases in the number of departures on resettlement are linked to COVID-19 pandemic measures, including temporary closure of borders, restrictions of movement, suspensions of flights, and difficulties for settlement agencies to integrate refugees during this time.

The COVID-19 situation significantly affected the processing for resettlement with many resettlement countries unable to assess cases or enable to allow selected refugees to travel due to the pandemic. In addition, in March 2020, all face-to-face resettlement activities temporarily ceased. 3RP partners also had to adjust their processing modalities as a result in March 2020, affecting the number of refugees that could be considered and assessed for resettlement. Since June 2020, 3RP partners worked closely with DGMM to enable remote interviews in 10 locations across Turkey, and also worked on renovating its interview facilities in Ankara to be able to receive refugees safely. Resettlement departures resumed as of September 2020 and continued until the end of the year, albeit at a slower pace than before the pandemic.



Overall, 5,092 Syrian refugees were submitted for resettlement in 2020, and 3,126 departed from Turkey to their resettlement country. In comparison to 2019 (11,711 submitted and 8,288 departed), there is a 56% reduction in submissions and 62% reduction in departures.

The 3RP partners estimate that there are over 383,000 Syrians in need of resettlement in Turkey. This includes women and girls because of a reported increase in domestic violence, more children dropping out of school and working, refugees unable to access healthcare and other services in Turkey. This need is acute as more refugees are becoming even more vulnerable in the current situation in Turkey and therefore continuing resettlement processing remains vital.

Given the protracted displacement, continued difficulties for many refugees in Turkey, and limited prospect for voluntary repatriation, many refugees continue to look to resettlement as a durable solution. Resettlement remains the most tangible durable solution for vulnerable Syrians in the foreseeable future. To note, findings from Round 2 of the Protection Sector Needs Assessment indicated that resettlement was the third ranked information need by respondents.

Prior to the pandemic, 3RP Partners organized a Core Group meeting in Istanbul that brought together resettlement countries and DGMM to discuss resettlement issues including the need for increased resettlement out of Turkey. In addition, a dedicated meeting was facilitated with the Istanbul LGBTI & Key Refugee Groups (KRG) platform which consists of LGBTI&KRG specialized local NGOs, with the purpose of discussing opportunities around resettlement and durable solutions, in consideration of the specific risks that LGBTI refugees may face.

In addition to resettlement, and in line with the Temporary Protection Regulation and existing legislations introduced by the Government of Turkey, 3RP partners also observed the voluntary return of Syrians from Turkey to Syria in close collaboration with DGMM. In 2020, UNHCR observed the voluntary return interviews of 16,805 individuals (close to 12,000 families) in 16 provinces across Turkey, including in Southeast Turkey, Istanbul, Izmir and Ankara. As a result of the pandemic and suspension of voluntary repatriation processing by DGMM between March – June 2020, a reduction in the number of interviews observed by UNHCR was recorded in 2020 compared to previous years (51% reduction compared to 2019 figures). Bans on intercity travel and curfews were also noted to have reduced people's movement. The total number of interviews observed since 2016 is 101,530 individuals (16,805 in 2020; 34,303 in 2019; 22,410 in 2018; 19,356 in 2017; 8,656 in 2016).

3RP Partners coordinated with PDMMs, maintaining a constant presence in the Southeast region where more than 90 per cent of the total UNHCR-monitored interviews were undertaken, helping Syrian refugees to have access to accurate information and confirming the voluntary nature of their intended return. Any concerns on the voluntariness of return were brought to the attention of the respective PDMM staff or protection desks for further action. The data and information gathered during the voluntary repatriation interviews allowed for a detailed understanding of the trend and dynamics of voluntary return from Turkey. In 2020, the data indicated that most returnees with whom UNHCR spoke in 2020 intended to return to Idlib, Aleppo and Ar-Raqqa. This is a marked change from 2019, when Aleppo was the most common planned returned destination for just under half of the Syrian refugees returning. More than half indicated reasons for return as reunification with family members, followed by the need to care for dependent family members. An additional reason for return is mentioned as challenges in finding work in Turkey. The number of Syrian refugees returning alone was relatively consistent, but there was a notable reduction in the number of returnees returning with at least one family member. This correlated with significantly fewer children and single women returning.

### *b. Recommended actions*

- Increased resettlement quotas by countries for refugees in Turkey, recognizing resettlement as a protection tool for the most vulnerable refugees, and sharing the responsibilities to protect particularly in light of COVID-19 impact on communities.
- 3RP partners will continue to facilitate family reunification and work with partners to break down barriers that restrict refugees to access to private sponsorship, third country scholarships and labour mobility schemes.
- Given the current dire situation inside Syria, which has also been compounded by the impacts of COVID-19, large scale voluntary return is not envisaged soon. In this sense, at least for the short-term, resettlement is likely to remain the only durable solution for vulnerable Syrians. Many refugees that have serious medical conditions or disability, or those who face protection problems due to their profiles, such as women or children at risk, or LGBTI refugees continue to languish with no solution to their plight. Given the very large number of refugees in need of resettlement and the relatively small number of resettlement quotas for Syrian refugees (less than 0.1% of Syrian refugees in Turkey were resettled in 2020), 3RP partners urge resettlement countries to offer more resettlement places for refugees in Turkey, recognizing resettlement as a protection tool for the most vulnerable refugees, and sharing the responsibility to protect in line with the Global Compact on Refugees. There is also a need to significantly enhance complementary pathway options including work and study visas, in addition to opportunities for family reunification.

### *c. Outputs contributing to the outcome*

Output indicator	Target	Result	Status
# of Syrian individuals submitted for resettlement by UNHCR	15,000	5,108	34%
# of Syrian voluntary repatriation interviews observed	200,000	16,805	8%



**Inter-Agency  
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