Inter-Agency Coordination Turkey

3RP REGIONAL REFUGEE & RESILIENCE PLAN 2019 - 2020 IN RESPONSE TO THE SYRIA CRISIS

2019 MONITORING REPORT

3RP TURKEY CHAPTER 2019

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SUMMARY

The 3RP in Turkey is has contributed through the work of its sectors to the three strategic objectives of the plan which are to:

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

This report analyses results achieved in 2019. It is based on inputs from the relevant 3RP sectors against the different inter-sectoral outcomes and cross-sectoral discussions to articulate collective achievements.

The 3RP partners were successful in mobilizing USD 1 billion raised against the 2019-2020 financial requirements. This represents 63 percent of the total requirements of USD 1.65 billion for 2019. The refugee component of the plan received nearly 73 percent of its requirements in 2019, against 43 percent for the resilience component.

The relatively high funding level for the overall plan has allowed 3RP partners to record significant progress across a wide range of interventions in support of the Government of Turkey's response. Key achievements include:

- Contributing to the updating of registration records of over 1 million[1] Syrians by supporting the Directorate General for Migration Management (DGMM);
- Providing specialized protection services to support 143,000 children benefitting from psycho-social services (PSS) programmes, as well as 36,000 SGBV survivors. This includes services provided in cooperation with the Ministry of Family, Labour and Social Services, notably through 430 of its centres.
- Scaling up cash-based interventions to provide social assistance, cumulatively reaching over 2.16 million beneficiaries in 2019. This resulted in the reduced use of negative coping strategies, which indicates improved living conditions for refugees: the mean Livelihoods Coping Strategy Index, as it relates to most vulnerable Syrians has decreased (i.e. improved) by 31 percent. In general, the refugee households that benefited from ESSN assistance showed more positive improvements.
- Recording high satisfaction regarding health services (78 percent) amongst the refugee population, and significantly increasing in the number of consultations, testifying to increased accessibility and quality. This is confirmed by the continuous year-on-year increase in the utilization of health services in the seven refugee health training centres operated by the MoH with support of 3RP partners. The 2019 average is 27 percent higher than 2019 and 67 percent higher than 2017
- Contributing to increasing enrolment in formal school education by a further 6 percent to reach 680,000 students in school, including through the CCTE programme which reached 15 percent more children in 2019 (562,000).
- Contributing to the significant increase in the number of refugees obtaining work permits in 2019: livelihoods, food security and agricultural support which provided employability support to 50,000 Turkish and Syrian individuals, assisting 1,391 small businesses and helping 10,000 individuals through placement into formal jobs, cash for work, self-employment, or agricultural income generation opportunities.
- Providing Turkish language training to a record number of 59,000 people.

[1] Due to continuous registration rationale, the figure might include beneficiary duplication as one individual might undergo data update more than once based on the needs.

- Assisting the government efforts on harmonization by working with the Directorate General for Migration Management (DGMM) as well as 150 provincial and local institutions to foster interaction between communities, reaching a record number of 204,000 Syrian and host community members.

This report details the contributions that 3RP partners made to the achievements mentioned above. In 2020, the response will continue to expanding its support to the Government of Turkey across these priority areas, with a particular effort to strengthen linkages between 3RP Basic Needs and Livelihoods Sectors' efforts to support the transition of some beneficiaries from cash assistance to self-reliance. Continued emphasis will be placed on strengthening gender responsiveness of actions in Turkey, ensuring services and support are equally benefitting women, men, boys and girls of all ages as well as minority groups, in line with the SDG commitment on leaving no one behind.

For details on how the results described in this report have been achieved in practice, Good Practices from the Turkey Response are available on a dedicated page of the inter-agency webportal: http://www.refugeeinfoturkey.org/goodpractices.html

BACKGROUND

As the Syria crisis is increasingly becomes increasingly protracted, national responses in neighbouring countries, including Turkey, are also adopting longer timeframes and implementing more complex programmes. 3RP partners in Turkey have continued to provide both humanitarian and resilience support, in a context in which the strong Government leadership of the response has focused on providing assistance to refugees, international protection applicants and temporary protection beneficiaries through national and local systems. This focus on support to public systems and institutions 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. The overall process to date and the importance of tracking and monitoring collective results has led 3RP partners to look beyond tracking activities and outputs and undertake outcome and impact measurement, 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 be better able to 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 on aspects of protection and self-reliance. In 2019, 3RP partners revised the strategic objectives of the Response Plan, to better reflect the 3RP support to Government efforts. The 3RP M&E framework thus now includes only three strategic objectives, compared to four in the 2018 version. This change aims to better reflect how the different sectors and outcomes complement each other, but also to 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 will be implemented by actors operating outside the funding platform of the 3RP moving forward.

As such, the three strategic objectives for the 3RP are now as follows:

- **Strategic Objective # 1: Continue to contribute to the protection of Syrians under temporary protection**
  Supporting national protection systems and offering complementary and temporary services where Syrians under temporary protection are unable to access national systems.

- **Strategic Objective # 2: Continue to promote 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: Continue to 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 3RP sectors to the 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 second annual monitoring report for the 3RP, after the publication of the first Outcome Monitoring Report for 2018.[2] Most of the data used for this report comes from the online Activity Info Database in which partners report implementation on a monthly basis. Reporting is done through commonly identified output indicators in each of the sectors. Outcome and impact level analysis is based on available studies from 3RP partners or others. The different sections also include links to good practices submitted by Turkey to the Global Compact on Refugees Digital Platform[3] to give a practical illustration of the work being undertaken in Turkey, including by 3RP partners.

It should be noted, however, that there are some limitations in the information necessary to analyse the impact of the support provided by 3RP partners on a yearly basis. As such, the progress outlined below is, in some instances, based on an analysis of progress against targets at output level 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.

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

[3] Global Compact on Refugees Digital Platform : https://globalcompactrefugees.org/channel/good-practices

CONTEXT

Turkey continues to host the largest refugee population in the world. In 2019, the number of Syrians registered under temporary protection has remained stable at more than 3.57 million, almost half of whom are children[4]. The Law on Foreigners and International Protection[5], and the Temporary Protection Regulation[6], provide a strong legal framework for the legal stay, registration, and access to rights and services for Syrians in Turkey. In 2019, the verification of the registration data of more than 2.7 million Syrians under temporary protection was followed by the ongoing continuous registration and updating of registration records. 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 Syrians under temporary protection in 2019 as in previous years.

Rising living costs,[7] such as increased consumer prices, costs for housing, utilities and food, have negatively affected vulnerable households in both the refugee and host communities and their ability to meet basic needs[8]. Assessments indicate that 42 percent of all registered persons under international and temporary protection in Turkey (of whom 85 percent are Syrians) live below the poverty line[9]. Rising costs of living have negatively affected vulnerable households both in the long term and when migrating for seasonal agriculture. These households struggle to meet their basic needs, including decent housing, hygiene items, utilities and food.

Enhancing self-reliance, and the resilience of Syrians under temporary protection and host communities, remains challenging. 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, to enhance mobility of job seekers across provinces, and to scale up Turkish language skills trainings. The Government's ESSN Exit Strategy estimates that creating 167,000 jobs for Syrians and an equivalent number for host communities would be necessary to transition the 'least vulnerable' beneficiaries of the ESSN to self-reliance[10]. There is a need to continue supporting the effective implementation of the Regulation on Work Permits of Foreigners under Temporary Protection, raise awareness, reduce barriers and increase incentives for employers to hire Syrians, as well as supporting knowledge management and coordination including with Small and Medium Enterprises (SMEs) and the private sector, including Syrian-owned businesses[11]. While Syrians under temporary protection have gradually managed to access work opportunities (i.e. 84 percent of households report having a working family member), 71 percent of households are unable to access skilled or reliable work[12]. Important progress has been achieved in 2019, with more work permits granted in 2019 to Syrians than in all previous years since 2016 combined. This important increase is partly the result of an increase of labour inspections and awareness in the Istanbul region over the summer, which encouraged many businesses to apply for work permits to regularize their Syrian workers. In addition,

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[4] Ministry of Interior, Directorate General of Migration Management, Temporary Protection Statistics, https://en.goc.gov.tr/temporary-protection27

[5] Law no. 6458 on Foreigners and International Protection, O.J. no. 28615 (dated 11.04.2013).

[6] Temporary Protection Regulation, O.J. no. 29153 (dated 22.10.2014).

[7] Please refer to http://www.turkstat.gov.tr/UstMenu.do?metod=temelist

[8] Data from the Turkish Statistical Institute indicates that the Minimum Expenditure Basket (MEB) for refugees costs 2,031 TL for a household of six, or 339 TL per capita. The latest ESSN Post-Distribution Monitoring Report shows that when faced with recent high levels of inflation, refugees are increasingly forced to resort to coping strategies in order to meet their basic needs. 2019 Q2 Quarterly Monitoring Report, October 2019.

[9] WFP, Comprehensive Vulnerability Monitoring Exercise Round 3, May 2019. Many Syrian households still live in substandard shelters; with single, female headed households (widowed, single mothers or single women) severely affected.

[10] FRIT Office of the Presidency of Turkey and Ministry of Family, Labour and Social Services, Exit Strategy from the ESSN Program, Dec 2018.

[11] EBRD-TEPAV, Syrian Entrepreneurship and Refugee Start-ups in Turkey: Leveraging the Turkish Experience, 2018.

[12] WFP, Livelihoods Survey, Early Results Presentation, July 2018 and Comprehensive Vulnerability Monitoring Exercise, May 2018.

while Syrians under temporary protection are also setting up their own food and agriculture enterprises, mostly on a small- scale basis, they often face a number of challenges.[13] Recent studies show that agricultural labour is the main source of income for many Syrians under temporary protection.[14] The employment situation within the host community is also challenging, with the unemployment rate reaching 13.7 percent and the rate of youth unemployment reaching 25.4 percent.[15]

The impact of the presence of Syrians under temporary protection on service provision and employment opportunities has negatively affected social cohesion, with signs of tensions due to real or perceived competition between communities, underlining the need to continue pursuing initiatives aimed at fostering social cohesion.[16]

On an individual level, protection concerns continue. Safe shelter opportunities for survivors of sexual and gender-based violence (SGBV) are limited regardless of gender, sexual orientation and gender identity. This is despite good coordination and cooperation with the authorities at national and local levels. There are also limited SGBV prevention and response programmes available for men and boys. Child, early and forced marriage remains a critical concern. In several provinces, Provincial Directorates of Migration Management are taking a leading role in coordinating the local response. Furthermore, Provincial Directorates of Family, Labour and Social Services (PDoFLSS) are increasingly active in leading the protection response, coordinating with civil society organizations and other stakeholders, and facilitating referrals between service providers.

To improve access to services, Syrians under temporary protection need accurate information on rights and services. According to a survey on information needs and communication channels covering different nationalities including Syrians, the majority of respondents reported feeling uninformed about their rights, obligations and the services available to them in Turkey, with higher numbers of women expressing this concern[17]. In this regard it is evident that language remains one of the largest barriers to access services and towards social cohesion.

The Temporary Protection Regulation allows Syrians to access health care, with the Ministry of Health (MoH) overseeing provision of services through state hospitals, Migrant Health Centres and units that operate as part of the Turkish community health centres. A network of Migrant Health Centres provides primary health services that alleviate the pressures placed on hospitals and increase access to healthcare through reducing language barriers and increasing human resource capacity[18]. Special attention is paid to SGBV survivors, the elderly, and children within the Syrian community as well as vulnerable Turkish nationals. In addition, mental health and psychosocial programs and self-care services for caregivers reporting symptoms of burn-out and mental health disorders are essential.

The 3RP also seeks to contribute to ensuring that all children aged 4-18 enjoy the right to education and have access to a range of relevant educational opportunities. However, up to 37 percent (or around 400,000) are still out-of-school and do not have access to education opportunities. Enrolment rates are high in primary education (87.8 percent) but drop in lower-secondary (72.7 percent) and

[13] Report on the Present Situation of Foreign Migrant Workers in Seasonal Agricultural Production in Turkey, Faculty of Political Science of Ankara: Development Workshop, 2016.
[14] FAO and AKCAM (2018), WFP and TRC (2019).
[15] Turkstat, Labour Force Statistics, March 2020 http://www.turkstat.gov.tr/PreHaberBultenleri.do?id=33784
[16] FRIT Office of the Presidency of Turkey and Ministry of Family, Labour and Social Services, Exit Strategy from the ESSN Program, Dec 2018.
[17] UNHCR Survey on The Information Needs and Communication Channels Used by Refugees and Asylum-Seekers in Turkey.
[18] The MoH also provides Syrians under temporary protection in the remaining seven Temporary Accommodation Centres with free on-site health services. Syrians who are not registered with the Government of Turkey have limited access to primary or referral health care but are provided with emergency care and essential public health services free-of charge, and then referred for registration.

dramatically in upper-secondary (34 percent) education levels. The presence of a large number of children and youth who are not enrolled in Early Childhood Education (ECE) programmes, formal or non-formal education, skills training, higher education or any other available education opportunity, could have negative consequences for the long-term development prospects of rebuilding Syria, and pose risks to sustainable social cohesion in Turkey.

With more than 98 percent of Syrians under temporary protection residing among host communities, municipalities are among the primary responders in coping with the population increase. The four provinces most densely populated with refugees in southeast Turkey host over 1.4 million Syrians under temporary protection.[19] According to a survey undertaken by the Union of Municipalities of Turkey,[20] Turkish municipalities provide direct assistance specially to refugees for an average of USD 10 per refugee per year, however, the total costs incurred, including the provision of services to an expanded population and associated expenses reaches USD 126 per refugee per year, or over USD 450 million per year for all Turkish municipalities.

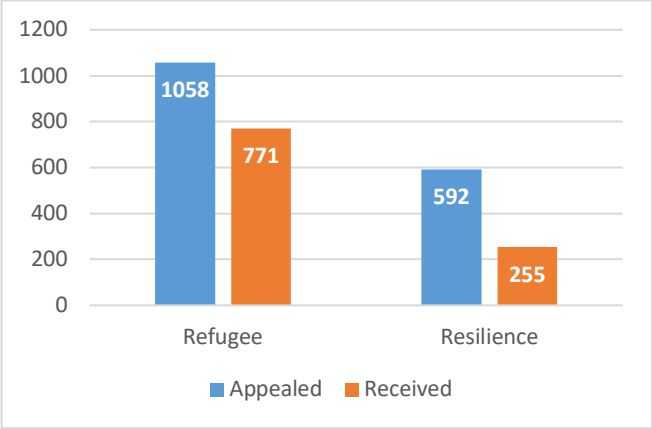
[19] According to Temporary Protection statistics by the Directorate General of Migration Management, Kilis, Hatay, Gaziantep, and Şanlıurfa host the highest percentage of Syrians under temporary protection in Turkey.

[20] UMT was established in 1945 and became a national organization to represent all municipalities in Turkey in 2002. Since its establishment, the Union has carried out duties focused on lobbying, safeguarding the interests of local authorities, and training the elected and appointed personnel of the municipalities. The Union undertook a systematic information collection exercise from over 30 of the main refugee hosting cities to provide insight to the public and decision-makers on financial costs that had to be shouldered by municipalities.

HIGHLIGHTS

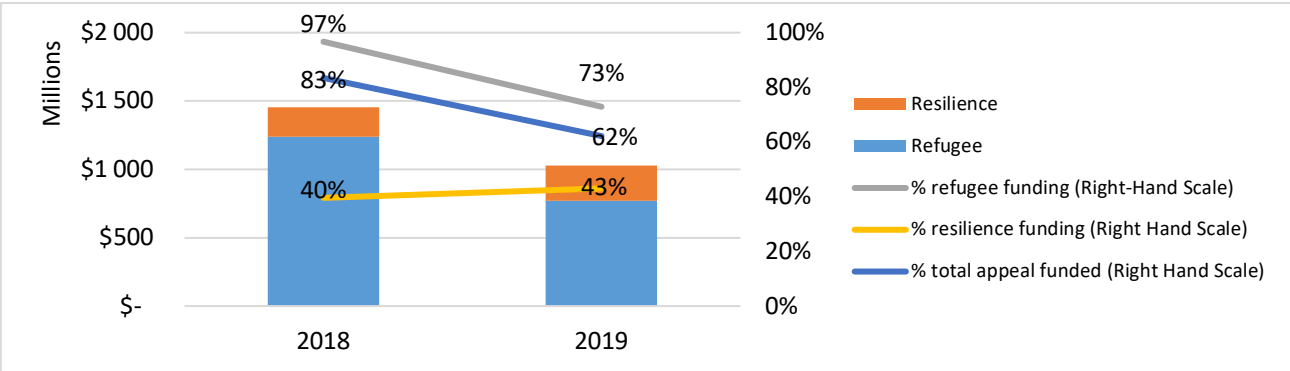
Funding analysis

3RP 2019 funding received against financial requirements (mUSD)

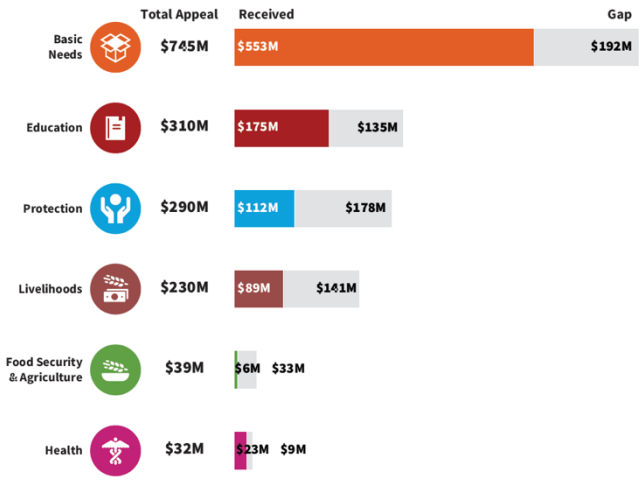


The 3RP continued to prove a successful fundraising platform in 2019, with over USD 1 billion raised against the 2019-2020 financial requirements. This represents 63 percent of the total requirements of USD 1.65 billion for 2019. While this is higher than the regional average for the 3RP which was funded 55 percent across countries, there has been a marked decrease in funding received between 2018 and 2019, as the 2018 3RP was 83 percent funded with USD 1.4 billion mobilized. The decrease is mostly explained by the refugee component of the plan, which was nearly fully funded in 2018 but only received 73 percent of its requirements in 2019. Funding for the resilience component remained stable. In any case, the variation between 2018 and 2019 have been moderated by the fact that most of the funding received in 2018 was multi-year, and some of it has been carried over into 2019. As such, as detailed in the rest of this report, the overall operational capacity of the 3RP has not significantly fluctuated between years.

3RP Funding received – evolution by component



Similarly, the evolution of funding by sector has not drastically changed between 2018 and 2019. The Basic Needs Sectors mobilized over half of the total funding of the response, in line with 2018 levels, followed by the education and protection sectors. However, some sectors have witnessed significant decrease in funding – namely Protection (USD 112 million received in 2019 vs. USD 178m in 2018) but also Food Security and Agriculture (only 15 percent funded against 36 percent last year), and Health, which went from a full funding in 2018 to only 71 percent 2019, despite a modest appeal volume of the 3RP health sector.



3RP donors

The following donors generously supported the 3RP in 2018: Denmark, European Union, France, Germany, Ireland, Japan, Kuwait, Netherlands, Norway, Republic of Korea, Sweden, Switzerland, USA – BRPM, as well as donors from the Private Sector. Details of the funding of the 3RP is available at: https://data2.unhcr.org/en/documents/download/73967

Achievements and challenges

Turkey continued to host the largest refugee population in the world. In 2019, the number of Syrians registered under temporary protection remained stable at more than 3.57 million, almost half of whom were children. The closure of Temporary Accommodation Centres initiated in 2018 continued in 2019, with 98 percent of the registered Syrians under temporary protection now living within host communities. The verification of the registration data of 2.7 million Syrians by the Directorate General for Migration Management (DGMM) was successfully completed in early 2019.

The 3RP contributed to the protection of Syrians under temporary protection by supporting increased access to **protection services,** including the identification and referral of 60,000 children to tailored protection services, the provision of SGBV specific response services to 169,000 SGBV survivors, the provision of psychosocial support to 143,000 children, as well as legal assistance and legal aid services to 36,000 individuals. In addition, 598,000 individuals received information on their rights and available services, while 141,000 people were given specific information to help prevent and mitigate the risks of SGBV.

3RP partners supported the inclusion of Syrians under temporary protection in national systems and recorded significant progress across the board. **Basic needs** partners further scaled up cash-based interventions in 2019 to provide social assistance, cumulatively reaching over 2.16 million beneficiaries in 2019 through a further scale up of cash-based interventions (CBI) as well as in-kind assistance, shelter and WASH support. Cash transfers, which represented nearly half of the funding of the response, reached almost 2 million individuals, including 1.75 million people who benefitted from the Emergency Social Safety Net programme (15 percent more individuals than in 2018) and over 47.000 who received one-time cash assistance to support their transfer out of temporary accommodation centres to live within host communities.

Support to **Municipal Services** was also consolidated in 2019, with 55 projects implemented in 8 municipalities, benefitting 2.5 million persons, inclusive of host communities.

In 2019, **Health** sector partners complemented efforts by the Ministry of Health (MoH) to increase access to health services provided through 191 Migrant Health Centres operational across the country and improve service quality. This was achieved by training Turkish and Syrian personnel and providing staffing as well as operational support to service provision. Patient surveys show that health services have been scoring high in satisfaction (78 percent) with existing services recording a steady increase in the number of consultations.

More than 680,000 Syrian children were enrolled in formal **education** in Turkey in the 2019-2020 school year (representing an approximate 6 percent increase from the previous year). 562,536 Syrian children were provided with Conditional Cash Transfers for Education (a 15 percent increase compared to January 2019), which applies a unique approach integrating social protection and cohesion, child protection and education elements. Early childhood education and higher education programmes both increased to reach 50,000 and 4,000 Syrians respectively.

3RP support of national services was complemented by efforts to promote social cohesion, self-reliance and durable solutions. More work permits were granted to Syrians in 2019 than in the three previous years combined, reaching a total of 132,500 permits. 3RP **livelihoods** as well as **food security and agriculture** partners supported this positive trend by providing employability support to 50,000 Turkish and Syrian individuals, assisting 1,391 small businesses and helping 10,000 individuals through placement into formal jobs, cash for work, self-employment, or agricultural income generation opportunities. In addition, 3RP partners assisted 59,000 people with Turkish language training. **Social**

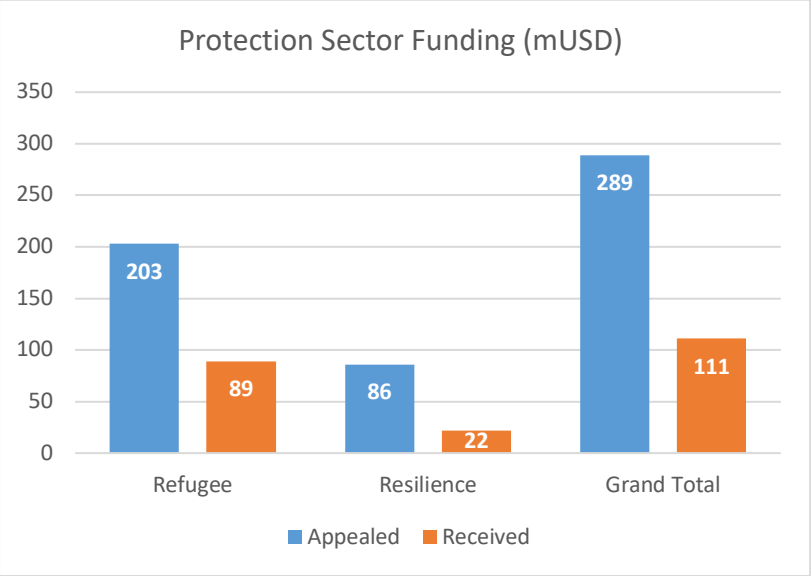
cohesion efforts were also scaled-up to reinforce Turkey's Harmonization Strategy and Action Plan, with 3RP partners engaging with the Directorate General for Migration Management (DGMM) and over 150 provincial and local institutions to organize joint events, dialogue and interaction involving 204,000 host community members and Syrians, while 124,000 youth were engaged in empowerment programmes.

For details on how the results described in this report have been achieved in practice, Good Practices from the Turkey Response are available on a dedicated page of the inter-agency webportal: http://www.refugeeinfoturkey.org/goodpractices.html

STRATEGIC OBJECTIVE #1

CONTINUE TO CONTRIBUTE TO THE PROTECTION OF SYRIANS UNDER TEMPORARY PROTECTION

Funding analysis



While the whole 3RP contributes to the protection of Syrians and other refugees, most of the activities directly feeding this outcome come from the protection sector. In this respect, it is concerning to note a significant funding shortfall of the sector, which was only funded up to 38 percent of its appeal with USD 111 million received. This contrasts strongly with the 2018 situation, where the sector was 78 percent funded. This is fully explained by a sharp decrease of funding towards the refugee component of the sector, which was funded to less than half of the financial requirements, compared to a full funding in 2018. In contrast, funding to the resilience component remained stable.

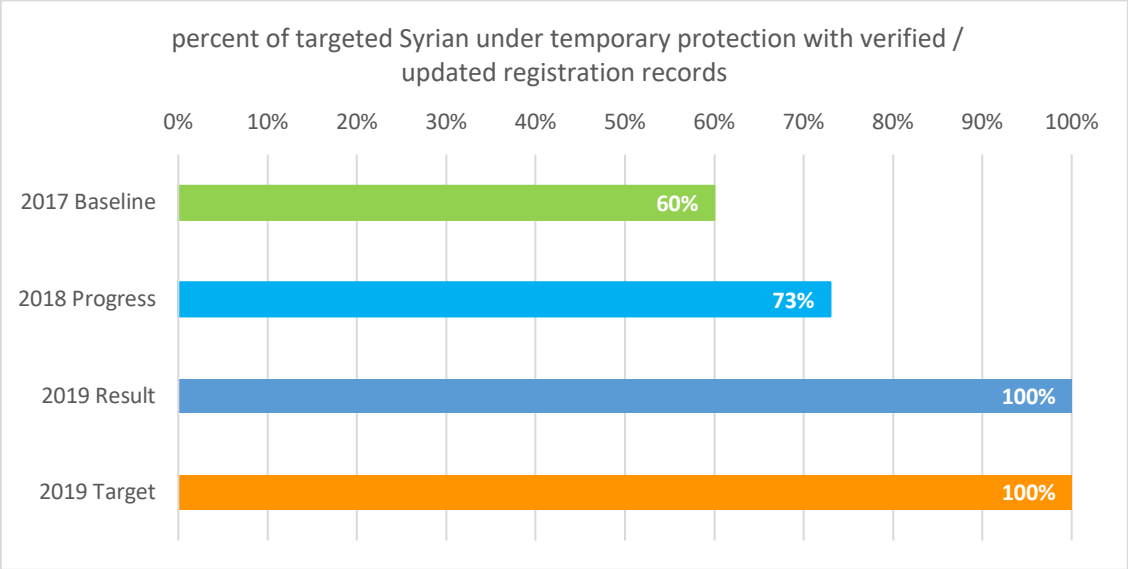
Highlights

- Registration records of over 1 million[21] Syrians were updated with 3RP support in 2019;
- 709,000 individuals benefited from protection services, including 140,000 that were referred to specialized services;
- 430 centres (337 Government, 93 by other stakeholders) were supported to provide protection services;
- Identification and referral of 60,000 children to protection services;
- 143,000 children provided with psychosocial support;
- 169,000 SGBV survivors identified, assessed and/or provided with SGBV specific response services and assisted with appropriate services;
- 36,000 individuals benefitted from legal assistance and legal aid;
- Additionally, child protection component of CCTE programme implemented jointly with MoFLSS and TRC, benefitting nearly 20,300 children; and
- 665,000 individuals reached with information on rights and access to services, an additional 141,000 with specific information to prevent and mitigate risks of SGBV.

[21] Due to continuous registration rationale, the figure might include beneficiary duplication as one individual might undergo data update more than once based on the needs.

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

Outcome indicator: Registration records of Syrians under temporary protection



Source: DGMM

Table: Outcome indicators

Outcome Indicator	Baseline	Target	Result	Source
Proxy: % and # of Syrian refugees with verified / updated registration records (Verified, updated, registered included in the total cumulative target)	60 % (1,983,181)	100 % (3,303,113) *Total target (i.e. cumulative over the years)	Over 1 million[22] Syrians with updated registration records in 2019	DGMM Activity Info

Achievements to date

The verification of 2.7 million[23] Syrians under temporary protection was successfully completed in February 2019 by the Directorate General for Migration Management with the support (material and human resources) of sector partners. The Directorate General of Migration Management (DGMM) updated personal information, identified and referred persons with specific needs (including children exposed to child labour and child, early and forced marriages; women at risk; survivors of gender-based violence and persons with medical needs) to relevant service providers, collected missing or outdated information such as occupational skills or education background, and verified individuals through biometrics.

[22] Due to continuous registration rationale, the figure might include beneficiary duplication as one individual might undergo data update more than once based on the needs.

[23] This is the total number of individuals with verified registration records as of February 2019. Subsequent to the finalization of verification, DGMM continued to perform routine registration tasks (including data updates and new arrival registrations).

The Comprehensive Vulnerability Monitoring Exercise (CVME) undertaken by WFP confirmed a significant increase of registered individuals between autumn 2017 and mid-2018, which corresponds to the period of the verification by DGMM.[24]

Subsequent to the finalization of the verification, and with the support (material and human resources) of sector partners, Provincial Directorates of Migration Management (PDMMs) continued their regular tasks of registering new arrivals, updating registration data and identifying persons with specific needs both for temporary protection as well as for international protection, as well as mobilizing further resources to reduce registration backlogs and waiting periods.

For the protection sector, registration is a fundamental component of international protection as it constitutes the first step in formalizing the protection relationship between the Government and persons of concern.

Additionally, Protection Desks at PDMMs which were introduced during the verification are maintained and further extended to international protection applicants and status holders. Protection desks are equipped with Arabic, Farsi, Dari, Somali and Pashto speaking staff who underwent a 4-day induction training on continuous registration, legislation, specific needs criteria, interviewing techniques, identification and referral of persons with specific needs, before their deployment to the field. Compared to 2018, the number of bi-lingual Protection Desk interviewers provided by the sector partner to support DGMM increased from 88 to 98, and the number of provinces covered increased from 32 to 50. Provinces targeted for additional support are selected by DGMM in consultation with sector partners in view of the refugee population and number of persons with specific needs. Furthermore, six roving Protection Desk coordinators having social work or psychology degrees are hired to strengthen the protection assessments and referrals at provincial and national level, as well as to provide coaching to Protection Desk staff and facilitate exchange of good practices. As a result of this technical capacity development initiative, the identification (of persons with specific needs) and referral capacity of PDMMs has been significantly increased, further strengthening the multi-stakeholder response and interventions to respond to identified needs.

Upon registration by DGMM, Syrians under temporary protection are issued with temporary protection identity cards, which are key to access a wide variety of services, including health care, education, social protection services and applications for work permits. As such the 3RP support to continuous registration and to strengthening the registration systems are crucial not only to DGMM capacity but to the wider ability of the Syrian population to access services and assistance.

In 2019, 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. For 2019 the output indicators were changed to enable distinction by target group of the trainings. While the total target was reduced by 30 percent between 2018 and 2019, it is noted that at the end of 2019, the sector had provided training to a total of 50,000 individuals, overachieving the total target at 224 percent. While it is not possible to measure the direct impact of the trainings on individuals in terms of their awareness, it can be deduced from the total result that the trainings mostly targeted community members (167 percent) and public institutions (47 percent), potentially resulting in their increased knowledge and awareness on protection.

[24] In CVME Round 1 (May-August 2017) the percentage of registered non-applicants to the ESSN programme was 54 percent, a slight increase to 59 percent was noted in Round 2 (September-November 2017). It was noted that at this phase, 40 percent remained pre-registered or not registered with DGMM. However, by Round 3 (March - August 2018), it was noted that 90 percent of individuals were registered with DGMM.

Recommended actions

- Continue to support technical and operational capacity of DGMM, in particular Protection Desks, to ensure timely and effective identification of persons with specific needs and their (protection-sensitive) referral to 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 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, particularly concerning civil status documentation like birth certificates.
- Civil status documentation related information may be required to raise awareness and eliminate obstacles to the documentation of civil status events, including through campaigns.

Good practice relevant to the outcome:

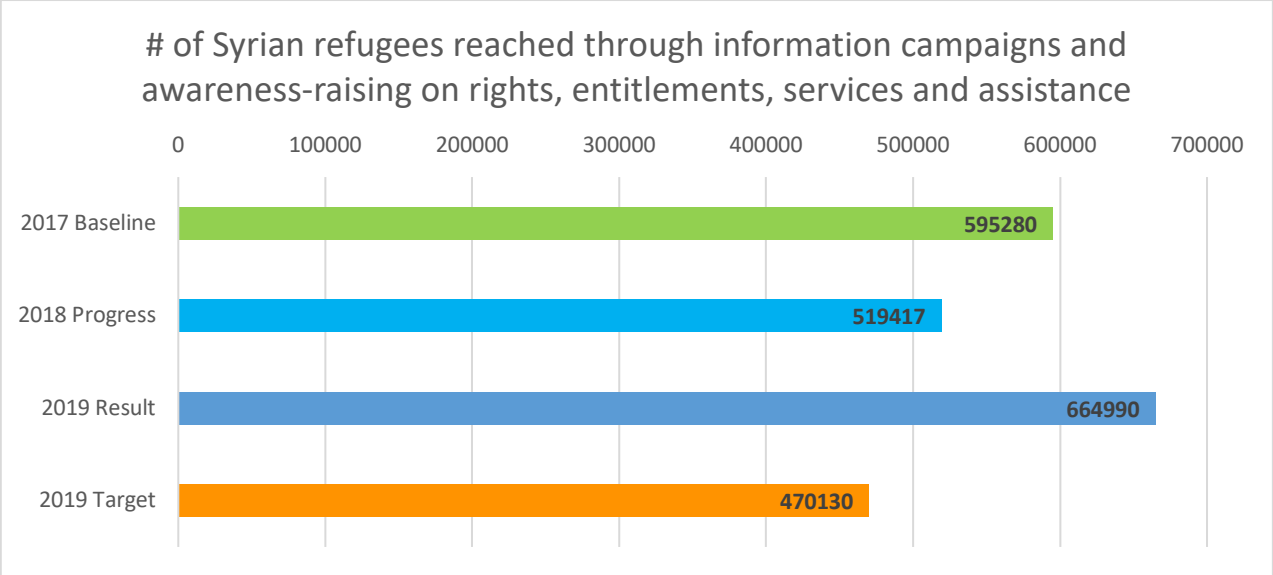
Verification of the personal data of Syrian nationals:
https://kobocat.unhcr.org//attachment/original?media_file=imturkey/attachments/Verification%20of%20the%20personal%20data%20of%20Syrian%20nationals-1_8_36.pdf

Table: Output indicator progress (data source for all outputs indicators in this report unless otherwise specified: 3RP Partners reporting in ActivityInfo).

Output indicator	Target	Result	Status
# of individuals trained on international protection, rights, services and available assistance	22,645 * This target includes trainings for community, Government, and NGOs (i.e. target breakdown unavailable)	Community: 37,755 Government: 10,649 NGOs: 2,242 **Total:** 50,646	224 % *Against total (community, government, NGOs)
# of Syrian individuals with verified / updated registration records	Over 1 million	Over 1 million	100 %

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

Outcome indicators: Awareness and information campaign



Outcome Indicator (Proxy indicator)	Baseline	Target	Result	Source
# of Syrian refugees reached through information campaigns and awareness-raising on rights, entitlements, services and assistance	N/A	470,130	664,990	Activity Info

The Communication with Community Survey which provides data for the outcome indicator " % of Syrian refugees with knowledge on their rights and obligations and service availability" was not conducted again since the 2018 Outcome Monitoring Report.

Achievements and challenges

Awareness of and information about rights, obligations and services is a critical step in creating an enabling environment for Syrians under temporary protection. 3RP partners have been prioritizing information dissemination about rights, obligations and services as a pathway towards empowering refugees to take control over their own lives. However, the analysis of the final outcomes of a communication with communities survey in 2019 indicates that comparatively, a low percentage of respondents feel they are informed about their rights, obligations and services, against those who "do not feel informed," and who "feel very uninformed."[25] Despite the pervasive feeling among refugees that they are uninformed about their rights, obligations and the assistance available to them, it was found during the complementary focus group discussions (FGDs) that there is a marked difference between perceived and actual levels of information on the part of refugees. Contrary to their self-perception, refugees were in fact aware of many, if not most, key facets of living as a refugee in Turkey; FGD participants largely reported being aware of issues relating to registration and documentation, education, access to medical services, and available assistance programmes. However, they still felt, and perceived themselves to be, uninformed. This appears to be attributable to three factors: (1)

[25] UNHCR Turkey, Communication with Communities Fact Sheet, July 2019.

refugees tend to receive most information from informal sources, which many don't trust to be fully accurate; (2) the challenges in accessing some of their rights in practice makes refugees feel uninformed and disempowered; and, (3) the uncertainty that many refugees feel about their future, specifically the prospect of a durable solution, overrides the sense that they might feel informed, based on their knowledge of other topics relating to their rights in Turkey.

To reach additional refugees and the hardest to reach populations, various information methods to inform Syrians under temporary protection of their rights, obligations and service availability have been used. Despite the 47 percent reduction in target in 2019 (compared to 2018), the sector reached a total of 664,000 people, or 41 percent more than the 2019 target, and 28 percent more than in 2018. Since 2017, nearly 1.7 million persons have been reached through information campaigns and awareness-raising on rights, obligations, services and assistance. The main information channels for 2019 were the following:

- Phone counselling: with 206,000 inquiries answered in 2019 by the UNHCR counselling line (implemented jointly with ASAM up to June 2019). This represents a 67.5 percent increase in inquiries answered through the counselling line compared to 2018, when 123,000 were answered.
- Online platforms like the Services Advisor had 75,232 users in 2019 (out of whom 73,521 were new users).

At the same time, information outreach continued to be impacted by the MoFLSS circulars of 2018 which made outreach by NGOs subject to approval, as they were required to seek permission at the provincial level from the authorities prior to engaging in outreach and awareness raising activities. However, it is also noted that the majority of applications by NGOs to the authorities resulted in positive outcomes. A centralized approval procedure was introduced in late 2019. Preliminary results of a protection sector survey showed that many of the sector partners received approval. The scope of the majority of applications relate to household visits, case management, psychosocial support services and referrals. In addition to one-on-one as well as group counselling, information on available rights, obligations and services are also provided through activities for which applications have been submitted. With regards to the impact of the application process on outreach programmes, a majority of organizations stated that their activities continue or have been adjusted, with a minority of partners suspending outreach programmes entirely.

While these additional methods of information dissemination may have allowed the sector to reach additional target populations, (initial) findings from the Communication with Communities survey seem to indicate that these may not always have had optimal impact:

- Throughout the year, the main method of information dissemination has been through leaflet distribution, online resources and SMS and social media campaigns. An analysis of the Communication with Communities survey seems to indicate that the current methodologies are not necessarily the preferred methods to receive information. Leaflets, pamphlets and booklets; information sessions; and internet (excluding social media) were the least preferred methods of information dissemination indicated by respondents.
- Refugees expressed a clear preference for 1-1 counselling (either in person, or through telephone), as well as text message through SMS to receive information. Telephone counselling has been successfully implemented throughout the year and has proven to be effective. 1-1 counselling however did face some obstacles. Following the MoFLSS circulars, requiring authorization for outreach, there have been fewer outreach missions (for 1-1 counselling) being undertaken.

- Information being provided may not always be meeting the needs of refugees. The Communication with Communities survey (while admittedly asking about information provision *from* UNHCR) seems to indicate that main information needs of refugees are around solutions, resettlement in particular, and less so about access to financial assistance, health and education services or about the right to work. Targeted information on the main protection challenges (child marriage, child labour and SGBV) is being undertaken. On the other hand, a survey undertaken by the Turkish Red Crescent in 2019 on community engagement and accountability indicated that refugees also need information on health services, protection, legal rights and education for children (amongst others).
- Community-based initiatives to disseminate sensitive information on SGBV to the most vulnerable groups including women and girls, men and boys and LGBTI for the mitigation of risks and prevention of SGBV were particularly successful on specific international days with very clear messages, such as the 16 days of activism, international women's day, and the international day of the girl. Partners provided tailored messages to reach tens of thousands of individuals through posters, leaflets, hotlines, individual and group meetings and consultations. The messages were tailored on the basis of gender, sexual orientation, age, educational background and location in a culturally appropriate, accurate, useful and meaningful manner.

From available feedback it appears that refugees are well informed about the modalities to access basic assistance, namely cash transfer support through the Emergency Social Safety Net Programme (ESSN). The WFP ESSN Post Distribution Monitoring Report 8[26] (September 2019) shows that 90.4 percent of the ESSN beneficiaries are informed about the key aspects of the programme, especially in terms of their entitlements.

Recommended actions

Based on the above, 3RP partners recommend the following actions in 2020 at operational level:

- Expand methods of information dissemination and explore new avenues. The Communication with Communities survey provides great insight into preferred methods. 50 percent of the surveyed refugees prefer more traditional information dissemination methods, like 1-1 counselling through formal and informal ways (incl. counselling lines). Other avenues could be to use informal networks which are already widely used by refugees for their information (like information dissemination and messaging through imams). Current efforts to tailor communication and information to the needs of vulnerable groups (from an Age, Gender and diversity lens), groups of refugees residing in peripheral and rural areas, as well as literacy levels should be maintained.
- In order to ensure that messages and information meet the needs of refugees (and as such – have the highest impact), messaging and information dissemination should be demand-driven i.e. targeted to meet the specific needs and information gaps of refugees. Communication content should be relevant, hence produced and harmonized according to context (this should also include communication on emergency situations and natural disasters).
- Invest in awareness about Services Advisor. A campaign to make the platform more available and known may be required. Additionally, and in line with participatory consultations, the development of a mobile app (for the Services Advisor) should be explored. This can be coupled with a Facebook page with information FOR refugees.

[26] WFP, ESSN Post-Distribution Monitoring Report 8, September 2019.

- Coordinated messaging: To avoid overlaps and conflicting information, a coordinated approach is needed. The inter-sectoral Communication with Communities Task Force should be reactivated, where information dissemination and messaging should be coordinated.

Good practice relevant to the outcome:

Educating Migrant and Refugee women on accessing justice services:
https://kobocat.unhcr.org//attachment/original?media_file=imturkey/attachments/Awareness-Raising%20Among%20Refugee%20and%20Migrant%20Women%20on%20Accessing%20Justice%20Services-23_26_52.pdf
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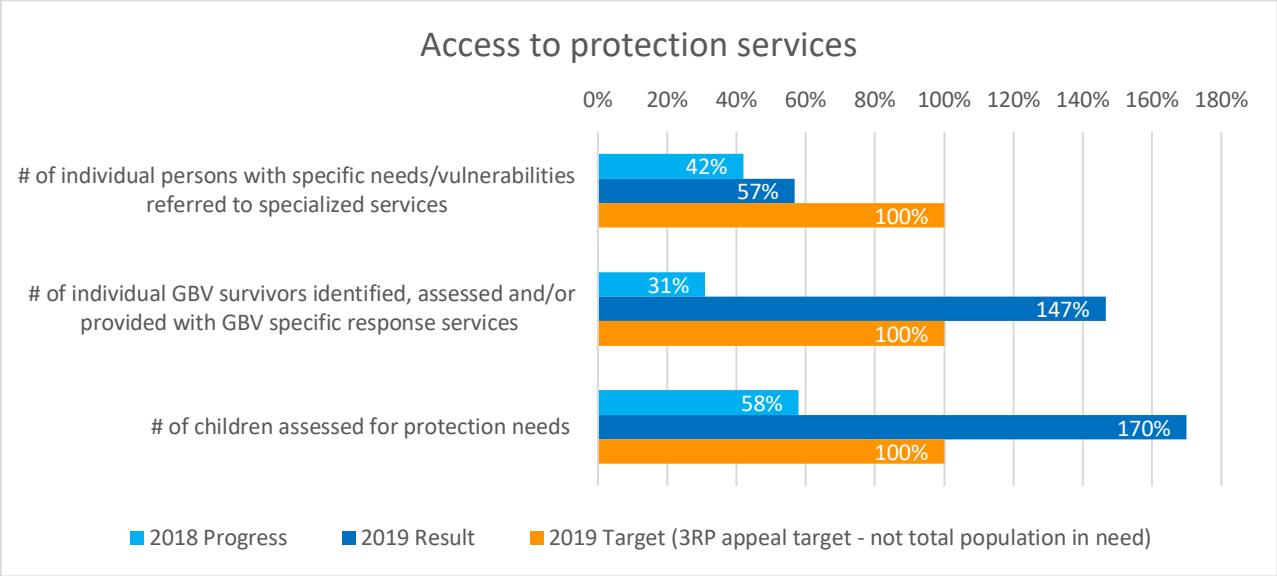
Table: Outputs contributing to the outcome

Output indicator	Target	Result	Progress
# of individuals (refugees) trained on international protection, rights, services and available assistance	22,645 * This target includes trainings for community, Government, and NGOs (i.e. target breakdown unavailable)	Community: 37,755 Government: 10,649 NGOs: 2,242 1168 Total: 50,646	224% *Against total (community, government, NGOs)
# of Syrian refugees reached through information campaigns and awareness-raising on rights, entitlements, services and assistance	470,130	664,990	141 %
# 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	243,130	140,829	58 %
percent of surveyed ESSN beneficiaries who are informed about key aspects of the programme	95 %	90.4 %	95 %

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

Outcome indicators: Access to protection services



Outcome Indicator	Baseline	Target	Result	Source
% of Syrian refugees with protection needs reporting access to specialised protection services Proxy indicator: # of individual persons with specific needs/vulnerabilities referred to specialized services	N/A	83,520	47,481	Activity Info
% and # of identified SGBV survivors who received effective and survivor-centered SGBV specific case management. **Proxy Indicator: # of individual GBV survivors identified, assessed and/or provided with GBV specific response services**	N/A	115,330	169,043	Activity Info
% of children identified as at risk of a child protection concern who received a response **Proxy indicator: # of children assessed for protection needs**	N/A	**36,186**	61,087	Activity Info

Achievements and challenges

The response and strategic direction of the sector is firmly anchored in sustaining support to the Government of Turkey and its primary role in the provision of protection and assistance to persons in need of international protection. Compared to previous years, it is noted that the situation and context has become more conducive for transitioning towards greater national ownership of the overall protection response. To this end, while continuing to ensure those most vulnerable and at risk are identified, referred as and when needed and provided with direct specialized protection services

through the sector, significant efforts have been exerted to enhance the expertise, staffing resources and institutional absorption capacity of national and provincial public institutions. This change in the modus operandi of partners notwithstanding, the sector recognizes and emphasizes that in any well-defined social safety net system, there will always be a critical complementary role for civil society including in strengthening national systems, facilitating access to national and local services and providing technical expertise.

Two key developments in 2019 resulted in increased needs for assistance, particularly for Syrians with specific needs. First, the decongestion of four and closure of twelve Temporary Accommodation Centres (TAC) led to the transfer and relocation of refugees mostly to host communities. Furthermore, implementation of stricter controls to enforce the regulatory framework on registration and residence by the authorities also entailed the relocation of Syrians, particularly from Istanbul, to either their initial province of registration or other provinces for registration across the country.

Sector partners continued to work in close cooperation with public institutions to support existing national systems and expand the quality and coverage of protection assistance, outreach, identification and referrals of persons with specific needs. MoFLSS and its Social Service Centres (SSCs) together with municipal authorities continued to play a key role in the provision of protection-oriented services as well as linking individuals to other service providers. In a number of provinces, sector partners supported PDMMs to take a leading role in coordinating the local response. Similarly, as an outcome of the NGO approval process, PDoFLSSs have also taken a leading role in coordination at the local level, including with civil society organizations and other stakeholders.

The significant drop in funding observed between 2018 and 2019 did not impact the number of, individuals reached with protection services thanks to the results of system strengthening efforts. Indeed, the national system has been supported to improve absorption and response capacity through multi-layered support including technical, human resources and material support. This was clearly reflected in the increased number of public centres supported (which shifted from community centres run by sector partners, to public service providers such as SSCs): between 2018 and 2019, the number of public service providers supported more than doubled with 337 public centres supported in 2019.

Furthermore, 3RP partners managed to exceed the yearly target of individuals benefiting from protection services, reaching 17 percent more individuals than planned, and 23 percent more than in 2018. Additionally, the support provided to public institutions also translated directly into the provision of specialized services. In 2019, the total number of individuals referred to specialized services more than doubled to reach 139,912 individuals, exceeding the yearly target by 68 percent. This was taken into consideration for 2020 planning, as there is now a recognition that despite reductions in budgets, as long as public institutions continue to be supported, the number of individuals benefitting from protection services and specialized services will continue to increase.

3RP partners also supported more individual SGBV survivors than anticipated in 2019. The specific response services included survivor-centred SGBV- specific case management, assessing the survivor's potential needs on safety, health, psychosocial and legal aid.

Sector members provided capacity development support (predominantly with human resources and technical in nature) to a number of public institutions and local authorities, including the Ministry of Family, Labour and Social Services (including Social Service Centres); Directorate General of Migration Management (including its Provincial Directorates); Ministry of Justice (MoJ); Gendarmerie General Command; Municipalities; Union of Turkish Bar Associations (UTBA); Mukhtars and religious officials. These trainings aimed to strengthen capacity of service providers; support access to protection by refugees; strengthen quality of procedures and services; and support social cohesion. In terms of

availability of protective services, 3RP partners have invested substantially in public institutions responsible for the provision of protection services, including DGMM, MoJ and MoFLSS.

- In 2019, protection partners significantly increased their support to public institutions such as DGMM, MoFLSS, the MoJ and municipalities with over USD 43 million of support invested in strengthening public systems. This represents a 16 percent increase in support to public institutions in comparison to 2018, where the sector supported various institutions with USD 37 million.
- 3RP partners continued their cooperation with MoJ and UTBA in order to enhance access to justice by refugees and asylum-seekers. In view of the important role played in promoting access to qualified legal assistance by refugees and raising awareness among refugee communities on legal issues, two legal clinics were established in Gaziantep and Hatay, in addition to the one in Sanliurfa.

This support ranged from material support (including infrastructure, computers, finger-printing/iris-scanners, vehicles) to human resources support (such as translators and, social workers).

3RP partners have invested substantially in capacity strengthening and improving the quality of service delivery, with a particular focus on child protection, Sexual and Gender Based Violence, and access to justice:

- In 2019, the number of trained service providers reached 904 (exceeding the target by 158 percent), representing a 32 percent increase compared to 2018. This corresponds to the sector's strategic direction to continue and strengthen support to public institutions in taking overall leadership of the protection response.
- Sector partners also continued supporting the MoFLSS and its provincial directorates and Social Service Centres (SSCs) through multi-layered capacity development support. In terms of technical support, trainings have been delivered to SSC staff on international protection, child protection, refugee women, psychosocial well-being, outreach and case management as well as social inclusion. In 2019, 129 SSCs were supported by protection partners in 44 provinces. 435 staff were provided by sector partners in 27 provinces, including social workers (117), interpreters (116), specialists (45), service mediators (42), teachers (42), psychologists (39) and child trainers (29). Lastly, through the dedicated SSC task force, protection partners embarked on developing a joint, inter-agency strategy on support to SSCs with the following overarching objectives: (1) to present a future ideal vision of SSCs in the context of services provided to refugees within the national protection system; (2) to provide a framework for strengthened cooperation between organizations supporting SSCs, and (3) to provide a framework for communication and cooperation between SSC Task Force and MoFLSS including around achieving sustainability of support and gradual MoFLSS leadership of the Task Force.
- Sector partners also worked with members of the judiciary and Bar Associations across the country to enhance expertise in the area of international protection; and reached out to more than 1,100 judges, prosecutors, lawyers and courthouse staff. To facilitate access to legal aid by international protection applicants, status holders and temporary protection beneficiaries, support was provided to 18 Bar Associations through coverage of attorney fees and other relevant expenses in civil and administrative litigation.
- As for SGBV prevention and response activities, partners conducted Protection from Sexual Exploitation and Abuse (PSEA) trainings to 3RP Partners at national and field level to increase awareness and strengthen the 3RP capacity to prevent and respond to PSEA. SGBV partners also provided additional capacity building to strengthen the SGBV referral system in Turkey.

Gender and SGBV specific case management trainings were conducted in various provinces. Additionally, workshops and trainings were organized to discuss how to better serve programming to the most vulnerable groups, including LGBTI individuals, men and boy survivors of sexual violence, individuals living with HIV and sex workers. Through all those capacity building activities, 367 government and non-governmental organizations were reached and supported with SGBV specific activity programming within 2019, exceeding its target of reaching 99 organizations. Again, in 2019, 1,847 staff, both from government and partner organisations, were reached through capacity building initiatives for strengthening SGBV prevention and response.

Furthermore, a major achievement of the sector was to significantly scale up the provision of cash and/or material assistance to address protection needs, reaching six times the number of people reached in 2018. The need for cash for protection programmes targeting at risk groups was clearly identified, subsequent to which programmes complementary to the ESSN were established to target specific groups such as LGBTI and SGBV survivors and others at risk.

It should also be highlighted that other sectors are directly contributing to addressing specific needs. This is particularly the case for the ESSN programme through the introduction of the SASF Discretionary Allowance Mechanism. Initiated in December 2018, the SASF Discretionary Allowance serves as a supplementary modality to complement the ESSN demographic criteria. It aims to reach vulnerable households that are excluded for not meeting the demographic targeting criteria by allowing the SASF Officers a discretionary right to include vulnerable households in the ESSN. As of December 2019, 6,050 households out of 23,879 total quotas had been included in the ESSN and started to receive the assistance.

Similarly, the purpose of the Severe Disability Allowance is to–provide family members with severe disabilities- over 50 percent- in a household with necessary care, while still meeting their basic needs. An assistance amount of 600 TL per month is provided to households for each person who meets the eligibility requirements. As of December 2019, 8,486 severely disabled beneficiaries were covered. The households benefiting from severe disability top-ups managed to maintain and even slightly increase their acceptable food consumption levels after starting to receive additional cash assistance even though their accumulated debt rose in the same period. This may imply that they spent the money which they borrowed for in-kind expenses such as rent, health, education etc. rather than food. In addition, the analysis of post distribution monitoring showed that in general coping behaviours adapted by top-up beneficiary households will probably have short term temporary effects on families' situations rather than long term consequences.

It is important to note that top-up beneficiaries are better off than regular beneficiaries. In particular, the portion of severe disabilities beneficiaries not able to meet their basic needs has decreased since the introduction of the top up, while it increased in parallel for 'regular' beneficiaries. This is a strong indication of the impact of ESSN top-up on the living conditions of the most vulnerable, as it emphasises that severe disability top-ups are helping top-up beneficiaries cope with having severely disabled family members that can barely contribute to family budget and have higher needs in care/health.

Education partners also contributed with the training of 24,747 teachers and education personnel on targeted modules on inclusive education and psychosocial support for supporting Syrian children in classrooms and in schools.

Recommended actions

Based on the above, 3RP partners recommended the following actions in 2020 at operational level:

- Continue to support the technical capacity of public institutions through coordinated trainings, based on needs.
- Strengthen the referral capacity of public institutions as well as sector partners to facilitate two-way, protection sensitive referrals of persons with specific needs.
- Continue to support the outreach capacity of public institutions, especially in consideration of identifying and responding to the needs of the most vulnerable persons as well as those residing in peripheral and rural areas.
- Structured support to public institutions with standardized data and reporting tools to increase effectiveness on monitoring and evaluation of the impact of sector support.
- Support coordination leadership of public institutions to strengthen local response, including enhanced cooperation (including through establishment of coordination mechanisms, mainly on the local level) between public institutions and civil society organizations to support an integrated response.
- Based on the efforts and achievements of training during past years, increased focus on delivery of advanced, specialized and technical trainings to a wide range of stakeholders.
- Especially in consideration of the recent changes in the Law on Foreigner and International Protection, follow up on implementation of changes in the Law.

Good practice relevant to the outcome:

Response to Syria Crisis in Turkey - Women and Girls Safe Spaces
https://kobocat.unhcr.org//attachment/original?media_file=imturkey/attachments/Women%20and%20Girls%20Safe%20Spaces-16_27_36.pdf

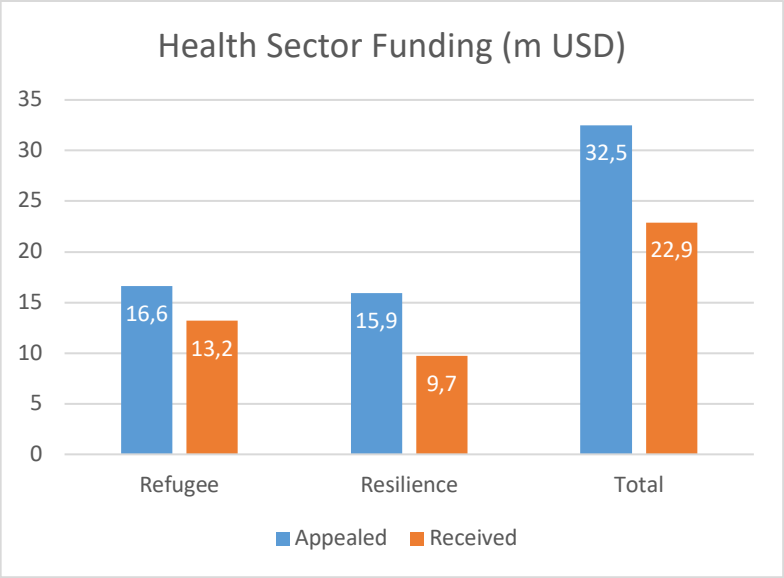
Table: Outputs contributing to Outcome

Output indicator	Target	Result	Progress
# of individuals benefitting from protection services	606,160	320,716	60 %
# of individual persons with specific needs/vulnerabilities referred to specialized services	83,520	47,481	57 %
# of individuals receiving material or cash assistance to meet their protection needs	82,846	137,181	166 %
# of individuals receiving psycho-social support	60,820	72,956	120 %
# of Syrian refugees provided with individual legal aid/legal assistance	54,220	20,190	
# of individuals trained on strengthening legal aid mechanisms for refugees (e.g. bar associations)	3,500	1,382	40 %
# of service providers trained on support to persons with specific needs (from both refugee and host communities)	351	478	136 %
# of individual trained on support to persons with specific needs (from both refugee and host communities)	1,350	2,979	221 %
# of centres supported (SSC, CC, Multi-Service centres, WGSS, etc)	118	233	198 %
# of individual Gender-Based Violence (GBV) survivors provided with GBV specific response services *** This number includes GBV survivors identified, assessed and provided with GBV specific response services**	115,330	169,043	147 %
# government/non-governmental institutions supported with GBV-specific activity programming	99	367 20	371 % 20 %
# of individuals reached through capacity building initiatives for strengthening GBV prevention and response (government/humanitarian staff)	2,110	1847 964	88 % 46 %
# of individuals (women, men, girls and boys) trained on child protection mechanisms and PSS in emergencies	8,100	2,151	27 %
# of government and non-government actors supported for child protection specific activity programming	99	10	10 %
# of children referred to specialised child protection services	36,186	61,087	169 %
# of children participating in structured, sustained child protection or psycho-social support (PSS) programmes	94,900	143,078	151 %
# of individuals reached with positive parenting programmes	13,652	16,225	119 %

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

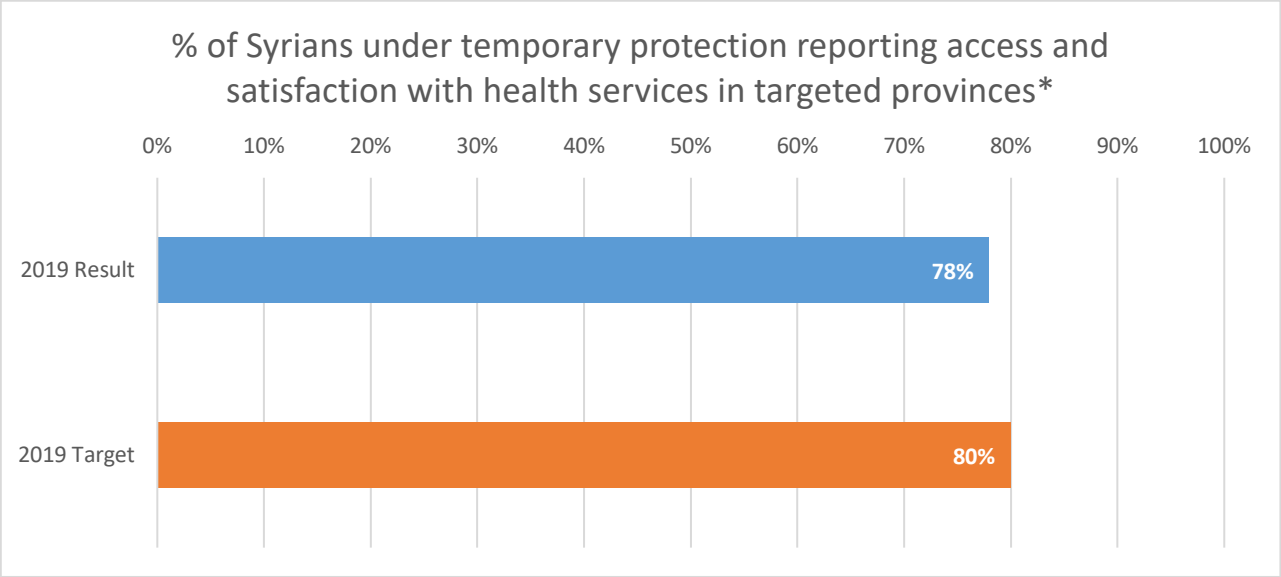


The Health Sector was 71 percent funded in 2019. This is a marked decreased compared to 2018 where the sector was fully funded despite a higher (USD 41 million) appeal. The funds received arrived in time and as planned and were for the most part available at the beginning of the year. However, the Health Sector financial requirement is smaller – with only USD 32.5 million – compared to other sectors, which is a reflection of the fact that the EU has provided the Ministry of Health (MoH) with a direct grant of EUR 300 million under the "Facility for Refugees in Turkey" to establish a network of Migrant and Refugee Health Centres across Turkey.

Highlights

- This 22.9 million received by the Health Sector complements bilateral funding received by the Ministry of Health.
- Health services have been scoring high in satisfaction (78 percent) with existing services recording a steady and significant increase in the number of consultations testifying to increased accessibility and quality.
- A new and successful model of provision for migrant and refugee health services through a network of 180 Migrant and Refugee Health Centres across Turkey with many Syrian health professionals trained was designed and implemented by Ministry of Health of Turkey, and involved the training of many Syrian health professionals.
- Additional progress has been made in the provision of sexual and reproductive health services as well as on the number of professionals trained in the clinical case management of SGBV.
- It is recommended to continue work on the new health service provision model, and to undertake more information sharing on the availability and benefits of health services, while building on the motivation, training and support for staff care.

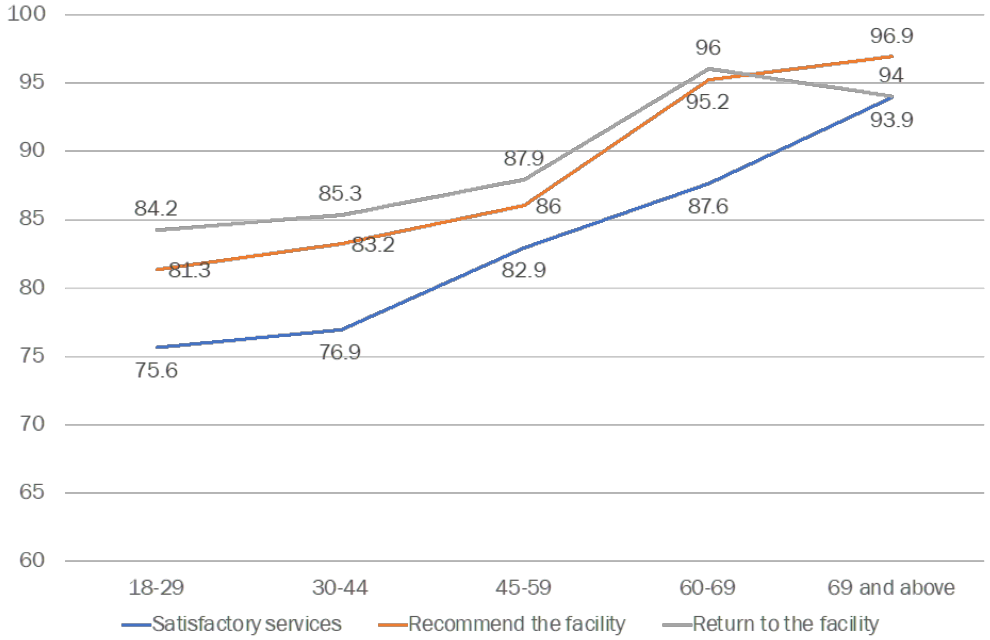
Outcome indicator: Access and Satisfaction with health services



Outcome Indicator	Baseline	Target	Result	Source
% of Syrians under temporary protection reporting access and satisfaction with health services in targeted provinces	N/A	78 %	80 %	*WHO patient satisfaction survey — Unpublished data 2020*

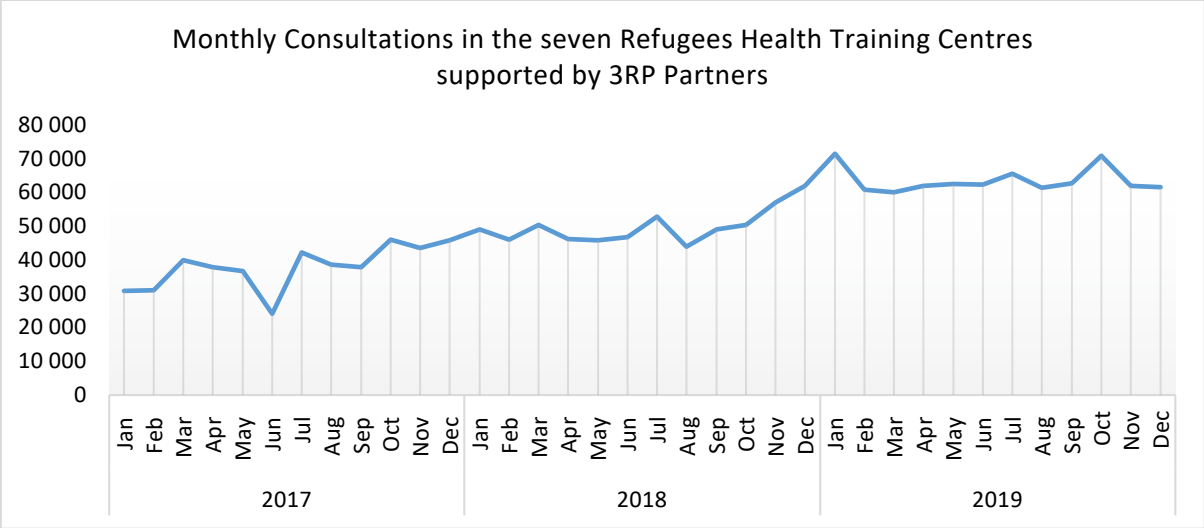
Achievements and challenges

Age disaggregation of patients' satisfaction with health services.



WHO patient satisfaction survey – percent Respondents Satisfied with Services - Unpublished data 2020

The Patient Satisfaction Survey (to be published soon) shows that available primary health services supported by 3RP partners have repeatedly scored high in perception surveys on both accessibility and satisfaction, as highlighted in the above graph. This is confirmed by the continuous year-on-year increase of in the utilization of health services in the seven refugee health training centres operated by the MoH with support from 3RP partners. The 2019 average was 27 percent higher than 2018 and 67 percent higher than 2017 as shown below:



This increase in the utilization of health services can be explained through increased access to more available quality and affordable essential health services and the increase in trust on the part of Syrians under temporary protection in the services provided. All services are provided for free to Syrian and other refugees and no one is turned away.

The Ministry of Health designed and implemented a new model of provision for migrant and refugee health services by establishing a network of 180 Migrant and Refugee Health Centres across Turkey. The centres are supported outside of the 3RP through the EU Facility "SIHHAT" project, and provide essential primary care services to all Syrians under temporary protection and operate under the auspices of the family physician scheme in Turkey. In 2019, almost 600,000 consultations were delivered in these centres. The 3RP support to this health service model is centred on supporting their human resources through the training of health professionals:

- The centres are staffed by teams of Syrian doctors and nurses that have attended an 'adaptation' program that informs them about the new environment and setting of the Turkish health system and which leads to certification by the MoH. In 2019, almost 1,800 Syrian health professionals were trained and integrated into the health system. The adaptation training programme is expected to be completed by the end of 2020.
- 427 Community Health Support Staff were trained at Migrant and Refugee Health Training Centres (MRHTCs) in seven provinces by MoH and partners to provide health information and non-medical care services to communities, with a particular focus on the elderly and the disabled. By the end of 2019, 350 Community Health Support Staff were serving in 7 provinces and 815 patients had benefited from home care services.

Additional progress was also made in the provision of sexual and reproductive health as well as on the number of professionals trained in the clinical case management of SGBV. 30 Women and Girls Safe Spaces (WGGS) and 4 Youth Centres were supported. 29 of these WGSS, which are integrated in the Migrant Health Centres, were handed over (with their personnel) to the Ministry of Health in 2019 to ensure the continuity of SRH services. Overall, 1,300 Syrian health personnel working at MHCs were trained on reproductive health counselling.

The 3RP partners have worked to increase access of rural refugees and host communities to health services through mobile service units in 5 provinces. 86 staff were trained on rural health service provision. 1,386 individuals were provided mobile health services by the end of 2019.

The Health Sector has provided support for the provision of Mental Health and Psychosocial Support (MHPSS) training to both Syrian and Turkish health providers. The training specific to doctors was on the "Mental Health Gap Action Programme" (mhGAP). In 2018-2019, about 600 Turkish and Syrian doctors completed the mhGAP training program. An mhGAP training impact assessment conducted by MoH and WHO revealed that most of the graduates were happy with the training. The knowledge increase was significant for Turkish (5 percent increase) and Syrian (9 percent increase) doctors and attributable to the WHO supported training. This resulted in an increase in the number of reported cases related to mental health for the period after the training (38 cases reported). The increase was statistically significant. Compliance with 12 guidelines taught in the training was observed for over 75 percent for all the trainees.

Within 2018-2019, over 3,300 Syrian and Turkish health personnel were trained by MoH and health partners. Additional training was provided to nurses and other primary care personnel on topics ranging from Early Childhood Development (ECD) to suicide prevention, forensic interviewing and community mental health.

Recommended actions

The reflections are focused on improving the sustainability of the actions taken so far.
At policy and strategic level:

- The full integration of Syrian health professionals into the Turkish health system is the next step. As more Syrian doctors are fluent in Turkish and acquiring Turkish citizenship, they would like to have their diplomas fully recognized in Turkey so that they can consult with all patients and not solely Syrians under temporary protection.
- Increase information dissemination on the availability and benefits of health services, as well as training and support for staff care.
- As most of the Syrian health professionals have completed the adaptation training, the new training will focus on continuous medical training on topics like SRH, SGBV, NCDs, occupation and health, health information system usage, and Turkish language training.

At operational level:

- Address the issue of motivation of health professionals. Increased utilization of services by Syrians under temporary protection has led to a large increase in the number of consultations provided and sometimes to issues of burn-out and loss of motivation among health professionals (both Syrian and Turkish). The MoH has asked health partners to accommodate topics related to the motivation of health professionals in the adaptation training curriculum. Failing to deal with a lack of motivation and the risk of burn-out of personnel could negatively impact the quality of services provided to the refugees.

Good practice relevant to the outcome (Global Compact on Refugees Digital Platform):

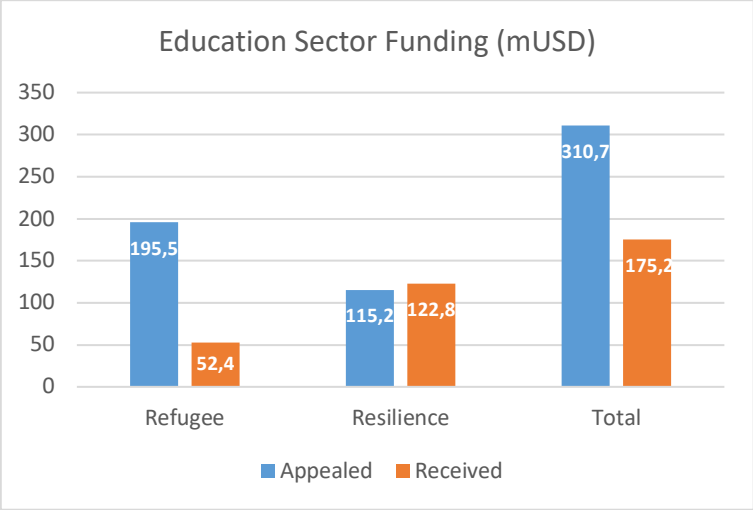
Strengthening the National Health System in Turkey:
https://kobocat.unhcr.org//attachment/original?media_file=imturkey/attachments/Strengthening%20the%20National%20Health%20System%20in%20Turkey-11_5_23.pdf

Outputs contributing to outcome

Output indicator	Target	Result	Progress
# of consultations received by male and female refugees and impacted host community residents in primary health	991,950	763,597	77 %
# of service delivery units providing SRH services	39	39	100 %
# of male and female service providers trained in SRH and clinical management of GBV	400	2,239	559 %
# of Syrian refugees and members of impacted communities who receive SRH services	195,000	266,017	136 %
# 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	589	39.3 %
# of male and female Turkish health care providers trained	150	163	108 %

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

Funding analysis



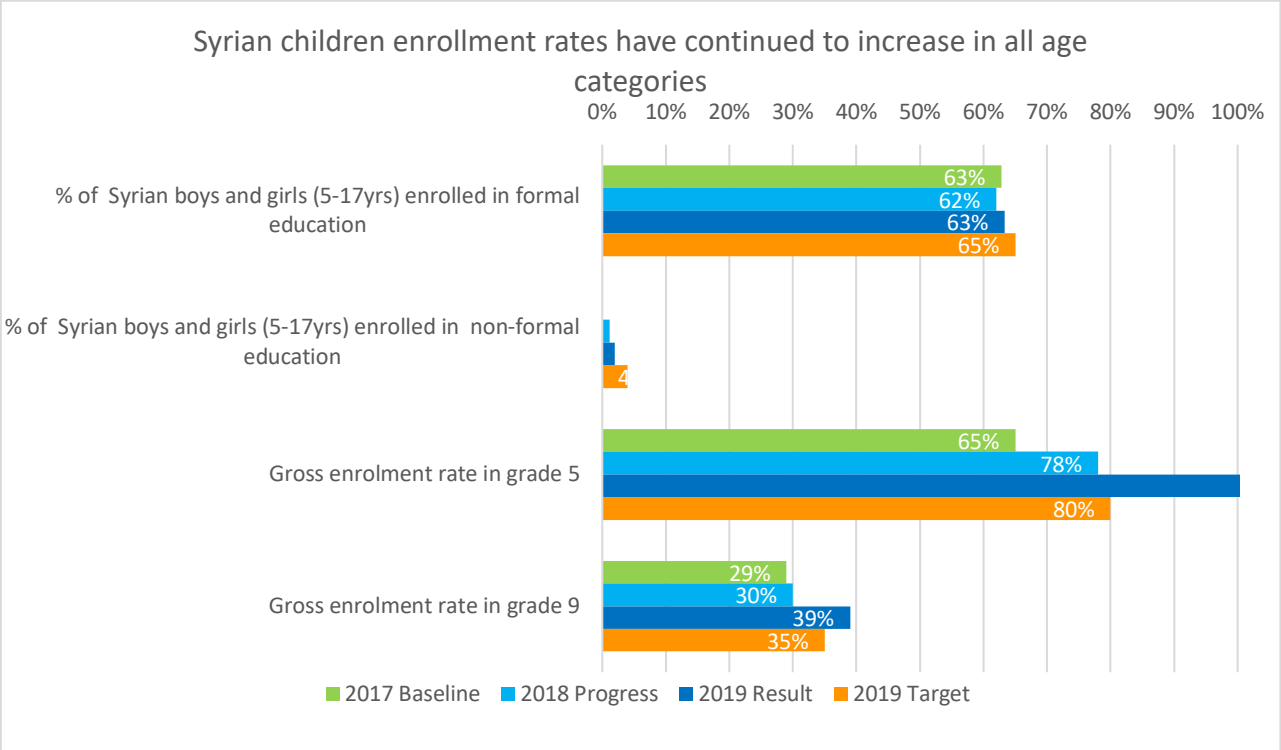
The 3RP Education Sector only received 56 percent of its financial requirements. This represents a further decrease compared to 2018, both in absolute (USD 175m secured in 2019 vs. USD 187m in 2018) and relative (61 percent of the funding requirements were met in 2018) terms. This concerning trend is contrasted by the allocation of funding across the sector, with the resilience component fully funded, enabling the comprehensive implementation of programmes such as the Conditional Cash Transfer for Education (CCTE) and support to Syrian Volunteer Education Personnel. On the other hand, the refugee component of the sector was severely underfunded (29 percent of requirements), which impacted programmes targeting the more vulnerable learners including with non-formal education. Higher education, particularly the provision of scholarships and language learning programmes for adults, remained under-funded compared with the level of demand. This could undermine the potential long-term contribution of graduates to the resilience of their communities and their access to employment in professional positions and higher-income jobs.

The prioritization of education system strengthening through resilience funding is in line with funding channelled directly to the Ministry of National Education (MoNE), which must also be considered when assessing the overall financial support to the Education Sector. For example, the MoNE received the highest amount of funding of all line ministries and state institutions receiving support through the EU and International Financial Institutions.

Highlights:

- More than **680,000** children were enrolled in formal education.
- **53,765** children were enrolled in Early Childhood Education programmes (school, home and community based).
- **562,536** children were supported by cash-transfers.
- **24,747** Turkish teachers and education personnel were trained in inclusive education.
- **12,593** Syrian Volunteer Education Personnel were provided with monthly incentives.
- More than **4,000** refugee students were enrolled in higher education preparation programmes and **2,500** university scholarships were provided.

Outcome indicator: School Enrolment Rates



Outcome Indicator	Baseline	Target	Result	Source
% of Syrian boys and girls (5-17yrs) enrolled in formal education	62.8%	65%	63.3%	MoNE December 2019 data
% of Syrian boys and girls (5-17yrs) enrolled in non-formal education	TBD	4%	2%	Activity Info
Gross enrolment rate in grades 5 and 9	65%; 29%	80%; 35%	104%[27] ; 39%	MoNE December 2019 data

Achievements to date

Throughout 2019, education sector partners continued to work closely with the Ministry of National Education (MoNE) in Turkey to provide access to and enhance the quality of formal and non-formal education for Syrian children and adults under temporary protection. As of December 2019, the number of Syrian children enrolled in Turkish Public Schools increased by 6 percent in comparison to 2018 figures. 684,728 children are enrolled in grades 1-12 with an overall enrolment rate of 27.19 percent in pre-primary, 89.27 percent in primary, 70.50 percent in lower secondary, and 32.88 percent for learners at upper secondary level. With this increase, the enrolment of Syrian children in Temporary Education Centres (TECs) dropped significantly from 14.1 percent in 2018 to 3.9 percent in 2019. Despite the achievements to date, approximately 400,000 (37 percent of the total school-aged population) Syrian school-aged children UTP remained out of school.

[27] This data is Gross Enrolment it is not Net Enrolment which means that the age of children is not considered while calculating, hence the above 100 percent result.

To address socio-economic factors affecting school enrolment, attendance and retention, by the end of December 2019, a cumulative number of 562,536 (Girls: 280,371; Boys: 282,165) vulnerable children (a 15 percent increase in comparison to January 2019) were supported through the Conditional Cash Transfer for Education (CCTE) programme including 2,468 (Girls: 1,145 ; Boys: 1,323) children benefiting from the Accelerated Learning Programme.

The other structural support provided by 3RP partners to the education system was made through the provision of incentives to Syrian Volunteer Education Personnel (SVEP). The SVEP programme has been supported since 2014 with the aim of providing a sustainable, safe and protective learning environment for Syrian refugee children. In 2019, 12,593 SVEP were provided with monthly incentives.

To support access to Early Childhood Education (ECE) services, more than 50,000 children have been enrolled in pre-school home- and community-based ECE programmes. 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.

Non-formal education is a learning pathway for out-of-school refugee children and adolescents who have never been to school or who dropped out and cannot enter formal education without catching up. The Accelerated Learning Programme (ALP) is a certified non-formal education programme implemented in 76 Public Education Centres (PEC) in 12 provinces with the highest populations of Syrians under temporary protection. ALP is implemented in collaboration with the MoNE. ALP consists of four levels that correspond to primary and lower secondary school levels. After the completion of each level, students are evaluated through written tests and equivalency commission assessments and are either referred to age-appropriate formal education or continue with the next level of ALP. In 2019, 24,869 children (51 percent boys and 49 percent girls) were enrolled in certified non-formal education.

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 2019. The Government of Turkey supports higher education by covering tuition fees at state universities for Syrian students and developing an enabling and inclusive policy and university environment. By the end of 2019, university enrolments had risen to just over 33,000. Innovative approaches have been developed and implemented, ensuring that there are no formal barriers like quotas or tuition fees restricting access. The Higher Education sector benefits from YTB's fair, sustainable and scalable scholarship management system.

More than 4,000 refugee students enrolled in higher education preparation programmes and 2,500 university scholarships were provided. A range of university-based activities were conducted by partners, with the overall goal to improve the successful social and academic integration of Syrians into Turkish universities. Through YTB 40, higher education advisors were funded and they provided essential orientation and academic and social support to all Syrians studying in universities.

Partners continued to work with the MoNE to develop the capacity of Public Education Centre staff to improve access to, and the quality of, accredited Turkish language courses. In 2019, partners successfully advocated for a standard incentive amount to be given to all Syrians attending non-formal education courses, regardless of agency or donor.

Recommended actions

Based on the above, 3RP partners recommend the following actions in 2020:

- With an overstretched national education system, overcrowded classrooms, and limited resources in public schools, the need for additional classrooms is critical and has been highlighted by the MoNE as a means to effectively respond to relevant learning needs across the country.
- It is also important to continue supporting the expansion of programmes such as ECE, CCTE, ALP and other non-formal initiatives which have a significant effect on enrolment, attendance and retention.
- Continuing to strengthen the capacity of teachers and education personnel, including SVEPs, to adapt their methods to address the specific and varied needs of refugee boys and girls, is also critical.
- Similarly, increasing support to Turkish language learning and training across all levels (pre-school to higher education) as well as activities for mother tongue maintenance are key to helping Syrians access relevant learning opportunities, increase retention and improve learning achievement.
- There is also a need to 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 and 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, where possible, scholarship selection criteria should incorporate economic and protection-related considerations. Young women continue to face both structural and social barriers to higher education. The funding for scholarships has decreased while the demand for higher education continues to grow, as more Syrians graduate from Turkish secondary schools.

Good practice relevant to the outcome:

Conditional Cash Transfers for Education:
https://kobocat.unhcr.org//attachment/original?media_file=imturkey/attachments/Conditional%20Cash%20Transfers%20for%20Education-17_24_55.pdf

Table: 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)	59,280	53,765	91%
# of Syrian children (5-17 years old g/b) enrolled in formal education (Grades 1-12)	700,000	684,728	98%
# of students (>18 years, f/m) enrolled in tertiary education	20,000	33,554	168%
# of children (5-17 years, g/b) supported by cash-transfers	451,694	562,536	125%
# of children (5-17 years, g/b) enrolled in accredited non-formal education	91,287	24,869	27%
# of children (5-17 years, g/b) enrolled in informal non-accredited education	80,850	5,781	7%
# of children (5-17 years, g/b) receiving Turkish language learning textbooks	132,000	0	0
# of teachers and education personnel provided with incentives	13,000	12,593	97%
# of teachers and education personnel trained (f/m)	57,799	24,747	43%
# of students (m/f) participating in higher education preparation programmes	5,635	4,099	73%
# of students (m/f) receiving higher education scholarships	4 004	2,428	61%
# of children (5-17 years, g/b) provided with school transportation	15,560	11,953	77%

Outcome 2.3 Improved access to services at the municipal level

Funding analysis and outcome indicator

The outcome indicator for support to municipalities relates to amounts of funding secured by 3RP partners to support municipal services compared to the additional resources needed by the four main refugee-hosting municipalities of the South-East (Gaziantep, Sanliurfa, Hatay and Kilis) to extend services proportionally to their respective population increase – based on the budget of these municipalities. The target is related to the amount of funding in the 3RP appeal and the progress to the value of completed projects each year.

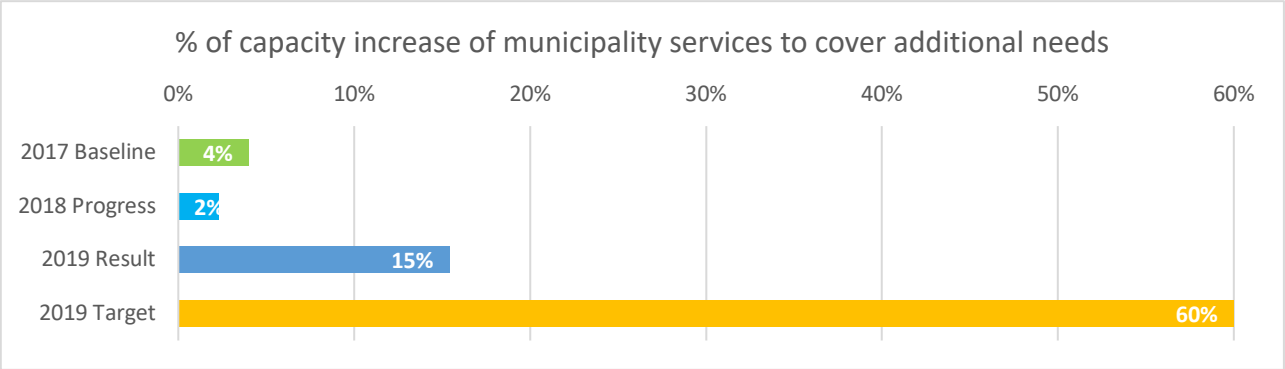


Table: Outcome indicators

Outcome Indicator	Baseline	Target	Result	Source
2.1.3 % of capacity increase of municipality services to cover additional needs	4%	60%	15%	3RP Municipal tracking dashboards, 2019 municipal budgets.

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 for 2018-2020.
- Implementation progressed well in 2019, with completed projects in solid waste, wastewater, public and recreational spaces benefitting over 2.5 million people from both the host and refugee communities in 8 municipalities.
- Needs of municipalities remain enormous, with a new report from the Union of Municipalities of Turkey highlighting that the fiscal implications of hosting this additional population for the municipalities amounts to a total additional USD 455 million per year.[28]
- The support provided by 3RP partners covers about 15 percent of the needs of the four largest refugee-hosting south-eastern municipalities to provide services to additional Syrian population.
- In order to mobilize more support for municipalities and help them join forces, 3RP partners supported or organized important networking and coalition building events. This included the Istanbul Marmara Region Coordination Platform and the first International Forum on Local Solutions on Migration and Displacement in November 2019. The Gaziantep Forum gathered 60 Turkish and international mayors and stakeholders to highlight best practices from municipalities and raise the voice of mayors ahead of the first Global Refugee Forum.

[28] Union of Municipalities of Turkey, Syrian Refugees and Municipalities in Turkey, a Financial Impact Analysis, March 2019.

Achievements and challenges

Since 2014, USD 60 million worth of support has been mobilized by 3RP partners in support of municipalities. The amount of secured funding for 2019 reached USD 25.17 million.

Despite the increase of support provided by 3RP partners to municipalities, which reached USD 25.1 million in 2019, 3RP partners were only able to cover a small fraction of the identified needs. The 2019 projects represented only 15 percent of the additional needs of municipalities to extend services to the refugee population.[29] This notwithstanding, the support represents a significant improvement to the situation in 2018, where only 2 percent of the needs of municipalities were addressed through projects by 3RP partners. This increase is due to the completion of some of the large-scale infrastructure projects which had been ongoing since 2018, such as the wastewater treatment plant in Hatay. However, this is still far off the initial target, due to limited amounts of new funding secured to support municipalities in 2019, compared to the initial appeal.

Support to municipal services in 2019 focused on projects to:

- Increase the capacity of key municipal services, such as solid waste management and wastewater management. In addition to the wastewater station mentioned above, the main projects completed included the construction for two Waste Transfer Stations in Hatay and one in Sanliurfa. Backhoe loaders, semi-trailers and a solid waste compactor have been delivered to Hatay municipality. Following the needs assessment for technical support on fire-fighting practices, manufactured vehicles were delivered to Hatay (three) and Sanliurfa (two).
- Support for communal spaces, the resilience of affected populations and social cohesion. Through such interventions, partners support to municipalities also included building the resilience and self-reliance of affected populations and strengthening social cohesion. These activities were assessed, identified and selected in a participatory process involving beneficiaries from different communities, ages, genders and backgrounds, as well as local authorities and local leaders.

While these services have led to significant improvements in the quality of municipal service provision, 3RP partners are well aware that they remain modest compared to the overall volume of needs. A recent study by the Union of Municipalities of Turkey confirmed the fiscal implications of hosting this additional population for the municipalities, as it amounts to an estimated USD 126 per individual per year, or an additional USD 455 million for all Turkish municipalities.[30] As such, partners aim to use 3RP projects in support of municipal infrastructures as an entry point to leverage additional support for municipalities. This includes:

- Support to strategic planning and project management capacity. Basic needs partners are engaged with metropolitan and South East municipalities to provide dedicated project management support to help municipalities both with internal processes and strategic planning, partners have also optimized capacities in service delivery and in developing project proposals for external funding. Project Management Offices have been established in three municipalities (Gaziantep, Sanliurfa and Hatay). Technical support in improving project planning and management as well as system optimization is on-going, including linking crisis-response support to longer term development needs. For example, the support to municipal infrastructure provided in Hatay was used as an entry point to develop a Carbon Footprint Inventory and Climate Change Action Plan.

[29] See the 3RP municipal support dashboard for details on all projects supporting municipalities implemented by 3RP partners.
[30] Union of Municipalities of Turkey, Syrian Refugees and Municipalities in Turkey, a Financial Impact Analysis, March 2019.

- Supporting national networking by municipalities. 3RP partners in Istanbul focused the 2019 edition of the Istanbul Marmara Region Coordination Platform on bringing together municipalities of the Marmara region but also of the South East together with international donors, in order to improve the chances of municipalities to secure more direct funding.
- 3RP partners teamed up with the municipality of Gaziantep, the Union of Municipalities of Turkey and networks such as United Cities and Local Government – Middle East and West Asia Section and the World Academy for Local Democracy to organize the International Forum on Local Solutions to Migrations and Displacement in Gaziantep in November 2019. The forum brought together 60 Turkish and international mayors and stakeholders to exchange best practices, and raise the voices of local authorities in international fora to secure more support to municipalities from the onset of refugee responses. The resulting Gaziantep Declaration highlights how municipalities contribution is critical to the implementation of the Global Compact on Refugees (GCR) and the Global Compact on Safe, Orderly and Regular Migration (GCM), and was presented by the Mayor of Gaziantep to the first Global Refugee Forum in Geneva.[31]

Recommended actions

Based on the above, 3RP partners recommend the following actions in 2020:

- While support to municipalities is expected to significantly increase, additional support from 3RP partners will remain critical, given the volume of needs by municipalities to respond to significant population increases.
- In this context, 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 engage with all relevant stakeholders to ensure complementarity and coordination.
- 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.

Good practice relevant to the outcome

Municipality improves the inclusion of Syrian refugees in Turkey:
https://kobocat.unhcr.org//attachment/original?media_file=imturkey/attachments/Municipality%20improves%20inclusion%20of%20Syrian%20refugees%20in%20Turkey-16_8_29.pdf

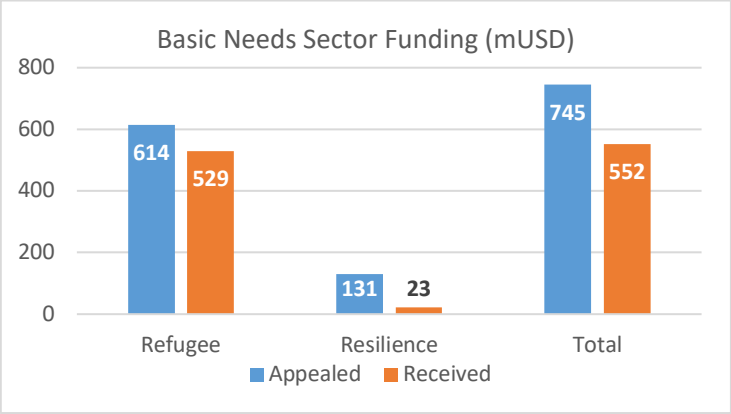
Table: Outputs contributing to the outcome

Output indicator	Target	Result	Status
# of municipalities strengthened in terms of technical capacities to deliver municipal services	54	5	10 percent
# of municipal infrastructures newly established to expand capacity for service delivery	22	13*	59 percent

[31] Gaziantep International Forum, Summary Report, January 2020, available at: www.municipalforum2019.org

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

Funding analysis



As of December 2019, a total of USD 552.8 million had been received which represents 74 percent of the total appeal.

While the ESSN requirement of USD 535.9 million for the refugee component was fully met for 2019, non-Food Items (NFI) distributions were severely underfunded in 2019 compared with previous years.

Highlights:

- 3RP actors reached a total of 2.16 million individuals through cash assistance in 2019
  - Cash-based support reached 1.96 million individuals, which exceeded the 2019 appeal target by 12 percent.
  - 1.75 million individuals benefitted from ESSN support, reaching 15 percent more individuals than in 2018.
  - More than 54,000 beneficiaries in Temporary Accommodation Centres (TACs) were supported with monthly cash-based vouchers.
  - More than 77,000 individuals were supported with a one-time unconditional relocation package in the voluntary relocation process from TACs.
  - Partners reached over 95,000 beneficiaries in Southeast Turkey with cash assistance programs specialized for winter support.
- Non-food items support marked a decrease in 2019, whereas key programmes continued to address the needs of the most vulnerable.
  - 35,000 individuals received hygiene kits, dignity kits or sanitary kits.

Outcome indicators: Livelihoods coping strategy index and food security levels

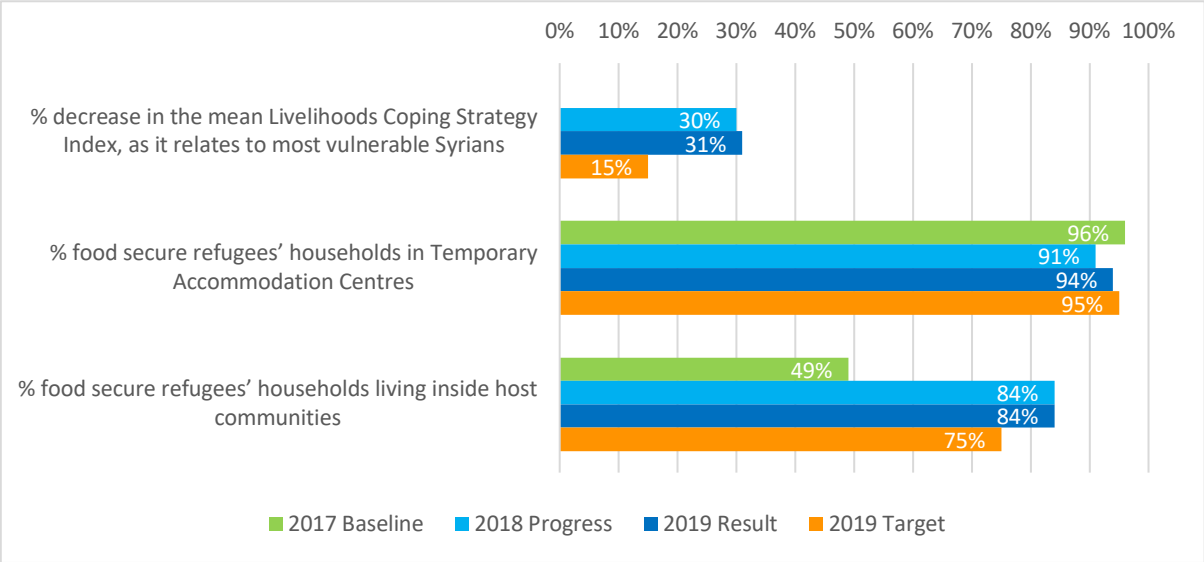


Table – Outcome Indicator

Outcome Indicator	Baseline	Target	Result	Source
% decrease in the mean Livelihoods Coping Strategy Index, as it relates to most vulnerable Syrians	N/A	15 %	31 %	*WFP, Post distribution Monitoring Report, July 2018*
% refugees' households with an acceptable food consumption score living in host communities and in TAC	a) 96 % in TAC; b) 49 % outside TAC	a) 95 % b) 75 %	a) 94% b) 84%	*WFP PDM reports*

Achievements and Challenges

The main impact indicator on the cash-based and in-kind assistance provided to refugees relates to the Livelihoods Coping Strategy Index (LCSI). ESSN Post Distribution Monitoring surveys askedask the participants if, within the previous 30 days, they have resorted to using any negative livelihoods coping strategies. Some strategies, such as reducing health expenditures or sending school-aged children to work, are more severe than others and have longer-term ramifications on household resilience. Based on severity, the strategies are classified into stress, crisis, and emergency categories. Total of thirteen coping strategies are combined into a weighted sum known as the Livelihoods Coping Strategy Index. To date, the mean Livelihoods Coping Strategy Index, as it relates to most vulnerable Syrians has decreased (i.e. improved) by 31 percent. The decrease is was more prominent for ESSN beneficiaries than for those not benefiting from the such support: the LCSI had declined by 5 percent for households not benefiting from the ESSN and saw a 25 percent decline for ESSN beneficiary households compared to the pre-assistance baseline (2017). However, due to higher consumer prices[32] and rising living costs, the percentage of decrease in LCSI slightly declined compared to the previous round of reporting.[33]

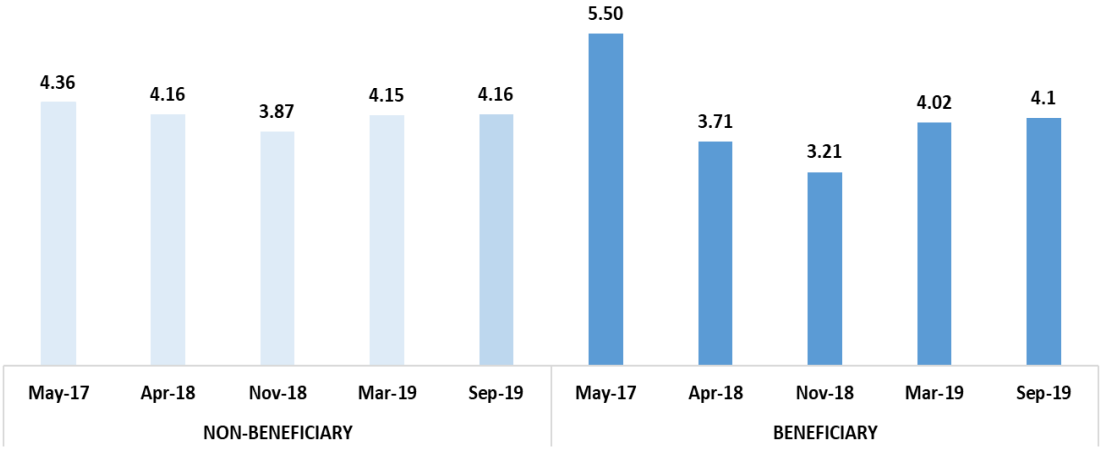
The reduced use of negative coping strategies indicates improved living conditions for refugees. In general, the refugee households that benefited from ESSN assistance showed more positive improvements. ESSN beneficiaries also mentioned in Focus Group Discussions that after enrolling in the programme, their daily lives changed from being survival orientated to being "more secure" and "peaceful". Yet the recent relative reversal of progress in this respect highlights that beneficiaries remain vulnerable to the wider economic outlook.

This was confirmed by the results of the third Cross Section Post-Distribution Monitoring survey (PDM 8; Apr - Sep 2019) which indicated a general decline in other key indicators for both ESSN beneficiary & non-beneficiary households when compared with both the November 2018 results and the pre-assistance baseline. In particular, after a period of decrease, average debt had again increased for both groups, but particularly for non-beneficiaries, to levels higher than the pre-assistance baseline.

In response to this deterioration, ESSN quarterly top ups increased, helping households meet the rising costs to a certain extent, but were still unable to prevent a further erosion of the coping strategy index as the size of the top up was not sufficient to compensate for the increasing inflation. However, the top-ups substantively helped address newly emerging needs such as health costs for people under international protection.

[32] Please refer to Turkiye Cumhuriyet Merkez Bankasi (accessed 18.October.2019)
[33] WFP, Post distribution Monitoring Report 8, December 2019

Both ESSN beneficiaries and non-beneficiaries showed improved living conditions, but the improvement was more prominent in the beneficiary group

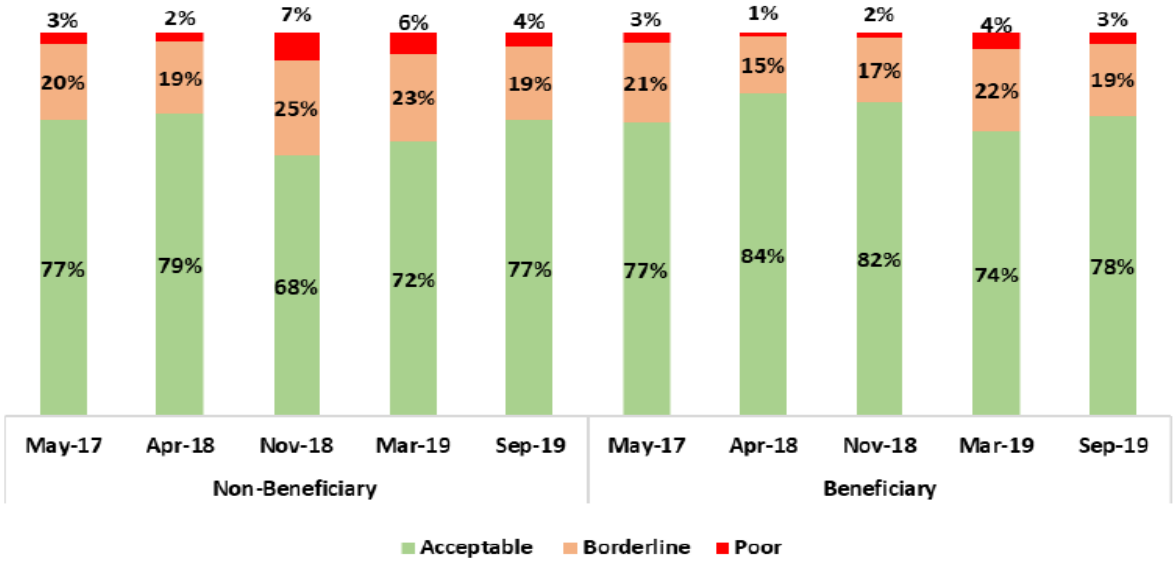


Source: WFP/TRC ESSN Post Distribution Monitoring (PDM) reports (May 2017 - September 2019)

The Food Consumption Score (FCS) serves as an indicator on both the quantity and quality of the diet. Through this indicator, household diets are classified as acceptable, borderline or poor. The proportion of households with acceptable food consumption levels decreased considerably between November 2018 and March 2019, to pre-assistance levels for both beneficiaries and non-beneficiaries. This indicates that despite consumption of diverse food groups, they were still forced to limit quantities or reduce the number of meals per day.

As of September 2019, 78 percent of beneficiaries and 77 percent of non-beneficiaries had acceptable food consumption. This represents a slight improvement since March 2019 and suggests results could further improve following the increase in household top-ups. Moreover, it is noteworthy that the proportion of households with acceptable FCS has been higher among beneficiaries since the introduction of the ESSN. This suggests that the assistance has successfully stabilized food security.

Food Consumption Groups



To explain this worrying trend, households frequently reported difficulties resulting from their financial constraints and the increasing cost of food.[34] Most participants stated that their limited purchasing power did not allow them to prepare any special meals for Ramadan as they used to do in their home countries before the conflict. In almost all FGDs, participants reported that they had been forced to decrease their consumption of fruit and vegetables as the prices had increased the most over the last six months.

Other immediate assistance interventions have also contributed to the overall outcome. These interventions were focused on providing food assistance to populations residing in Temporary Accommodation Centres (TAC)s, and providing cash-based assistance to people moving out of TACs to live within the host community. Shelter/WASH support was also provided in the urban context and non-food items were distributed in and out of TACs. 2019 marked an improvement in the provision of food assistance to beneficiaries in TACs, reaching a total of 90,608 individuals. DGMM continued to implement the managed decongestions and closures of TACs, with the population in these settlements decreasing throughout 2019 as a result.

A total of 47,297 refugees who moved out of TACs to live within the host community were supported with one-time unrestricted multipurpose cash assistance to support their transitioning into urban communities. This one-time cash support helped families meet their most pressing needs while transitioning, and, in the process, they were also continuously informed of the possibility of applying to the ESSN along with other supportive programs and of relevant procedures and available services.

The price of winter items increased dramatically between August 2018 and December 2018. Covering the winter needs became harder for refugees. The price increase on winter items was significantly higher than the increase in inflation during the same period. Sector partners therefore reached 95,539 individuals in South East Turkey with both restricted and unrestricted cash-based activities to support vulnerable households cover increasing costs during the 2019 winter season. However, reduced funding for winter support activities limited the number of activities and consequently reduced the number of beneficiaries. In 2019 the prices of winter items decreased slightly, however, costs remained still higher than in the first half of 2018.

Sector partners continued to provide shelter support in 2019 but to a limited number of refugee and local community households. Shelter programmes in the cities of South East Turkey cities reached a total of 12,130 individuals through upgrading buildings and enhancing public spaces. In addition, a total of 1,929 individuals benefitted from household WASH rehabilitation support. For populations living in an urban context, the Inter-Agency Shelter Programming Guidelines were finalized by Basic Needs sector partners.

Monitoring of post-relocation efforts showed that that half of the affected population continued to lives in structurally sound but damaged houses (leaking roof, unsecure windows, etc.) with 11 percent living in houses that are unsafe for habitation and are structurally damaged. Considering the sample size, it this indicates that the shelter conditions for refugees living in urban areas remain challenging. According to statements of beneficiaries monitored under the ESSN, poor housing conditions and the toxic gas emissions from burning coal negatively affects health and increases the risk of respiratory

[34] WFP FGD report on Ramadan and Economic conditions. In 2019, TRC and WFP Field Monitoring Assistants conducted 193 FGDs with separate groups for male and female, capturing the views of 4506 participants (both beneficiaries and non-beneficiaries). The FGDs were designed to enhance understanding of refugees' opinion on a variety of topics and to assess the contribution of ESSN cash assistance in providing access to basic needs. Mentioned ESSN FGDs discussed the following topics: ESSN Assistance, Livelihoods and Social Cohesion; Vulnerability and Gender; Healthcare Services; Ramadan and Economic Conditions; Protection Issues and Gender; Livelihood and Gender; ESSN Communication Channels and Information Sources; ID issues; Winter Preparedness; and Social Cohesion.

diseases during the winter months. Participants also reported reduced job opportunities during the winter months, and in turn, reduced ability to pay bills on time. Rental expenses amount to 30 – 60 percent of household income, while utility bills amount to 10-30 percent of income depending on the province. Most ESSN beneficiaries responded that the assistance secures timely payment of their rent. However, a few participants reported moving to better housing after becoming ESSN beneficiaries. Those who previously were living in informal houses (such as garages) highlighted that ESSN support helped them move to "normal" houses that provide a dignified life.

The distribution of Non-Food Items decreased in 2019 to one tenth of 2018 levels, mainly due to the lack of funding and decreased need to provide core-relief items in TACs. Nevertheless, strategic support to the most vulnerable continued. Gender-appropriate hygiene kits were distributed to 35,646 refugees, complemented by hygiene awareness sessions reaching 6,127 refugees. Core-relief item distribution was below 3,000 in 2019, compared with over 200,000 thousand in 2018. While the sector had been expecting a decrease in core relief item distribution activities due to the changing needs of the refugee community, the decrease in implementation was greater than expected, mainly due to decreasing TAC populations and the unavailability of funds.

Nevertheless, strategic non-food item support to the most vulnerable continued through other modalities; such as the distribution of gender-appropriate hygiene kits to 35,646 Syrians under temporary protection. In comparison with 2018, the number of beneficiaries reached decreased by over 80 per cent in 2019, directly due to the unavailability of funding. Partners complemented distribution of these kits by hygiene awareness sessions reaching 6,127 people in 2019.

Recommended actions

Based on the above, 3RP partners recommended the following actions in 2020:

- The rising costs of living and the consequent negative effects this had on the coping index required the sector to remain vigilant: continued multi-purpose cash (MPC) assistance, mainly through the ESSN and different complementary programmes, remains 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 assessed. Partners within or outside the 3RP should commit to continuous assessment of vulnerabilities from multiple dimensions.
- Winter Support: Rising energy costs (coupled with rising prices of food and rent) means that winter support is still relevant in South East 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 2020.
- Efforts to build strengthened linkages between the Basic Needs and Livelihoods sectors remain a priority. Discussions surrounding opportunities for refugees to move from Basic Needs assistance to Livelihoods activities and the promotion of self-reliance and resilience will continue. Focus group discussions with ESSN beneficiaries showed that the majority of refugee participants acknowledge the need for livelihoods support and more language training programmes and livelihood support projects. These would allow refugees to improve their current economic conditions and further integrate with the local population.

Good practice relevant to the outcome (Global Compact on Refugees Digital Platform):

The Kızılaykart - Innovative Cash-Based Assistance:
https://kobocat.unhcr.org//attachment/original?media_file=imturkey/attachments/K%C4%B1z%C4%B1laykart%20Cash-Based%20Assistance%20Programmes-1_33_3.pdf

Table: Outputs contributing to the Outcome

Output indicator	Target	Result	Status
# of Syrian refugees benefitting from access to adequate shelter solutions*	19,090	12,130	63.5%
# of personnel in welfare agencies trained on the delivery of social welfare services (SASF, TRC, others)	960	**200**[35]	20.8%
# of persons benefitting from transportation services**	53,000	2,221	0
# of Syrian refugees benefitting from cash-based interventions	1,752,950	1,951,610	85%
% of surveyed ESSN beneficiaries who are informed about key aspects of the programme	95	90.4	95%
# of Syrian refugees benefitting from CRI	117,500	2,742	25%
# of persons benefitting from gender appropriate hygiene, dignity or sanitary items***	92,500	35,397	32%
# of persons participating in hygiene-awareness sessions	5,660	6,127	10%
# of Syrian refugees and host community members benefiting from training program on good food, nutrition and agricultural practices	15,900	3,692	24%
# of Syrian refugees out of TACs and host community members provided with the inputs, tools and knowledge to establish greenhouse and backyard agriculture activities	1,660	1,465	88%

* Shelter: the activity and targets were camp-focused, no requests have been received to replace tents (in tented camps). Since September 2018, the tented camps have been closed.

** Transportation support: this support was foreseen to transport people from camps to service providers out-of camp. The camp is question was closed. Budgets have been re-allocated to support transport from camps to camps in the de-congestion exercise (Sep-Dec 2018) and targets will be adapted

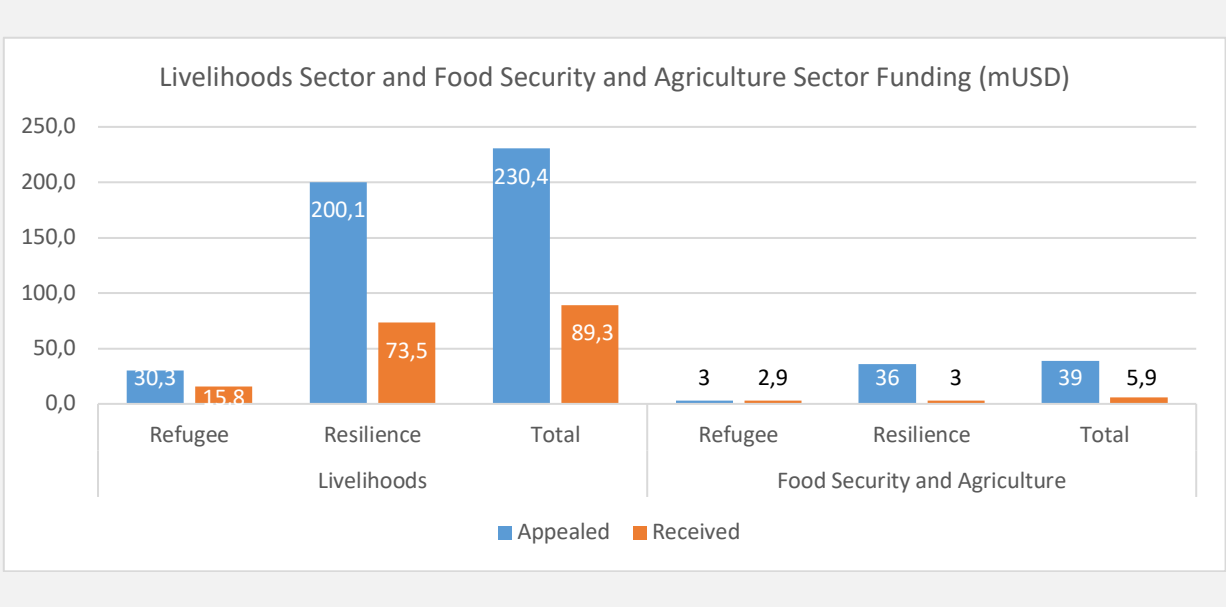
***CRI and hygiene items: largest numbers (over 80 percent of hygiene items) being provided to out of camp populations to meet their basic needs. Targeting based upon socio-economic data.

[35] 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 2019 was USD 230 million and the sector was 39 percent funded in 2019. This represents a stark decrease from 2018, when 70 percent of the appeal was funded – the decrease coming primarily from a lower funding of the resilience component of the sector. Funding for temporary employment schemes such as cash for work also decreased. However, it was positive to observe that multi-year funding enabled an increase in job creation activities as well as a focus on technical and financial support provided to SMEs and start-ups and entrepreneurship support.

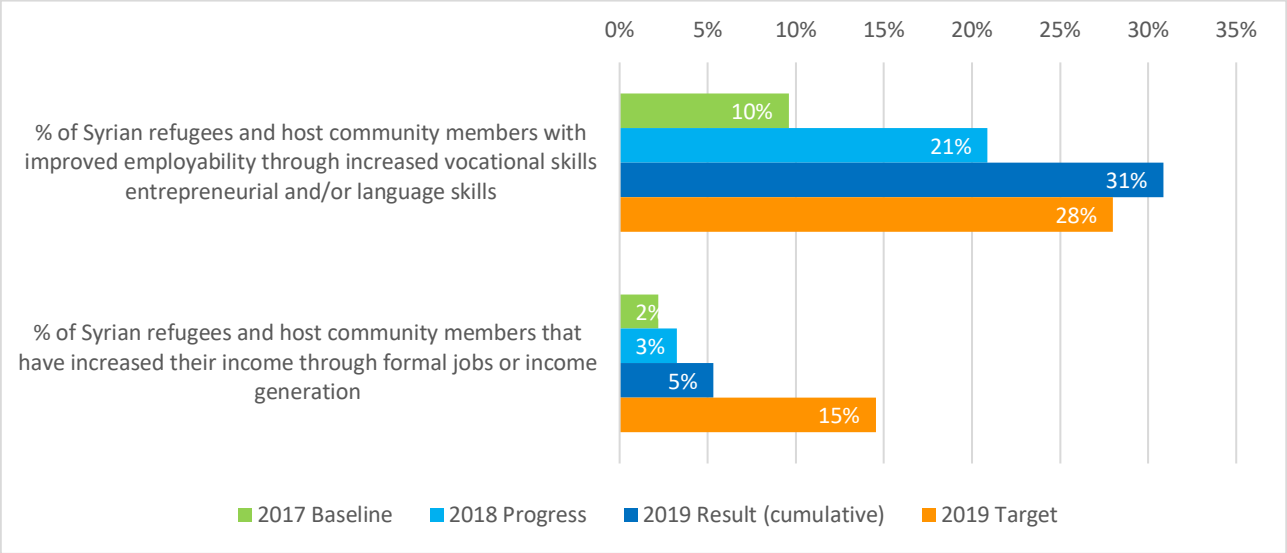
This contrasts with the funding of the Food Security and Agriculture sector which saw its refugee component 94 percent funded against only 8 percent of the resilience component, mainly to cover agricultural livelihoods activities. In total, the Food Security and Agriculture sector received only 15 percent of the funds requested, which made it the least funded sector in 2019.

The results of the livelihoods and food security and agriculture programmes, especially projects related to job creation, are achieved in the medium to long term. It is therefore positive that most of the funding received by both sectors is multi-year. Unpredictable funding limits the ability of partners to provide refugees with decent work opportunities, thus limiting efforts to reduce negative coping strategies and reliance on the informal labour market.

Highlights

- 132,500 work permits granted as of 31 December 2019.
- The increased employability of 50,000 Turkish and Syrian individuals.
- Support for 1,391 businesses.
- 10,000 individuals placed into formal jobs, or had increased incomes through cash for work or self-employment opportunities.

Outcome indicators: Syrians and host community increasing employability and accessing income (cumulative progress against a 470,000 estimated active Syrian population).



Outcome Indicator	Baseline 2017	Target 2019	Result 2018 (cumulative)	Source
% of Syrian refugees with improved employability through increased vocational, entrepreneurial and/or language skills	11% 85,514	28% 130,803	31% 150,343	Tracking of sectors' results vs. PIN ActivityInfo
% of Syrian refugees and host community members that have increased their income through agricultural and non-agricultural jobs or income generation (#)	1% (10,647)	15% (70,809)	5% (Cumulative: 27,523 – progress: FSA:4,030 LH:7,633)	LH &FSA Activity Info

Achievements and challenges

Access to decent work remained the overarching challenge for the socio-economic inclusion of Syrians under temporary protection and other refugees. WFP focus group discussions conducted in July 2019[36] shed further light on the livelihood situation of refugee households. The survey showed that in most refugee families, male heads of households and boys are responsible for generating income while women and girls are responsible for household chores and child care. Most participants reported that the language barrier and hardships they encounter through official procedures such as work permit applications and diploma equivalency processes were the biggest barriers for finding better jobs. More refugee women participate in the labour force in Turkey than would do so in their home countries. While most female participants recognize these additional responsibilities as elevating their position within their society, others expressed their frustration and discomfort. Almost all participants expressed their concerns related to their rights at the workplace due to working without formal contracts and registration. Many participants stressed that refugees should be given work permits to secure their rights and entitlements. Participants with university degrees expressed their grievance about not being able to work in fields relevant to their educational background. They often stated that they had to resort to working in unskilled labour jobs for low wages in order to meet their basic needs.

[36] ESSN FGD Summary report- Livelihoods and Gender- July 2019

As a major progress to addressing this situation, a total of 132,497 work permits had been issued to Syrians under temporary protection as of December 2019. 30 percent of these permits were granted for the establishment of businesses. The number of work permits granted to Syrians in 2019 was therefore higher than the total number of work permits granted between 2016-2018. This significant increase was largely a result of the measures taken by the Government to increase labour inspection particularly in Istanbul, which resulted in an increase in the formalization by businesses of Syrian employees. Livelihoods and Food Security and Agriculture sectors partners continued supporting Government efforts in the implementation of the Work Permit Regulation of 2016. 177 interventions and awareness raising campaigns on labour regulations aimed at policy makers were completed. Furthermore, 8,125 Syrians and host community members were assisted with individual counselling, job counselling and business mentoring to inform them on their rights and obligations as per the Work Permit Regulations, and 10 awareness sessions were conducted by Food Security and Agriculture partners on the specificities of the regulations for work permit exemptions in the agriculture sector.

Supporting the socio-economic integration and increasing self-reliance is a priority of livelihoods sector as well as the food security and agriculture sector. In line with this priority there is an increasing investment in job creation programs including entrepreneurship.

In order to support the transition to self-reliance livelihoods sector partners provided support to increase the employability through vocational, entrepreneurial and language trainings with the aim to link the graduates of these trainings to decent job opportunities. Food Security and Agriculture partners also provided agricultural skills training. In 2019, partners from both sectors provided trainings to 48,628 Syrians and host community members – this included 3,692 individuals who benefitted from skills development trainings on good food, nutrition and good agricultural practices. As both sectors focused strongly focused on empowering women to access employment, 58 percent of the beneficiaries were women.

As a positive indication of the improved linkages of such training programmes to market needs, the ratio of Syrians and host community members that were placed into jobs reached 20 percent, a positive achievement in a challenging economic context. Yet, more efforts are required to increase the referral mechanisms and track the number of beneficiaries that are placed into formal jobs after receiving the trainings to better understand the impact of the trainings. The support provided to ISKUR and other public institutions is key to achieve this goal.

On the agricultural side, food security sector partners scaled up job-matching efforts to respond to the high demand for agricultural labour. Partners organized some 12 job fair events aimed at linking qualified Syrian refugees and vulnerable host communities with potential employers.

The engagement of the private sector and providing support to small businesses remain key to fostering job creation. Therefore, programs supporting the establishment of new businesses and providing technical and financial support to the existing SMEs are crucial and more partners appealed under the job creation component in the 2020-2021 plan. In 2019, livelihoods sector partners supported the establishment of 192 new SMEs and supported 1,199 existing SMEs and businesses through business management trainings, financial and other services or technology transfer.

These joint efforts led to important results in terms of actual access to employment, facilitating the access of over 11,000 Syrian and host community members to economic opportunities and jobs in 2019. This is double the achievement of 2018, as multi-year programmes aimed at boosting the private sectors capacity to create jobs started to produce results. While this is expected to further increase in 2020, it remains a small contribution to responding to the overall needs, considering that the estimated

active Syrian population in need of livelihoods support is at least 487,000 and the Government ESSN Exit Strategy estimates that at least 187,000 jobs need to be created to support the transition of the least vulnerable ESSN beneficiaries to self-reliance (in addition to an equivalent number of opportunities for the host community).

While such efforts continue to be scaled up, providing access to temporary income opportunities remains critical to deliver tangible support to vulnerable groups. The Food and Agriculture sector is particularly suitable for such activities, which is why 4,030 individuals were supported through income generation activities and short-term employment opportunities (cash for work) in the food and agriculture sectors giving them opportunity to build their skillsets and improve their livelihood status. The majority 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 in order to foster social cohesion and harmonization.

Last, but not least, it should be highlighted that other sectors are also actively and significantly contributing to facilitating access of Syrians to income or employment opportunities. The Education sector continues to offer income opportunities to over 12,500 Syrian volunteer education personnel, while the health sector has contributed to 1,800 Syrian health professionals being trained and integrated into the national health system.

Recommended actions

Based on the above, 3RP partners recommend the following actions in 2020:
At operational level:

- In order to promote sustainable and resilient employment opportunities in the formal economy, the cooperation with the private sector should be strengthened and small and micro enterprises supported to maintain the jobs.
- Labour market and value chains need to be further assessed to identify sectors with high employment potential.
- Systematic follow-up for training beneficiaries to support them with job placement needs to be further strengthened, including by supporting a referral mechanism through ISKUR in the relevant sector. Additional support is also required in terms of job placements which involves better skills matching and a need to address the literacy level and gender parity among Syrians under temporary protection. Support provided to ISKUR is important in this respect.
- Profiling studies to identify existing knowledge, skills and competencies are important, as is the identification of skilled Syrians and support for the validation and certification of their skills.
- As partners are increasingly providing entrepreneurship support, the targeting of the trainings should be enhanced to increase the sustainability of newly established start-ups.

At policy level:

- The 3RP should develop a broader strategy on its contribution to the Government's ESSN Exit Strategy, outlining its support the transition from temporary assistance to more sustainable and long-term agricultural and other livelihoods opportunities.
- This will also require continuous advocacy and fundraising aimed at supporting the self-reliance of Syrians under temporary protection and vulnerable host communities.
- There is a need to explore ways to address barriers to employability due to travel restrictions for refugees and the difficulties in accessing land and equipment, with a view to increase access by Syrians under temporary protection to the larger employment market, particularly in the agricultural sector.

Good practice relevant to the outcome (Global Compact on Refugees Digital Platform):

Enhanced resilience through increased economic opportunities for Syrian refugees and host communities:
https://kobocat.unhcr.org//attachment/original?media_file=imturkey/attachments/Enhanced%20Resilience%20Through%20Increased%20Economic%20Opportunities%20for%20Syrian%20Refugees%20and%20Host%20Communities-14_47_17.pdf

Table: Output contribution to the outcome

Output indicator	Target	Result	Status
# of advocacy interventions and awareness raising campaigns on labour regulations aimed at duty-bearers (policy makers), and partners/service providers as part of capacity building.	391	177	**45%**
# of male and female impacted community members assisted with individual counselling, job counselling and business mentoring/coaching.	18,390	8,125	**44%**
# of Syrian refugees or host community members completed trainings (e.g. technical vocational, language, skills, and all types of livelihoods skills trainings).	47,168	18,376	**39%**
# of Syrian refugees completed Turkish language trainings.	81,370	30,777	**38%**
# of Syrian refugees or host community members increased income through job placement, self-employment and income opportunities.	22,000	5,862	**27%**
# of Syrian men and women or host community members employed through public infrastructure and environmental assets improvement such as cash for work programmes.	16,970	424	**2%**
# of start-ups/businesses started/developed including joint ventures and partnerships.	1,459	192	**13%**
# of SMEs, businesses supported through business management trainings, financial/non-financial services or technology transfer.	2,445	1,199	**49%**
# of Syrian refugees and host community members benefiting from training program on good food, nutrition and agricultural practices	15,900	3,692	24%
# of Syrian refugees out of TACs and host community members provided with the inputs, tools and knowledge to establish greenhouse and backyard agriculture activities	1,660	1,465	88%
# of Syrian refugees and host communities benefiting from access to income generating opportunities in agriculture and forestry sector	16,045	2,595	17%
# of Syrian refugees and host communities benefited from short-term employment (Cash for Work) in agriculture sector	1,350	1,435	106%
# of actors (individuals) provided with training and technical support to bolster general or sector specific capacities	260	234	90%

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[37]

- Over 204,000 host community members and Syrians participated in joint events.
- These local events were organized in partnership with 156 local and national institutions.
- 59,000 persons were reached with language training (all sectors).
- 124,000 youth were engaged in empowerment programmes.

Outcome Indicators

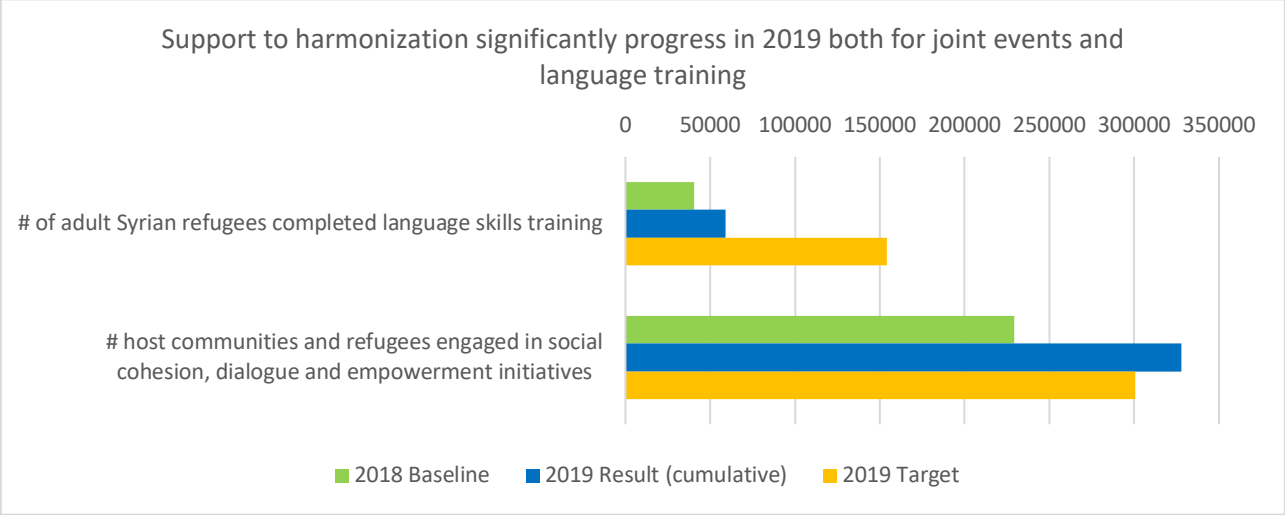


Table: Outcome indicators

Outcome Indicator (proxy indicators)	Baseline	Target	Result	Source
# of host communities and refugees engaged in social cohesion, dialogue and empowerment initiatives	2018: 229,296	2019: 300,530 Cumulative: 762,140	2019: 327,820 Cumulative: 557,116	Activity info (protection and livelihoods)
# of adult Syrian refugees completed language skills training	**2018 : 40380**	154,075	99,380 (cumulative – 2019: 59,000)	Activity Info (education and livelihoods)

Achievements and challenges

The 3RP aims to contribute to reinforcing social cohesion by helping refugees, host communities and public institutions to overcome a number of barriers which are hampering positive relations between communities or fuelling tensions. The 3RP developed in 2018 an Inter-Agency Social Cohesion framework to outline the collective strategy of the 3RP in this respect. In particular, the framework outlined that two of the main obstacles to social cohesion between refugee and host communities remained the lack of opportunities for structured interaction to overcome cultural differences and prejudices, and the language barrier. While the latter prevents daily communication between

[37] For funding analysis, please refer to strategic objective one, since most of the activities were implemented by the protection sector.

communities as well as the socio-economic inclusion of Syrians under temporary protection, the former undermines the possibility for both communities to engage in constructive dialogue to identify joint problems and solutions together with local institutions.

The results of recent social cohesion focus group discussions[38] confirm that although many refugees live in the same neighbourhood or even buildings as Turkish nationals, spatial proximity does not automatically result in meaningful social interaction between refugees and the host community. Participants unanimously agreed that Turkish people are (and have always been) hospitable and helpful to refugees in need. There are efforts within the refugee community, especially by Syrian women, to reciprocate, for example, by showing solidarity towards elderly Turkish people, visiting each other on a weekly basis and exchanging food. Almost all participants reported positive interactions with the host community during Ramadan; some stated that they often exchanged iftar dishes with their neighbours.

The lack of social cohesion continued to undermine the realization of rights for Syrians under temporary protection. For example, they reported that they regularly pay more for rent than Turkish tenants and have unfair payment conditions, being obliged to make the rental payment 6 - 12 months in advance. This, they believe, is a sign of not being socially accepted. Participants also, while reporting unequal treatment at the workplace, described their interaction with co-workers and employers during the working hours as neutral: neither conflict nor solidarity. As for the inclusion of children, it was reported that, besides normal disputes that arise between children, some Turkish children manifest specific resistance towards foreign children.

An important development in 2019 was the rolling out by the Directorate General for Migration Management of Turkey's harmonization strategy and national action plan. 3RP partners provided support to DGMM in the roll-out, by facilitating joint activities including trainings, social events and awareness raising activities. Activities entailed engagement of a range of provincial and local actors, including religious officials, local community members and service providers.

Throughout 2019, 3RP partners contributed to these efforts aiming to enhance social cohesion through increased trust between Syrian refugees and host communities. For example, the number of institutions supported to undertake peaceful co-existence interventions more than doubled between 2018 (when 73 institutions were supported) and 2019 (163 institutions were supported). Similarly, the sector was able to engage 202,198 individuals in peaceful co-existence events, representing a similar (276 percent) increase in the total number of persons reached compared to 2018.

- Training of public institutions on social cohesion and legal framework (including rights, services and obligations).
- Youth empowerment initiatives focusing on strengthening knowledge and skills (language, vocation) as well as awareness of youth on legal framework.
- Numerous social and cultural events organized, some through engagement of local actors such as municipalities, mukhtars and imams.

At the community level, age, gender and diversity-sensitive protection interventions remained of key importance in 2019. To this end, protection partners prioritized increased community engagement in local networks and structures. These networks and structures at the community level facilitated meaningful and active participation of populations of concern (including but not limited to women, children, adolescents and youth) in designing and implementing protection solutions. Such initiatives

[38] WFP ESSN Focus Group Discussions, December 2019, Focused on Social Cohesion

also worked towards incorporating a longer-term lens in protection interventions. Structures formed of interactions between Syrians and host communities aimed to improve social cohesion at the local level.

Municipalities were one of the first responders in addressing the impact of refugees at the local level. In addition, municipalities in Turkey have intimate knowledge of social realities and dynamics on the ground and in 2019 they were central to facilitating refugee inclusion into services and socio-cultural activities.

Enhancing the participation of refugees in local consultative and participatory mechanisms, operating under the auspices of municipalities, was also an area of focus of collaboration between partners and municipalities. Through participation in such mechanisms, members of the refugee community were enabled to share needs and suggestions of their communities. Several activities were organized based on city council suggestions, including language courses, activities to foster good relations between communities, initiatives to strengthen social bonds and to build bridges between women from refugee and host communities. Additionally, several municipalities drafted five-year strategic plans encompassing the specific needs of refugees.

Sector partners have also strengthened their commitment to facilitate refugee participation in decision-making processes around planning, programming and implementation of activities. To this end and through various modalities such as committees and volunteerism programmes targeting a range of refugee groups, including children and youth have been supported. Through these different mechanisms, refugees were engaged in not only implementation and M&E but also planning phases of the project cycle management.

The Gaziantep Municipal Forum mentioned above (outcome 2.3) also provided a critical venue to underscore the importance of dedicated mechanisms for refugee participation at the local level. Among the good practices highlighted at the forum, the example of municipalities setting up dedicated departments for migrants and refugees particularly stood out, as did some innovative approaches by district municipalities to facilitate information and consultations with refugees and migrants, notably by using social media.

Turning to language, important progress was achieved by 3RP partners in 2019, with a total of 59,000 Syrians benefiting from Turkish language training across all sectors. This represented a marked increase of almost 50 percent compared to the 2018 results. The main progress was registered in the field of adult language training in the livelihoods sector. This was particularly important as recent Livelihoods Survey findings have shown that proficient Turkish is associated with higher rates of employment[39], while the language barrier is also indicated as a key factor for the private sector's reluctance to hire Syrians under temporary protection.[40] Scaling up the delivery of language skills training for Syrians under temporary protection is crucial to increase employability. In 2019, 30,777 Syrians under temporary protection received language skills training with a focus to access employment and increase social cohesion. Partners developed innovative modalities for language trainings such as blended training method which provides trainings both in the class and online. These kinds of approaches helped increase the participation of women in the labour market.

[39] TRC Livelihoods survey, op.cit., Kayaoglu and Erdogan, Labour Market Activities of Syrian Refugees in Turkey, Economic Research Forum Working Paper Series, No. 1290, February 2019.
[40] ILO, Outlook of Employers and Workers in Sanliurfa to the Employment of Syrians

Recommended actions

- Social cohesion interventions should be scaled up, and targeted per location. Partners should be encouraged to facilitate joint activities with local authorities and government.
- The 3RP Social Cohesion Inter-Agency Framework should be updated, particularly to highlight synergies and linkages with the Government Harmonization Strategy and Action Plan 2018-2023.
- Regular Social Cohesion Surveys should be undertaken to track the evolution of inter-community relations.
- Participation of refugees in consultative mechanisms at the municipal level contributes to refugee self-reliance and gives them a voice in municipal service delivery and should be supported as an important pathway to ensuring refugees are active contributors to their local communities and can contribute to achieving social co-existence.
- Social cohesion and harmonization efforts are becoming ever more a priority for local and central authorities as signs of increased social distance between host and refugee communities are becoming more visible. Municipalities play an essential role in maintaining social cohesion and building confidence between and among communities through dialogue, fostering interaction, addressing misinformation and preventing and responding to incidents.
- Development of guidance on how to plan, programme and budget around community participation and engagement in decision-making processes, as well as documenting promising practices would provide sector members with the required technical and practical know-how on improving engagement at different levels.
- It is recommended that 3RP partners work with the Ministry of National Education in order to review Turkish language teaching standards (such as incentives, payments to teachers and certification) and competencies.
- Language courses targeting Syrian women should be expanded providing services especially to women with flexible programmes such as blended training modalities.
- Language skills trainings need to be scaled up for Syrians under temporary protection to increase employability and access to labor market.

Good practice relevant to the outcome:

Social Cohesion through workplace adaptation programme:
https://kobocat.unhcr.org//attachment/original?media_file=imturkey/attachments/Social%20Cohesion%20Through%20Workplace%20Adaptation%20Programme-13_44_41.pdf

Table: Output 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) * This reflects the total number of institutions supported (i.e. Government and Non-Government)	116	163	141%
# of persons participating in events organized for both refugee and host communities to improve peaceful co-existence	148,850	202,198	136%
# of youth and adolescents attending empowerment programme	112,220	123,800	110%
# of centres supported (SSC, CC, Multi-Service centres, WGSS, etc)	118	430	364%
# of community-based livelihoods activities, targeting social cohesion and conflict prevention implemented	1,586	32	
# of persons participating in events organized for both refugee and host communities to improve peaceful co-existence	39,460	1,822	

# of Syrian refugees completed Turkish adult language trainings.	81,370	30,777	

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

Outcome Indicator

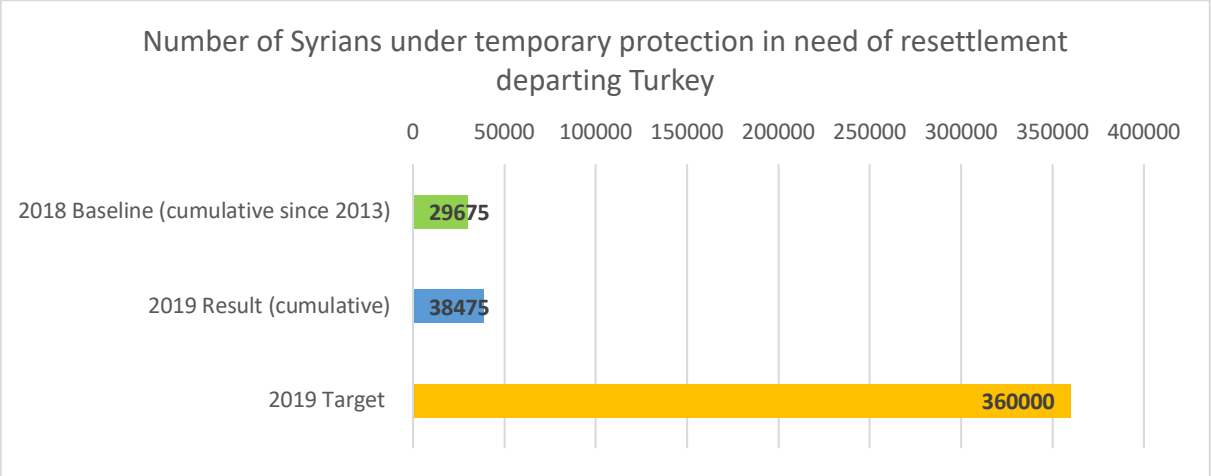


Table: Outcome indicator

Outcome Indicator	Baseline	Target	Result	Source
Number of Syrians under temporary protection in need of resettlement departing Turkey	29,675	360,000	38,475 (cumulative, 2019 : 8,288)	UNHCR

Achievements and challenges

In 2019, UNHCR received 19,086 referrals for resettlement consideration for Syrians under temporary protection, including 11,786 from Turkish authorities and submitted 11,711 Syrians for resettlement. Of those submitted for resettlement, 57 percent have legal and physical protection needs, 13 percent are survivors of violence and torture, 22 percent are women and children at risk, and 5 percent have serious medical needs. 8,288 Syrian refugees departed Turkey on resettlement during 2019.

In order to enhance referrals from DGMM, 3RP partners conducted a joint training session with DGMM, targeting PDMM staff across the country to enhance their knowledge regarding the resettlement process, understand resettlement submission categories and working with DGMM to harmonise identification methodologies across the country. This detailed resettlement training is the first step in increasing ownership from identification to counselling and eventual resettlement.

3RP partners continued to engage in bilateral and multilateral forums throughout 2019 to advocate for further resettlement places, highlighting in particular children at risk and LGBTI cases. Many refugees with family links outside Turkey are in very vulnerable situation in Turkey and family reunification is a means of addressing their protection concerns. Unfortunately, the majority of these cases do not have the required documentation or means to independently access family reunification processes.

As for voluntary repatriation, in line with the Temporary Protection Regulation and existing legislation introduced by the Government of Turkey, 3RP partners monitored the voluntary return of Syrians from Turkey to Syria in close collaboration with DGMM.

In 2019, nine provinces were covered by voluntary return monitoring activities. These were Ankara, Istanbul, Izmir, Manisa, Gaziantep, Hatay, Sanliurfa, Kilis and Kahramanmaras. Partners have monitored 84,725 individual voluntary returns since 2016 (34,303 in 2019; 22,410 in 2018; 19,356 in 2017; 8,656 in 2016). Compared to 2018, the number increased by 35 percent in 2019. On average, partners monitored and interviewed 150 returnees every single day in 2019.

Partner engagement also supported PDMM efforts in ensuring that refugees were counselled and adequately informed about the situation in the country of origin and about the termination of their temporary protection status in Turkey upon return. Any concerns on the voluntariness of return was 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 an understanding of the trends and dynamics of voluntary return from Turkey. Among returnees monitored in 2019, 45 percent were male between 18-59 years old. Corresponding to the governorate of origin of the returning refugees, Aleppo remained the main destination but return to Idlib as a destination increased in November and December. Overall, joining family members remained the principal motivation for the majority of returns, including to help families locate to safer areas in Syria. The top four provinces from which voluntary returns were observed were Sanliurfa followed by Istanbul, Hatay, and Gaziantep.

As of 3 December 2019, the Akcakale-Tal Abyadh crossing-point opened for voluntary return. From November onwards, 3RP partners increased its presence in Sanliurfa PDMM to ensure capacity was available to meet any potential increase in voluntary return trends.

Recommended actions

- There are approximately 360,000 Syrian refugees in need of resettlement in Turkey. Given that only 8,288 Syrian refugees departed Turkey in 2019, the gap remains very high as only 2.3 percent of refugees with resettlement needs (or 0.2 percent of the Syrian refugee population in Turkey) were able to access this durable solution. Many refugees that have serious medical conditions or disability, or those who face protection problems in Turkey due to their profiles, such as women or children at risk or LGBTI refugees, continue to remain in Turkey with no solution to their plight. There is a dire need for resettlement countries to increase responsibility sharing with Turkey and find ways to enhance resettlement and complementary pathway options. 3RP partners will also continue to facilitate family reunification and work with partners to break down barriers that restrict refugees to access private sponsorship, third country scholarships and labour mobility schemes.

- A scaled-up voluntary monitoring plan was finalized for implementation in 2020. The plan aims at maximizing voluntary return monitoring activities by increasing the number of provinces from nine to seventeen, adding Adana, Bursa, Kayseri, Kocaeli, Konya, Mersin, Osmaniye and Van. According to DGMM's latest statistics, these seventeen provinces host 90 percent of the Syrian refugees.

Table: Output indicator progress

Output indicator	Target	Result	Status
# of Syrian individuals submitted for resettlement by UNHCR	15,000	12,075	81%
# of Syrian voluntary repatriation interviews observed	200,000	34,303	17%

Inter-Agency Coordination Turkey

3RP REGIONAL REFUGEE & RESILIENCE PLAN 2019 - 2020 IN RESPONSE TO THE SYRIA CRISIS

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