Inter-Agency Coordination Turkey

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

2021 OUTCOME MONITORING REPORT

3RP TURKEY CHAPTER 2021

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SUMMARY

The Turkey chapter of the 2021 Regional Refugee and Resilience Plan (3RP) is built on three strategic objectives, which forms the guiding strategy to the work undertaken within the 3RP's six sectors (namely, Protection; Education; Basic Needs; Health; Food Security and Agriculture; and Livelihoods). The three strategic objectives of Turkey's 3RP are:

1. Contribute to the protection of Syrians under temporary protection and international protection applicants and status holders;
2. Support inclusion into national systems and access to services, including health, education, social services as well as municipal services and local solutions; and,
3. Promote harmonization, self-reliance, and solutions.

This report provides an analysis of the 3RP partners' achievements in 2021, in light of the evolving context and in line with these strategic goals. This analysis is based on inputs from the relevant 3RP sectors against the different inter-sectoral outcomes. It also capitalizes on regular cross-sectoral meetings and analysis to monitor collective achievements on issues of strategic importance, such as social cohesion, support to public institutions, Prevention and Sexual Exploitation and Abuse (PSEA), and Accountability to Affected Population (AAP).

In 2021, the 3RP had 45 reporting partners, including 11 UN agencies, and 34 I/NGOs. The 3RP partners were successful in mobilizing USD 527 million raised against the 2021-2022 financial requirements. This represents 51 percent of the total requirements of USD 1.03 billion for 2021. The refugee component of the plan received nearly 72 percent of its requirements in 2021, compared with 35 percent for the resilience component.

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

Key achievements in 2021 include:

- In 2021 3RP partners collectively reached over 1.03 million individuals (53% women and girls, 44% men and boys, and 3% gender non-binary individuals) with information dissemination and awareness raising efforts on rights, services and assistance, with a 47% increase from 2020. Partners continued awareness raising through hybrid modalities, including on access to COVID-19 vaccines and health services, rights and remedial mechanisms, and access to livelihoods.
- The protection situation continued to be worrying in 2021 due to reduced access to livelihoods, increased basic needs against the inability to cover expenses, and challenges in accessing essential services. In this light, 3RP partners reached 1.76 million individuals with protection services, including 141,000 referrals to specialized services for persons with specific needs. 28,000 survivors were provided with GBV-specific response services, whereas 77,000 children were referred to specialized services, with notable increases compared to 2020.
- 3RP partners reached 75,000 individuals with psycho-social support, 48,000 children receiving both one-off and structured individual, group, and family counselling services to improve their wellbeing and resilience.
- Although the access to health services remained low in the first six months of 2021 due to COVID-19, 3RP partners continued their support to service providers with 93% of recipients reporting access and satisfaction with health services. Partners provided trainings and Turkish language support to over 4,300 health professionals through distance learning platforms to mitigate the impact of the pandemic.
- With the return to face-to-face learning in September 2021, more than 854,000 refugee children (49% girls, 51% boys) were enrolled in formal education, with a gross enrolment rate

of 67%. 36,000 children were enrolled in non-formal and informal education, whereas 62,000 children were enrolled in ECE and pre-primary levels.

- 3RP partners continued supporting families through the Conditional Cash Transfers for Education (CCTE) Programme, to address socio-economic barriers, increase enrolment and contribute to retention of children in school reaching more than 761,000 children during the remote and face-to-face learning modalities. In the reopening of schools, partners supported more than 1200 institutions to ensure safe return, benefiting 100,000 refugee students.
- In 2021, 3RP partners supported 19 municipalities towards basic needs service delivery and 25 municipalities with new infrastructures; yet needs for capacity development support remain high. Support was provided to and through municipalities including enhanced and specialised protection services, social cohesion and livelihood activities, as well as efforts to strengthen coordination between local authorities.
- In light of the negative socio-economic impact of the pandemic and increased consumer prices, basic needs service delivery needs were significantly increased, 86% of surveyed refugees unable to cover monthly expenses. In this context of increasing indebtedness and adoption of negative coping strategies, 3RP partners reached over 490,000 beneficiaries with one-off cash assistance, and 385,000 individuals with hygiene, dignity and sanitary items.
- 10,000 refugee and host community members benefited from increased income through job placement and income opportunities in 2021, with a 27% increase compared to 2020, as a result of Livelihoods and Food Security and Agriculture sector partners in 2021.
- 3,000 Syrian and Turkish businesses were supported through business management trainings, financial/non-financial services or technology transfer, with 130 new businesses created.
- Number of individuals participating in joint events to improve peaceful co-existence increased to more than 410,000 in 2021, more than four times the number of individuals reached in 2020, due to easing restrictions. 57 institutions were supported to organize these joint events. Moreover, almost 14,000 refugees completed language skills training through hybrid modalities. 3RP partners recorded good achievement in 2021, with a long way still to go to meet outcome level targets.
- Approximately 12,000 refugees were submitted for resettlement considerations with more than 7,000 departing for resettlement to a third country.

This report details the contributions of 3RP partners made to the achievements mentioned above, under the continuing impact of the COVID-19 pandemic context. In 2022, the response will continue expanding its support to the Government of Turkey across these stated priority areas, with a particular effort to strengthen linkages between the 3RP Basic Needs and Protection sectors on the one hand, and Livelihoods and Food Security and Agriculture Sectors on the other, to support the transition of some beneficiaries from cash assistance to self-reliance. The 3RP will continue its emphasis on strengthening the gender responsiveness of actions in Turkey, ensuring services and support are equally benefitting women, men, boys and girls of all ages and minority groups, in line with the SDG commitment on leaving no one behind.

BACKGROUND

Turkey still hosts the largest number of refugees in the world, as the situation in Syria continues into its second decade. In 2021, Turkey and other refugee hosting countries in the region faced increased pressure, as the protracted nature of the refugee crisis combined with the multi-faceted impact of the global pandemic. Socio-economic difficulties caused by COVID-19 were exacerbated with disruption to various sectors and services at the height of the pandemic during early 2021. This increased the number of people in need, as well as vulnerabilities amongst all communities.

Increasing difficulties and temporary disruption around the provision of some services due to COVID were coupled with the already complex and composite nature of the refugee situation in Turkey, which includes different population groups and displacement situations. Despite this, the Government of Turkey continued its national leadership in the comprehensive response with an inclusive approach in 2021, in line with the spirit of the Global Compact on Refugees. 3RP partners have continued working in the leadership of and in complementarity with the Government of Turkey, to help address continuing and newly emerging challenges in the refugee response.

The Turkey 3RP has taken account of the evolving context and increasing vulnerabilities in shaping and implementing the response in 2021. This was possible through the evidence-based response strategy and coordination functions of the plan, which allow for a needs and evidence-based situation overview in setting the direction, followed by ongoing coordination with diverse partners within and outside of the 3RP. Through these functions, the 3RP's coordination structure and partners were able to adapt to unforeseen changes in context and need.

In line with identified priorities, 3RP partners continued their support on public systems and institutions, through which refugees access essential services and information. Partners provided this support through adapted methods of service delivery, such as remote service provision, at times of need caused by COVID-19. In addition, as a response to unexpected and emerging needs, partners provided targeted, complementary and temporary assistance to beneficiaries when demand in services exceeded availability. As part of its implementation in 2021, the 3RP also adopted a `one-refugee approach`, striving to be more inclusive towards refugees of all nationalities as well as members of the host community, in its planning, implementation, reporting and monitoring processes.

The 3RP continued delivering a multi-stakeholder response in 2021 with 46 national and international appealing partners, including UN agencies and I/NGOs. In addition, the response included many non-appealing and non-traditional partners engaged with through coordination efforts as well as during the implementation cycles. As in previous years, this multi-stakeholder response was designed around a structured monitoring and evaluation (M&E) system, which allowed for targeted planning of sector interventions as well as systematic reporting on progress achieved.

The 3RP Turkey M&E System

The 3RP in Turkey bases its planning, implementation, and revision processes on a comprehensive M&E system. This system formulates the theory of change process for the 3RP, which shows how change in the refugee context happens by taking stock of achievements of the plan at the short, medium and long terms. This is possible through the multi-dimensional design of the 3RP's M&E system.

The ***first dimension of the M&E system*** is formulated at the output level and demonstrates all of the individual components of the 3RP response (needs, partner response capacity, targets, funding required). These components are systematically mapped into sectors' response frameworks

(logframes). In building these logframes firstly, the six sectors under the 3RP identify needs of refugees through assessments, as well as through ongoing dialogue with national and field-level partners. Once priority needs are identified for each sector, the sector working groups determine targeted response activities to meet these needs. These targeted activities are then grouped under yearly objectives determined by the sectors and are structured within the sector logframes. Partners working under each sector set annual targets and budgetary needs for each activity they will carry out, and report on the outputs they achieve.

Partners carry out their output-level reporting on a monthly basis, through the online platform ActivityInfo. These outputs are regularly monitored, in light of funding received by partners and contextual changes impacting the refugee response. Monthly monitoring findings are externally displayed through online sectoral dashboards.[1] The 3RP's M&E system and therefore its accountability duties, heavily rely on valuable inputs of 3RP partner agencies active in the refugee response.

The ***second dimension of the 3RP M&E system*** is formulated at the outcome level based on the 3RP's strategic objectives. In 2021, the strategic objectives of the 3RP remained the same as the previous year, reflecting how the different sectors and outcomes complement each other. The strategic objectives take into account the evolution of the international funding landscape in Turkey, as a significant portion of the response including most cash programmes and socio-economic support, is carried out by actors operating outside of the 3RP's funding platform.

As such, the three strategic objectives for the 3RP 2021 were as follows:

- **Strategic Objective # 1: Contribute to the protection of Syrians under temporary protection and international protection applicants and status holders**

  Supporting national protection systems and offering complementary and temporary services where persons under temporary and international protection are unable to access national systems.

- **Strategic Objective # 2: Support inclusion and access to services, including health, education, social services as well as municipal services and local solutions**

  Supporting national systems and access to services for the benefit of both refugees and host communities and offering complementary and temporary services where population numbers result in stretched services.

- **Strategic Objective # 3: Promote harmonization, self-reliance, and 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 outcomes of the 3RP are determined under these strategic objectives and are structured in an inter-sectoral M&E framework. While agencies carry out output-level reporting monthly, outcome-level reporting is carried out annually, by sector coordinators. The 3RP Outcome Monitoring Framework is a higher-level framework designed in 2018, which demonstrates the consolidated achievements gained as a result of all partner activities. The achievements reported against this framework are therefore mid to long-term achievements, as opposed to the immediate outputs of

[1] Available through UNHCR's inter-sectoral Operational Data Portal: https://data2.unhcr.org/en/situations/syria/location/113

activities. This higher-level M&E framework was designed in order to better report on outcome-level results and the collective impact of the support provided to the Government of Turkey, refugees and host communities. The development of an inter-sectoral framework also stemmed from the fact that needs and the response are increasingly inter-sectoral.

Having this multi-tiered M&E approach allows the coordination team to evaluate the effects of 3RP interventions at different levels, and over multi-year cycles, to improve planning and implementation for future periods. This structure is necessary to ensure accountability to beneficiaries, donors, and partners, since the 3RP is a multi-sectoral plan that involves many different stakeholders. Accountability is essential for successfully meeting the needs of beneficiaries, ensuring the sustainability of the plan, as well as ensuring continued trust in implementation and continued funding.

3RP Outcome Monitoring Report

The 3RP Outcome Monitoring Report for 2021, aims to reflect collective progress achieved by 3RP partners against the outcomes set in the Inter-sectoral Monitoring Framework. The report is based on inputs from the 3RP sectors against these different inter-sectoral outcomes, and on cross-sectoral discussions to better articulate joint achievements. The reporting is carried out at an annual basis, following the completion of the appeal and implementation period. This is the fourth such annual monitoring report for the 3RP, following the publication of similar analyses in 2018, 2019 and 2020.

Most of the data used for the report comes from the online ActivityInfo database, where partners carry out monthly output-level reporting against jointly identified indicators in their relevant sectors. Outcome level analyses are based on available and recent studies from 3RP partners and other stakeholders outside of the 3RP, including the Inter-Agency Protection Needs Assessment (conducted by 3RP partners bi-annually) and the Syria Barometer.

It should be noted, however, that some limitations remain in terms of the information collection necessary to analyse the *impact* of the support provided by 3RP partners on a yearly basis. This is partly because impact level assessments demonstrate the consequences of the collective response – a significant portion of which remains outside of the 3RP's appeal and reporting scope. As such and in order to establish a stronger link to 3RP partner interventions, the progress outlined below is, in some instances, based on an analysis of progress against targets at output levels rather than on comprehensive evidence of changes in the situation itself.

In order to overcome these limitations, each section below investigates possible steps for moving towards a stronger, more comprehensive, impact analysis in 2022 and beyond. The establishment and regular implementation of the Inter-Agency Protection Needs Assessment (IAPNA) has been a positive step in this sense, as the assessment is conducted by 3RP partners with a representative sample. In 2022, the 3RP coordination team is taking further steps to strengthen impact measurement in the response by encouraging partners to undertake monitoring activities and building a monitoring tools repository which will be available to all partners that need tools for impact measurement.

Context

In 2021, Turkey continued hosting the highest number of refugees in the world with over 4 million persons under temporary and international protection. The refugee population trends in 2021 remained similar to that of the previous year. In line with this, the number of Syrians under temporary protection in Turkey was recorded at 3,737,369 at the end of December 2021, making up more than

90% of the total number of refugees in Turkey.[2] In addition there were more than 330,000 international protection applicants and status holders, including persons of concern from Iraq, Afghanistan, Iran, and other nationalities.[3] The majority of refugees in Turkey live in urban areas, with more than 50 percent residing in Istanbul, Gaziantep, Hatay and Sanliurfa.

The Law on Foreigners and International Protection, and the Temporary Protection Regulation, continue to provide a strong legal framework for the legal stay, registration, documentation and access to rights and services for foreigners in Turkey. In 2021, the Presidency of Migration Management (PMM)[4], key line ministries, and provincial and local authorities, in particular municipalities, continued to provide protection and assistance to refugees. The government's national service provision was complemented by UN agencies, NGOs, international NGOs and civil society organizations, that continued supporting the response through outreach, referrals, complementary assistance, in line with the principle of leaving no one behind. Finally, key development actors continued working towards longer-term outcomes in the face of challenges around inclusive social development.

The context of the refugee crisis in Turkey remains highly complex as humanitarian needs of refugees continue to increase while the forced displacement becomes more protracted. In 2021, these needs were deepened with the impact of COVID-19 and worsening socio-economic conditions, impacting host community members and refugees alike. A significant majority of refugees indicated not being able to cover their monthly expenses and basic needs[5], with a majority reporting having debt.[6] Food, shelter and utilities come across as the expenditures that are hardest to manage, with increasing costs particularly hurting the socio-economically vulnerable individuals and families.

In 2021, 98% of refugees surveyed through the representative IAPNA stated that in an attempt to cover basic needs they were pushed to adopt a negative coping mechanism including reducing essential food costs, borrowing money to purchase essential needs, and reducing expenditure for education and health.[7] Food insecurity came across as a particular concern, with a significant decrease recorded in the number of refugees with acceptable food consumption scores, in the face of increasing food costs.[8] The annual increase in the cost of food baskets in Turkey was recorded at 36 percent in December 2021.[9]

The adoption of negative coping mechanisms further exacerbated protection needs and concerns amongst communities. Increased stress was recorded as the highest protection concern with stress levels recorded to be higher for individuals indicating difficulty covering monthly essential needs and expenses. Linked to this, increased conflict within households and across groups, and increased domestic violence within households were prominent protection concerns, closely linked to the impact of the pandemic.[10] People with specific needs, particularly women and children at risk, were hardest

[2] Presidency of Migration Management, Temporary Protection Data, https://www.goc.gov.tr/gecici-koruma5638

[3] UNHCR Population Figures, https://www.unhcr.org/refugee-statistics/download/?url=jHW7s3

[4] With the Presidential Decree No. 85 published in the Official Gazette dated 29 October 2021, the status of the General Directorate was changed to the Presidency.

[5] Inter-Agency Protection Needs Assessment (IAPNA Round 4) Findings, 85% of refugees are not fully able to cover monthly expenses and basic needs. This rate is even higher for Afghans, Iranians and those residing in the Aegean region. Linked to this, across all respondents 98% indicated to adopt a negative coping mechanism, including reduction of essential food expenditure (particularly by rural populations and Afghans).

[6] TRC/IFRC, Intersectoral Vulnerability Study, The vulnerability conditions of refugees living in Turkey, pg.26

[7] IAPNA Round 4 Findings

[8] TRC/IFRC, Deepening Poverty and Debt: Socioeconomic Impacts for Refugees in Turkey one year on from COVID-19. TRC/IFRC defines the Food Consumption Score as a measure for households' food consumption habits, the diversity and frequency of the food they consume in the seven days prior to the data collection. It is grouped into three categories, poor, borderline, and acceptable

[9] World Food Programme, Q4 2021 Turkey Market Bulletin

[10] IAPNA Round 4 Findings

hit by the pandemic's socio-economic impact. Child protection concerns were on the rise especially with disruptions in access to education and increased domestic responsibilities for children. Increased levels of child labour and cases of child early and forced marriages were reported in 2021.[11]

Access to education and health was impacted for all communities, especially in the first quarter of 2021, at the height of pandemic precautions. However, with difficulties around access to information, language barriers, and legal status, refugees faced increased challenges in accessing services. In 2021, health services and service providers remained amongst the hardest to reach by refugees.[12] The main access barriers were mostly related to legal status and status of health insurances for individuals of other nationalities, whereas for Syrian nationals the main barriers were related to COVID-19 circumstances. Hard to reach populations in rural areas as well as seasonal agricultural workers also faced access difficulties, on account of the gaps in identification and outreach as well as number of service providers.

While more than half of surveyed households in the Inter-Agency Protection Needs Assessment amongst refugees reported to have school-aged children, approximately half of these children were reported to be enrolled in schools (lower rates identified for children residing in rural areas).[13] The main difficulties in continued participation in education were identified as absence of (or not enough) equipment and infrastructure and not having enough information about the educational content network named EBA. The top reasons for being out of school included problems faced during registration and financial barriers (noted particularly by women headed households).

In 2021, the socio-economic impact of COVID-19 continued to be felt in many sectors employing refugees. A majority of refugees surveyed in 2021 indicated that their working status and conditions have changed negatively during this time, including loss of jobs, having to stop working due to COVID-19, and being sent on unpaid leave. Despite this negative change, refugees continue to depend mostly on informal and temporary work as their primary source of income.[14] In this light, increasing unemployment amongst refugee and host communities coupled with economic uncertainty in 2021 increased the basic needs of many refugee families.

Difficult socio-economic conditions felt by both communities have increased tendencies of social closure[15] within and social tension amongst communities, especially since members of the refugee and host communities live together in urban areas.[16] Communication difficulties and misperceptions between refugee and host community members, lack of information on refugees and their access to rights and services and increasing burden on services due to COVID-19 were factors contributing to increased social distance between refugee and host communities in 2021. In addition, the pandemic context made it almost impossible to conduct joint activities targeting both communities, due to movement restrictions, public health measures and changing priorities for service providers and beneficiaries alike. This pause exacerbated the distance between refugee and host communities, decreasing possible means of communication and hindering social cohesion efforts of different refugee response actors.

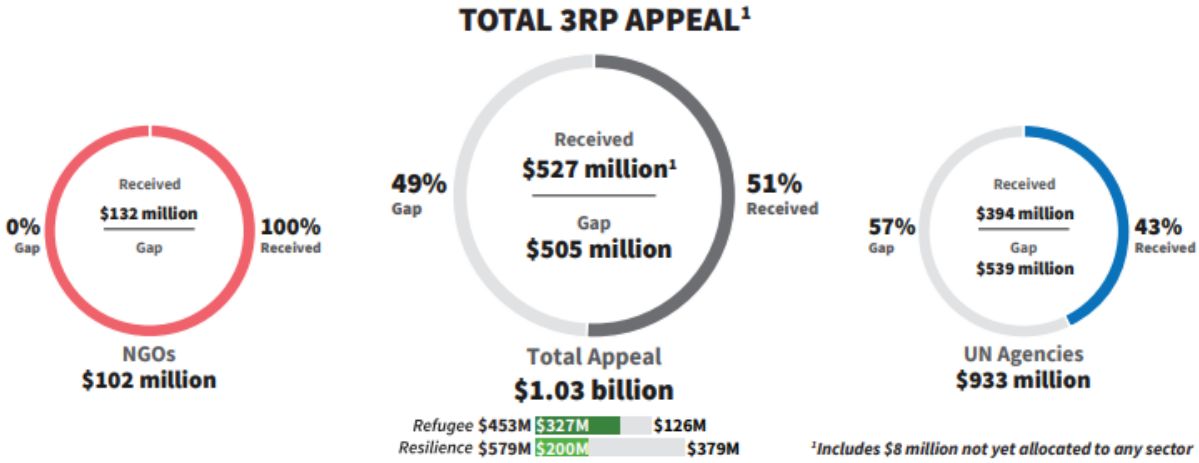
Despite the increased burden of responding to COVID-19, Turkey has continued to provide Syrians under temporary protection, international protection applicants and status holders with access to

[11] CARE Report, Magnifying Inequalities And Compounding Risks: The Impact of COVID-19 on the Health and Protection of Women and Girls on the Move, June 2021
[12] IAPNA Round 4 Findings
[13] ibid
[14] ibid
[15] Social closure refers to the processes of drawing boundaries, constructing identities and building communities for one's own group, thereby excluding others from using scarce resources.
[16] 3RP 2021 Field Consultations

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

HIGHLIGHTS

Funding Analysis 2021



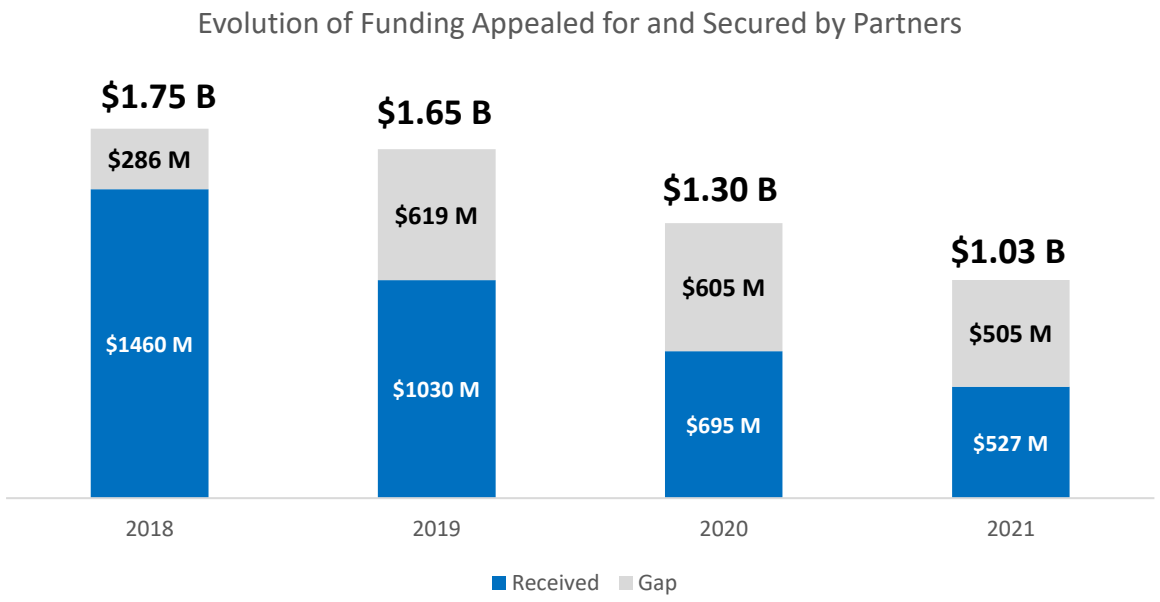
In 2021, 3RP partners were able to mobilize USD 527 million, which made up only 51% of the 3RP's total annual appeal of USD 1.03 billion, compared to the USD 695 million secured in the previous year against the USD 1.3 billion appeal (53%). While the refugee component of the appeal was funded at USD 327 million, covering 72% of the refugee component financial needs, the resilience component was funded at a much lower rate of only 35%, with USD 200 million received. In 2021, 3RP partners presented a higher resilience appeal compared to the refugee appeal, similar to the previous year. An increased resilience appeal was indicative of a higher need for longer-term programming aiming towards building resilience of local and refugee communities, within the protracted response. An increasing resilience appeal is also in line with the approach of the Global Compact on Refugees on supporting comprehensive policy approaches towards building self-reliance. Although the funding need for these longer-term programs remained higher, the resilience component was significantly underfunded in 2021 and the past, impacting response capacities of 3RP partner agencies.

Resilience funding requirements by the Education (USD 182 M) and Livelihoods (USD 178 M) sectors composed most of the total resilience needs in the 3RP for 2021, followed by the Basic Needs sector (USD 102 M). For the Education sector, resilience funding was needed primarily for the implementation of the cash support for education programme (CCTE), followed by providing education personnel with incentives. In light of this resilience need, the Education sector received the most substantial amount of resilience funding out of all the sectors, with USD 119 M secured. The resilience funding received for the Livelihoods and Basic Needs sectors was substantially lower, impacting the provision of employability support by Livelihoods actors and the provision of infrastructure support to municipalities by Basic Needs partners, under their respective resilience programming.

Although the refugee component of the plan was funded at a higher rate, the need for humanitarian assistance remained high due to the continuing socio-economic impact of the pandemic. 3RP sectors with the highest refugee funding needs in 2021 were the Protection and Basic Needs sectors, yet both sectors' refugee appeals were underfunded at 58% and 41% respectively. This was particularly concerning as both protection and basic needs interventions were increasingly needed for refugee and host community members alike, as levels of household expenditures continued to increase

significantly and a substantial majority of those who could not cover their expenses indicated adopting negative coping mechanisms.[17]

The total funding received by 3RP partners in 2021 was also lower than funding received in previous years – both in absolute terms, and in proportion to the financial requirements, continuing the decreasing trend (see below graph). The appeal and funding decrease for 2021, can partly be explained by the transfer of the ESSN funding outside of the 3RP appeal mechanism. While ESSN was fully included in the 3RP in 2018 and 2019, and partially included in 2020, the funding for the programme was not included in the 2021 appeal at all.

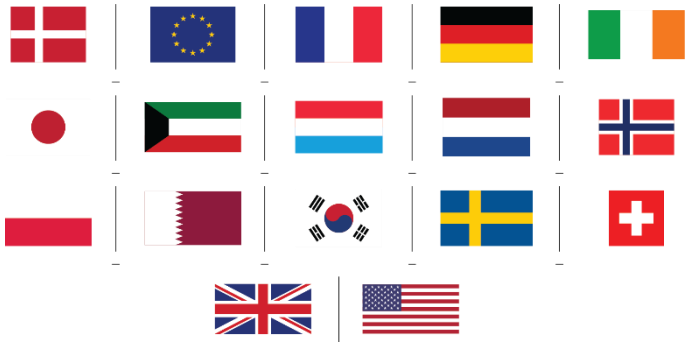


In 2021, 10% of the 3RP annual appeal was submitted by NGOs, while 90% was submitted by UN agencies. At the end of the year, the appeal submitted by NGO/INGOs was fully received, with an extra USD 30 million secured for implementation of activities. The total appeal submitted by UN agencies remained much higher at USD 933 million but received only 43% with a total of USD 394 million. In line with the 3RP's increasing commitment to the localization agenda, more than 30 new NGOs appealed under the 3RP in 2022, demonstrating a higher financial requirement than the previous year and making up 15% of the total annual appeal with a 5% increase from 2021.

Through this funding mobilized in 2021, 3RP partners have maintained their support to the Government of Turkey, which has continued shouldering the bulk of the financial costs related to the refugee response in Turkey. While this has helped ease some of the pressure on public institutions, the increasing role of other actors in the refugee response should also be noted, as significant financial support for Turkey's refugee response is provided outside of the 3RP appeal. In this light, and in line with the multi-stakeholder approach of the Global Compact on Refugees, in 2021 the 3RP sectors continued coordinating with these other partners, including reporting by some non-appealing partners against the 3RP sectoral outputs.

[17] Inter-Agency Protection Needs Assessment, Round 4 & 5 findings.

The following donors generously supported the 3RP in 2021[18]

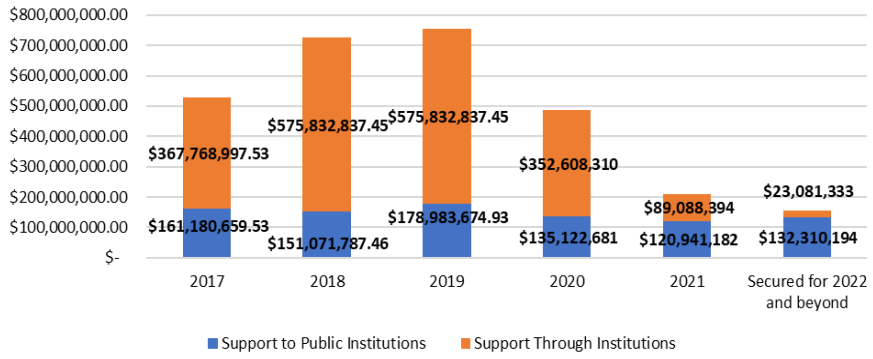


[18] Details of the funding of the 3RP is available at: https://data2.unhcr.org/en/documents/details/90537

Achievements and Challenges

The challenging context for both the refugee and resilience response in Turkey, has been compounded by the impact of the COVID-19 pandemic and the decrease of funding for 3RP partners highlighted above. Despite these challenges, partners were able to capitalize on the progress achieved in previous years and make the most of the collective and integrated response implemented through the 3RP platform to continue achieving positive results in support of the capacity of individuals, households, communities, public institutions and the private sector.

The work of 3RP partners to support and complement the Government of Turkey's response has not only strengthened national systems but also directly contributed to supporting refugees and host communities across the three strategic objectives of the 3RP. As per the Public Institutions Support Tracking exercise conducted amongst 3RP partners since 2017, it shows that after substantial investments in previous years, the provision of tangible capacity (infrastructure, equipment, staffing support) to public institutions decreased since 2020. Due to the COVID-19 pandemic as well as most of the international support to Turkey now is channelled outside of the 3RP structure.



Strategic Objective 1: Contribute to the protection of Syrians under temporary protection and international protection applicants and status holders

In working towards the 3RP's first strategic objective of contributing to the protection of refugees in Turkey, 3RP partners primarily worked towards increasing the awareness of refugees on access to services and their rights and obligations. In the face of increased information needs due to the rapidly changing context around COVID-19, appealing partners reached more than 950,000 refugees in 2021 through **information dissemination** through campaigns and counselling on rights, entitlements, services and assistance. Partners were able to adapt to changing modalities of working and reached refugees through hybrid modalities, through a combination of remote and face-to-face means. Information provided in different thematic areas included COVID-19 prevention and access to vaccines, access to basic needs and livelihoods related support services, civil documentation and legal assistance, as well as mitigation and prevention of gender-based violence (GBV).

3RP partners also delivered trainings to service providers on rights and services to promote a common understanding amongst staff to enable accurate information delivery to members of the refugee and host community, at points of service delivery. Trainings reached more than 19,000 individuals via different sectors.

3RP partners continued their complementary role to that of the Government of Turkey in working towards **improved protection service delivery**, in the face of exacerbated protection concerns caused by increasing basic needs, loss of livelihoods, and challenges in access to education, health and social

services. While public institutions remained the primary service providers for individuals under temporary and international protection, 3RP partners actively worked on the identification of persons with specific needs and their referral to relevant service providers. Through this, 3RP partners facilitated access to protection services for more than 730,000 individuals, overachieving their 2021 target by 35%. Out of this number, 141,000 individuals were referred to specialized services, and more than 6,300 individuals referred to multi-sectoral GBV response services. In total, approximately 1.76 million individuals were provided with protection services including psychosocial support, through 3RP-funded activities in 2021, through hybrid modalities. Additionally, 1.9 million data update interviews were carried out with individuals under temporary and international protection, strengthening refugees' means to access protection services.

3RP partners also contributed to protection service delivery through **multi-layered support to public institutions and local authorities**, including professional and physical capacity development for increasing the quality and effectiveness of services provided to vulnerable refugees. Protection sector partners reached a total of 760 service providers with trainings on persons with specific needs, overachieving the target for 2021. As part of this, partners delivered trainings to Bar Associations towards strengthening provision of legal assistance and aid to asylum seekers and refugees, reaching 7,400 individuals.

Strategic Objective 2: Support inclusion and access to services, including health, education, social services as well as municipal services and local solutions

In the first months of 2021, **access to essential services** deteriorated as a result of the COVID-19 impact on the reduced operational capacity of service providers as well as movement restrictions imposed to contain the virus. Although access to services improved in the second half of the year, the impact of COVID was still felt through different sectors. To ease this impact, 3RP partners continued their support for inclusion and access to services for refugees, including for health, education and provision of social services. Partners also worked towards finding local solutions to barriers including strengthening access through municipal service provision.

Increasing numbers of COVID-19 cases limited the provision of routine health services in 2021. Health authorities and service providers alike maintained their focus on the identification and treatment of cases, as well as on prevention measures including vaccination efforts. In the face of increased barriers, Health sector partners worked towards ensuring that refugees are provided with **equitable access to quality and affordable health services**. During this time, sector partners provided support to the Ministry of Health and health service-providers through information provision, communicable disease surveillance and response, and delivery of trainings for health professionals via hybrid modalities. The 2021 sector targets to maintain refugee health care service delivery and access levels were over-achieved with more than 380,000 primary healthcare consultations provided to refugees and impacted host community members. Provision of sexual and reproductive health remained strong, with more than 60,000 refugees and impacted host community members receiving services, over-achieving the target by 55%.

Remote modalities in access to education remained the main available format during the first half of 2021, continuing to impact access to education for vulnerable refugee and host community children alike. The 3RP Education sector partners worked closely with the Ministry of National Education and other national public actors under these circumstances to work towards **sustained access to and enhanced quality of formal and non-formal education for refugees.** To address socio-economic barriers faced by refugee families, more than 761,695 children continued to benefit from Conditional Cash Transfers for Education Programme (CCTE) and other cash support programmes. To facilitate the return to in-person education in September 2021, sector partners contributed to health protocols for schools in addition to the provision of hygiene materials. These efforts were complemented by the Back-to-School Campaign, under which partners disseminated messages on the continuation of

learning, encouraging hygiene practices and the importance of social cohesion in schools and communities. The sector supported access to Early Childhood Education programmes for children below age 5, as well as provision of non-formal and informal education programmes with more than 36,000 children benefiting from learning opportunities.

Local solutions remain very significant in ensuring refugees' access to services and rights in a timely and targeted manner, however local authorities, especially municipalities, continue to operate within a limited budget that doesn't include refugee populations. With the increased demand on municipal services due to the socio-economic impact of the pandemic in 2021, partners continued working towards **improved access to services at the municipal level**. 3RP support to municipalities in 2021 included strengthening basic needs service delivery capacities of 19 municipalities and establishing new infrastructure for 25, in the face of decreasing funding opportunities for municipal support. In addition, partners offered strategic support to municipalities through enhanced coordination, system strengthening, training of staff and refugee inclusive policy development, as well as specialized multi-sectoral services.

In light of refugees' worsening living standards under the economic impact of COVID-19, 3RP partners continued their efforts towards **improving living conditions for refugees through the delivery of complementary and temporary services** without interruption. Basic Needs partners reached a total of 3 million individuals in 2021, mostly through cash-based interventions, including 1.9 million ESSN and C-ESSN beneficiaries. Over 385,000 individuals including refugees and host community members were reached with gender-appropriate hygiene, dignity and sanitary items. Food assistance to populations in urban areas continued with 94,000 people assisted, however with increasing food prices causing concern for the coming months.

Strategic Objective 3: Promote harmonization, self-reliance and solutions

Finally, 3RP partners continued working on achieving longer-term impacts in the response through **enhancing refugees' self-reliance, promoting harmonization and expanding access to solutions**. Strongly aligned with the objectives of the Global Compact on Refugees, partners implemented multi-year interventions with the aim of fostering inclusive economic growth for host communities and refugees alike, and facilitating harmonization as well as access to durable solutions, despite the challenges caused by the pandemic.

The negative economic impact of COVID-19 was also strongly felt in the Turkish labour market, with high unemployment rates reported throughout the year. Despite this, partners continued working towards **increased socio-economic inclusion through job creation, improved employability and system support** to alleviate the negative impacts caused by deteriorating economic conditions. The 3RP continued supporting key public institutions including the Ministry of Labour and Social Security and reached more than 70,000 beneficiaries through complementary initiatives. These initiatives were delivered through the Livelihoods and Food Security and Agriculture sectors and included the provision of vocational, language and soft skills trainings towards increasing the employability of refugees, job placement and job creation activities, and support to employers including incentives, work-permit support and wage support. Livelihoods and Food Security and Agriculture sector partners also continued to provide financial and technical support for the creation of new small businesses and partnerships to boost investment capacities and foster job creation.

In 2021, social cohesion activities were held more frequently compared to the previous year, especially with the lifting of restrictions in the second half of the year. Partners within and outside of the 3RP continued working towards **enhanced social cohesion through increased trust between the refugees and host communities, active participation at the local level, and the removal of social barriers such as language.** 3RP partners carried out activities mainly with a protection, livelihoods and education focus with majority of the interventions bringing refugee and host community members for socio-cultural events, with approximately 416,000 individuals taking part. Partners also carried out capacity

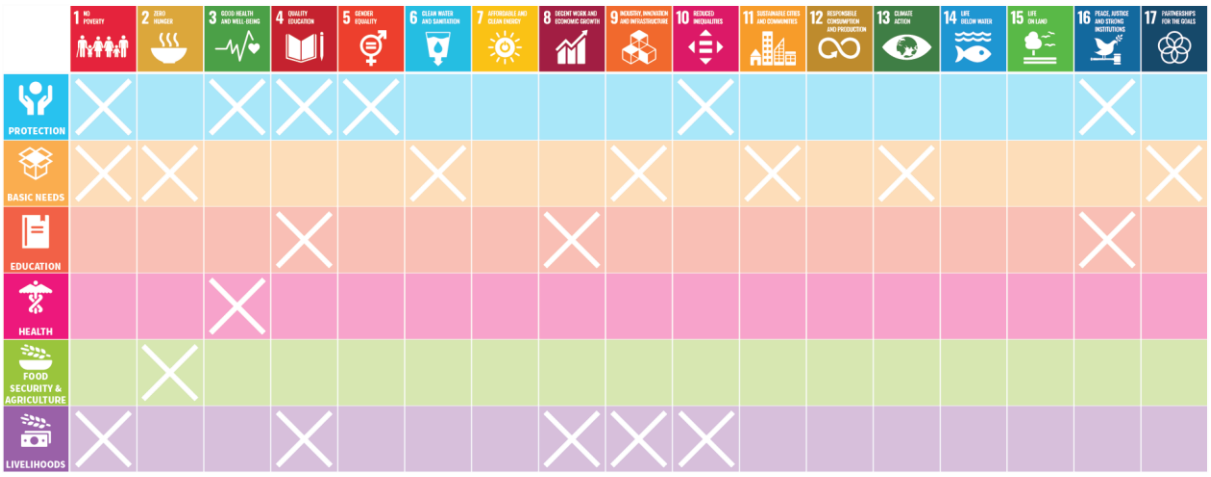
building support to central and local authorities and organized youth empowerment initiatives[19], as well as providing Turkish language trainings towards increasing inter-communal communication and facilitating inclusion of refugees. Two thirds of all social cohesion interventions under the 3RP were organized as part of structured and sustained programmes, whereas the remaining were carried out as ad-hoc activities.

Efforts to **increase access to durable solutions** were strengthened in the second year of the pandemic, including resettlement opportunities available for a small number of refugees with the most acute vulnerabilities, as well as voluntary repatriation in conditions of safety and dignity. In 2021 approximately 15,400 Syrians under temporary protection and 10,200 refugees under international protection were identified for resettlement considerations, with 7,382 refugees departing. In addition to resettlement, and in line with the Temporary Protection Regulation and existing legislations introduced by the Government of Turkey, 3RP partners also conducted interviews with 22,000 Syrians who intended to spontaneous return to Syria from Turkey, in close collaboration with PMM.

Linkages to Development Frameworks

The Government of Turkey has been very active in its efforts to integrate the Sustainable Development Goals (SDGs) into the country's national agenda as part of its development efforts. The country's commitment to achieving the SDGs is greatly reflected through Turkey's 11th National Development Plan which outlines the integration of persons under temporary and international protection into national systems and service delivery, the promotion of social cohesion as well as effective migration management.

The 3RP complements these efforts through mid-to long-term interventions that support individual, community and institutional resilience. In support of the above-mentioned frameworks and development efforts, the 3RP ensures close cooperation, coordination and joint planning between humanitarian and development actors in the refugee response. The plan also has strong strategic and operational linkages to development frameworks including the SDGs, through all its sectoral interventions. The below visual maps these linkages, by linking sector objectives to SDG targets.



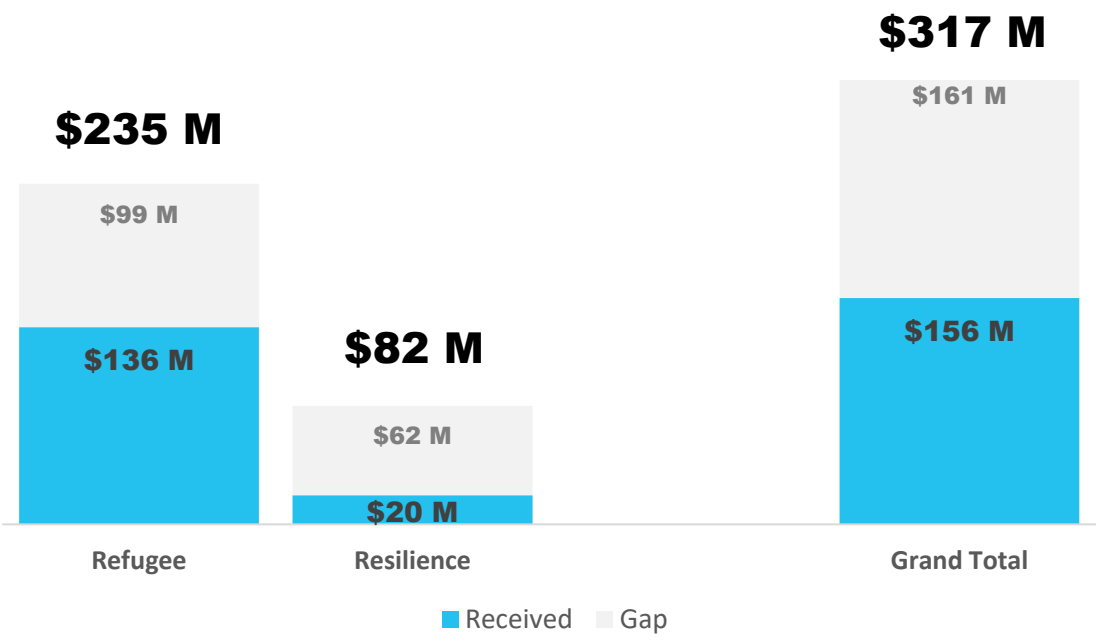
[19] More information can be found through the Inter-sectoral Social Cohesion Mapping Dashboard: https://data2.unhcr.org/en/dataviz/220?sv=4&geo=113

STRATEGIC OBJECTIVE #1

CONTRIBUTE TO THE PROTECTION OF SYRIANS UNDER TEMPORARY PROTECTION & INTERNATIONAL PROTECTION APPLICANTS AND STATUS HOLDERS

Funding Analysis: Protection Sector

2021, the Protection Sector was funded at 49% per cent with 156 million received out of 317 million of its total appeal. In 2021, under the refugee component 235 million was appealed, whereas 136 million was received (representing 58% funding). The funding level compared to 2020 decreased by 20%. Under the resilience component, in 2021, the sector appealed for a total of 82 million for which 20 million was received (representing 24% funding). The funding level for the resilience component increased by 18% compared to 2020.

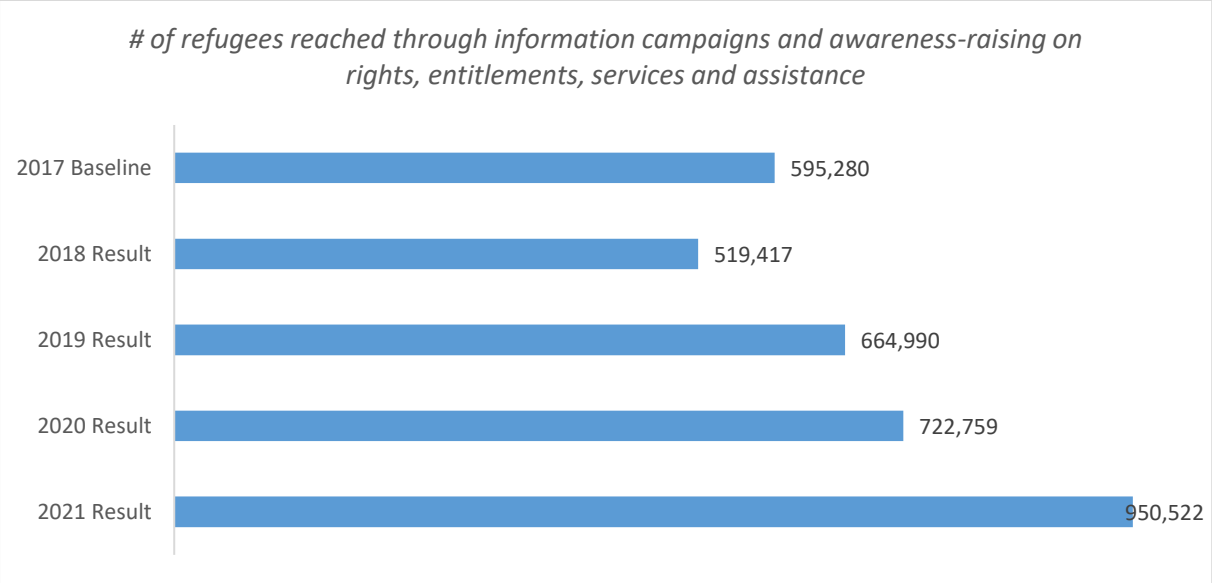


Outcome 1.1 - Refugees have increased awareness on access to services and their rights and obligations

Highlights

- Information dissemination and awareness raising efforts continued through trainings to service providers, and provision of counselling and information on rights, services and assistance, reaching over 1.03 million individuals, and overachieving the annual target.
- 3RP partners continued delivering trainings to public institutions, local authorities and NGOs on international protection, to promote service providers' common understanding on rights and services and towards unhindered access to services, reaching more than 19,000 individuals.
- Partners organized thematic awareness raising campaigns including on access to protection and documentation, COVID-19 prevention, access to healthcare and education, Gender Based Violence-specific response and access to livelihoods opportunities through hybrid modalities.

Outcome Indicator	Baseline	Target	Result	Source
Outcome Indicator: % of refugees with knowledge their rights and obligations and service availability	**46%**	**75%**	**70%**	Inter-Agency Protection Sector Needs Assessments
Proxy Indicator: # of refugees reached through information campaigns and awareness-raising on rights, entitlements, services and assistance (including SGBV and Child Protection)	595,280	*707,220*	*1,035,743 (100%+)*	*Activity Info*



a. Achievements to date

Information dissemination and awareness raising efforts continued to be among the top priorities for sector partners in 2021, considering the changing context related to COVID-19 (including measures introduced to contain/prevent spread of the virus, as well as developments related to the vaccine amongst other issues) and the need to keep up to date with these developments. Further, information continued to be of critical importance in the context of individuals' exacerbated protection and otherwise needs (such as in relation to cash assistance schemes, basic needs items etc.).

Context

Within 2021, Protection sector partners shifted from predominantly remote/digital service delivery increasingly towards hybrid service delivery modalities (i.e. both in person and remote). This shift happened in consideration of both the prolonged period of COVID-19 (and the resulting limitations such as difficulties in outreach and identification of persons with specific needs) and that a significant portion of the refugee community is unable to access remote services due to lack of digital tools and difficulties in navigating digital platforms. To specify, according to findings from Round 4 of the Inter-Agency Protection Needs Assessment, 45% of all respondents faced difficulties in accessing remote services due to a lack of digital tools, and 57% faced difficulties or were entirely unable to navigate digital platforms due to the level of digital literacy. However, compared to these overall figures, for the 9% who indicated that they feel very uninformed regarding available services, 60% mentioned that they face difficulties in access due to a lack of digital tools (higher than the overall average of 45%) and 67% indicate they either face varying degrees of difficulties or are entirely unable to navigate digital

platforms (compared to overall 57%). It is clear that while this may not be the only factor affecting their access to information, overall, access to digital tools and levels of digital literacy have an impact in terms of individuals' access to timely information.

For the Livelihoods sector, compared to 2020, with the lifting of COVID-19 lockdowns and restrictions, in the second half of 2021, service providers started working with face-to-face modalities, helping the most vulnerable groups to access employment services, demonstrating a significant increase in the number of beneficiaries of awareness raising sessions and livelihood support.

Two rounds of the Inter-Agency Protection Needs Assessment (IAPNA) were carried out in 2021. Additional highlights related to community access to information on rights and services as well as their needs are outlined below:

- In Round 3 (January 2021), 48% of respondents indicated they had enough, whereas 27% expressed they have partially enough access to information on rights and services. 89% received information in their own language. Similarly in Round 4 (June 2021), 26% indicated they did not feel informed on rights and services (overall average of those who indicated to not feel informed within Rounds 2-4 of the exercise is 25%).
- In both Round 3 and 4, differences in access to information were identified between geographical locations and nationality groups. On the former, Central Anatolia & Aegean regions ranked below average (Aegean ranked so in both Round 3 and 4). On the latter, Afghans and Iranians ranked significantly above average in terms of those who indicated to not feel informed. To note, in Round 4, 63% of Afghans and 53% of Iranians reported feeling not informed (compared to 25% overall average).
- Round 4 also identified differences between rural versus urban populations in relation to perceived levels of access to information. To specify, 35% of rural populations indicate they do not feel informed compared to 26% of respondents residing in urban settings.
- The highest ranked categories of information that refugees required more information on have remained relatively similar across Rounds of the IAPNA: financial and material assistance; resettlement; and labour rights/working in Turkey. In Round 4, registration and documentation as well as legal assistance were identified as new categories (predominantly ranked by Afghans as a need, which is likely related to them forming the majority of individuals pending registration and documentation across all population groups).
- While overall no major differences between sex groups were identified in relation to levels of access to information (26% of men versus 27% of women indicated to feel uninformed), in terms of categories of information, the Round 4 findings indicated that women's information needs are more aligned with mid to longer-term considerations (such as living and settling in Turkey, resettlement) whereas information needs of men are identified to relate more to shorter term issues affecting daily life (including labour rights, registration and documentation).

- In Round 4, the primary sources of information for communities were identified as friends, family and neighbours (66%); online groups of refugees (55%); and UN agencies[20] and NGOs (36%). Public institutions also remained an important source of information for approximately a quarter of the respondents. The top sources of information identified indicate that various community groups remained amongst the highest ranked sources of information for refugees. The most preferred and utilized channels of information included messaging applications; social media; internet; and one-to-one counselling via phone.

In addition to the IAPNA findings, a recent study carried out by IGAM on the Protection Needs of Refugees with Disabilities in Turkey indicates that the majority of refugees with disabilities (89%) do not have information on the rights of persons with disabilities as well as services available to them.

Trainings for Service Providers

In light of this context, throughout 2021 3RP partners continued awareness raising efforts by delivering trainings to service providers and providing individuals with counselling and information on rights, entitlements, services, assistance as well as dedicated information on civil documentation and legal processes.

Throughout 2021, Protection sector partners continued to deliver trainings to staff of public institutions, local authorities and NGOs on international protection, including rights and services available to refugees in Turkey. Overall, the assumption is that through these trainings targeting a wide variety of stakeholders, a common understanding on these issues is promoted within service providers. As such, this would contribute to improving refugees' unhindered access to services and persons accessing these service providers would be able to receive accurate information on rights and services available to them. In comparison to 2020, in 2021 the 3RP target for trainings was reduced by 46%, predominantly due to the difficulties in delivering trainings in COVID-19 circumstances and the need to adapt training materials/formats towards remote delivery. Through 3RP funded activities, in 2021 appealing partners were able to reach around 17,000 individuals (88% of the target). Overall, including with non-appealing partners, the sector reached a total of approximately 20,500 individuals with these trainings.

Within the Livelihoods sector, for an improved service provision to the impacted and vulnerable communities, Livelihood sector partners provided 169 capacity support and awareness raising campaigns on labour regulations aimed at policy makers, public officials and partners/service providers amounting to 54 percent of the target envisaged for 2021. Furthermore, 2,206 individuals as public institutions' staff received trainings under the capacity support and awareness raising campaigns aimed at policy makers, public officials and partners/service providers exceeding the initial target by 154 percent.

Awareness-raising Efforts

3RP partners continued to disseminate information and facilitate raising awareness activities on a variety of thematic issues, through hybrid modalities (including but not limited to call centres,

[20] UNHCR's information dissemination platforms remained an important source of information for refugee communities. To specify, UNHCR's Counseling Line received a total of 865,146 calls, the Help Page received 1,015,327 unique visitors, and UNHCR's Turkey Information Board on Facebook was used to post 155 posts, including 28 videos, reaching a combined total of 1,094,120 individuals. The number of followers of the page has reached 90,083 individuals. Lastly, the Whatsapp tree was used to disseminate 112 messages, reaching 155,420 clicks.

counselling lines/hotlines, SMS and social media platforms, legal clinics as well as in person information sessions). Compared to the 2020 Protection sector target on the number of individuals reached with these activities, the 2021 target was increased by 65% from 429,000 individuals to 707,000. This is predominantly due to the change in scope of the indicator, which was expanded to target not only Syrian nationals, but also individuals of other nationalities. Lastly, the importance of information dissemination particularly in the COVID-19 context was clearly emphasized within the sector, including through evidence generated via the IAPNA and other data collection exercises.

In line with this, one of the main thematic focuses within information dissemination and awareness raising efforts was around COVID-19 vaccines, as the levels of hesitancy amongst the refugee community to receive vaccinations were high in the initial phases of vaccination roll-out due to various reasons.[21] To this end, Protection sector partners widely facilitated awareness raising activities on the vaccine (for which information needs of the community increased by 8% between January to June, according to IAPNA findings), with clear impact seen through the increase in number of refugees willing to receive the vaccine, according to feedback from partners.

A large amount of information on COVID-19 pandemic, risk identification and avoidance was provided in multiple languages for the refugee and migrant population in Turkey by Health sector partners as well. Information on where to access services related to COVID-19 testing and treatment was made available in the Ministry of Health (MoH) website and other media. Informational materials were produced and distributed on proper used of PPEs and the need to maintain social-distancing and hygiene measures. However, the efforts were hindered by lack of COVID-19 pandemic impact and access to services. In addition, funding for COVID-19 activities in 2021 was minimal.

In addition to this, Livelihoods sector partners continued working on strengthening access to livelihoods related support services by providing counselling to individuals from impacted communities. For this purpose, in 2021 11,209 individuals received counselling on employment regulations, market needs, employment schemes or business mentoring.

As a result of Protection sector partners' efforts, only with 3RP funds, 1,035,743 individuals were reached with information dissemination, overachieving the target by 46% (and representing a 31% increase in the total number of individuals reached with 3RP funding compared to 2020). In total, throughout 2021 a total of 1,503,804 individuals were reached with thematic information dissemination and raising awareness initiatives, which includes individuals reached with 3RP funds and funding outside of the 3RP. Of the 1,5 million reached[22] by the sector with 3RP and non-3RP funding, the gender and nationality breakdown of individuals is as follows: 734,000 women (49%), 617,000 men (41%), 64,000 girls (4%), 51,000 boys (3%) and, 37,000 gender non-binary, including both below and above 18 (2%). 981,000 (65%) were Syrian nationals compared to 522,000 (35%) of individuals of

[21] Various studies conducted within 2021 with refugees on access to COVID-19 vaccines indicated certain levels of hesitancy to receive the vaccine and misinformation regarding access and potential consequences. According to Turkish Red Crescent Knowledge, Attitudes and Practices Study (Round 3, June 2021), "A majority (94.9%) reported not having received the vaccine. Among those who did not receive the COVID-19 vaccine, 41.6% were either unsure or did not want to get the vaccine due to beliefs that the vaccine will not be safe or that people could experience serious side effects after getting vaccinated". Similarly, findings from IAPNA Round 4 indicated that at the time of data collection 64% of refugees had not been vaccinated despite being eligible. The main reasons for this included not having clear information about the process, followed by not wanting the vaccination, concerns about potential costs, belief that they are healthy and do not need vaccinations, and safety/health concerns about the vaccine.

[22] An important note is that many individuals were reached with information through remote/digital platforms (including within blended activities), for which an accurate sex, age and nationality breakdown is very difficult to record, particularly for mass information campaigns, activities carried out through social media (etc.). Hence, these overall figures should be perceived as approximate.

nationalities other than Syrian. In terms of breakdown of modality of information dissemination and raising awareness initiatives, out of the 1.5 million individuals reached, 18% was through hybrid/blended activities, followed by 80% through remote modalities and 3% via in person/face-to-face efforts.

Information on Rights and Remedial Mechanisms

Protection partners also continued reaching individuals with information on civil documentation, rights and remedial mechanisms with the aim of improving access to gender-sensitive legal assistance and remedies. With regards to information dissemination and awareness raising efforts (limited to 3RP funded activities), while the target was reduced by 8% in 2021 compared to 2020, the overall target was only achieved at 13%, reaching only 25,300 individuals in 2021. Comparatively, in 2020 15,200 (7% of target) individuals were reached with information on civil documentation, representing a low achievement at sector level as well. With non-appealing funding included, the number of individuals reached in 2021 by the sector increases to 42,616 (compared to 15,400 in 2020). The sector was not able to achieve its target related to information dissemination on civil documentation in both 2020 and 2021. Against this, findings from Round 4 of the IAPNA indicated that refugees face difficulties in accessing PDMMs and Civil Registry Offices. There is a need to better understand what the exact needs of communities are in this respect and what specific challenges are faced in accessing civil documentation. This would support the sector in better identifying activities and solutions, including through information dissemination, which would facilitate improved access to civil documentation. Advocacy within the sector will be carried out in this respect as of 2022.

The above analysis generated particularly by the IAPNAs conducted in 2021 informed the basis of the 2022 appeal with regards to information dissemination and raising awareness activities. To summarize, partners were encouraged to target non-Arabic speaking communities, persons with disabilities, and those residing in rural settings with information dissemination efforts. The need to increasingly mobilize communities in these efforts were also highlighted for 2022 appeals.

GBV-Specific Response

Based on the findings in the IAPNA, access to GBV related information remains a big concern specifically for those who are unable to find available reporting mechanisms. In addition, obstacles to accessing services for those without digital literacy and access to digital tools continued this year. Findings from the Participatory Sessions indicate that especially Syrian women wanted information through Whatsapp and SMS while some other groups who do not have digital access preferred to receive information through posters in the centres/service buildings. The findings showed limited awareness/literacy on digital tools, and more awareness is needed on digital applications such as the KADES application provided by the Ministry of Interior, for reporting GBV.

It is important to highlight that awareness raising efforts targeting potential perpetrators, specifically aiming to change perceptions and decrease the potential GBV risk from happening in the first place is an important step. In line with this, dedicated 3RP partner interventions that work with men and boys, need to be expanded to other partner programming as well. While working with men and boys includes working with potential perpetrators, this approach also includes working with men and boys who are survivors of GBV and need to be included in respective response services.

The GBV target on information provision was met with an overachievement (226%) with 131,900 individuals reached through various activities initiated by 3RP partners such as mass campaigns to raise awareness on GBV, information provision and support to most vulnerable refugees, gender equality awareness with children and working/engaging with men and boys. In terms of community-based initiatives for mitigation and prevention of GBV, the number of individual men and boys reached has

been 15,157 with an overachievement of 391% in 2021 where the activities expanded to men and boys for a better and comprehensive service provision in terms of prevention of GBV targeting everyone including Key Refugee Groups (KRG).

Following the measures taken after the COVID-19 outbreak, sector partners focused primarily on information dissemination among the refugee community throughout 2020 and in 2021. This approach continued further through hybrid modalities - both remote and face-to-face service delivery methods - upon taking the necessary health measures. The most common remote services were individual counselling, referrals and awareness raising. Information dissemination and awareness raising efforts also reflected overachievement against information related indicators and respective targets due to setting the targets relatively low due to uncertainty during the pandemic and services focused primarily on information dissemination given the physical restrictions on service provision. In terms of categories of information, the Inter-Agency Protection Sector Needs Assessment (Round 4) findings indicate that women's information needs are more so aligned with mid to longer-term considerations (including living and settling in Turkey, resettlement). Afghans and Iranians were identified to have significantly lower levels of perceived awareness and knowledge on rights and services. In the assessment round 4, 63% of Afghans and 53% of Iranians indicate that they feel they do not have enough information on available rights and services where it is highly possible that female Afghan and Iranian refugees have obstacles in reaching out to life-saving information in terms of GBV.

b. Recommended actions[23]

- There is a clear need to improve targeting of information dissemination and raising awareness efforts for non-Arabic speaking communities (including Afghans and Iranians) and rural populations. Outreach and mobile efforts are required to reach rural populations in particular with information.
- Additional efforts are required to target and mainstream refugees with disabilities in information dissemination activities, considering the low levels of awareness for the group on available rights and services.
- Both within the sector and at the 3RP level, targeting and outreach through disability-friendly communication modalities (including but not limited to sign language, Braille, images, pictograms etc.) to refugees with disabilities with information on rights and services, both those available to the general refugee population and specifically to those with disabilities, should increase.
- Primary sources of information remain predominantly within the community. To this end, sector partners should continue building on community capacities and mobilizing them towards disseminating accurate and timely information within their communities.
- Continue to invest in understanding knowledge gaps and barriers to access specific categories of information (as well as services), for example, specifically in relation to access to civil documentation.
- Regularly evaluate the demand for and the effectiveness of communication tools employed and adjust in order to maximize the impact.

[23] The recommended actions throughout the document are meant for sector partners and other implementing partners for the coming year. They include recommended course correction and/or action to be taken for addressing the challenges and gaps in the response outlined above.

- Both within the sector and at the 3RP level, efforts should be increasingly made to measure the impact of information dissemination and raising awareness initiatives to be able to better design interventions with high impact.
- The 3RP should continue to invest in coordinated messaging/campaigns among partners to avoid duplication, conflicting information and ensure a coordinated approach and efficient use of limited resources. The inter-sectoral Communication with Communities Task Force should be reactivated, where information dissemination and messaging should be coordinated.
- Continue to invest in diversified communication with communities tools and those that aim to raise awareness of refugee communities on available rights and services, including Services Advisor. Enhance the use of Services Advisor for effective and efficient programming and messaging/communication with persons of concern.
- Activities such as information dissemination on GBV and procedures applied to GBV survivors, increase communication on available rights, services and legal procedures and should be systematically provided for newcomers in Turkey. This should become a common practice for all, that everyone should be informed about mechanisms and available services.
- Information dissemination should target host community as discrimination is shared as a deterrent factor for reporting GBV incidents which goes back to discriminatory practices committed by host community; awareness raising to the host community on discrimination to tackle with discriminatory behaviours which refugees are experiencing.
- Awareness raising should also target potential perpetrators with a specific intention for changing perceptions and decrease potential GBV from happening in the first place
- More awareness on digital applications for reporting GBV.
- The information, education and communication (IEC) materials produced on GBV should be child-friendly, age and gender appropriate and pursue KRG', girls' and boys' and disabled refugees' special needs.

c. Outputs contributing to the outcome

Output indicator	Target	Result	Status
Protection			
# of individuals trained on international protection, rights, services and available assistance	18,863	16,786	88%
# of individuals reached through information tools on civil documentation, rights and remedial mechanisms	191,548	25,290	13%
# of individuals reached through information campaigns and awareness-raising on rights, entitlements, services and assistance	707,220	1,035,743	100%+
# of individuals reached through community-based initiatives with GBV-related information campaigns and activities to raise public awareness on rights, entitlements and assistance for mitigation and prevention of GBV	61,460	131,900	100%+
# of individuals reached through information campaigns and awareness-raising initiatives on child rights and protection	3,872	15,145	100%+

# of individuals reached through information campaigns and awareness-raising initiatives on child rights and protection	62,160	96,071	100%+
Health			
# of IEC (information, education, communication) products on maternal and child health and infant and young child feeding delivered to target population	100,000	146,101	100%+
# of refugee male and female adolescents and youth receiving health information services	10,000	9,086	91%
# of male and female adolescents and youth participating in targeted youth activities	1,800	2,220	100%+
# of refugees and host community members who are informed about risks and prevention measures for COVID-19	6,100	3,147	52%
Livelihoods			
# of individuals from the impacted communities provided with individual counselling, job counselling and business mentoring/coaching.	23,840	11,209	47%

Outcome 1.2 Improved protection service delivery through strengthened capacity of government and non-government actors[24]

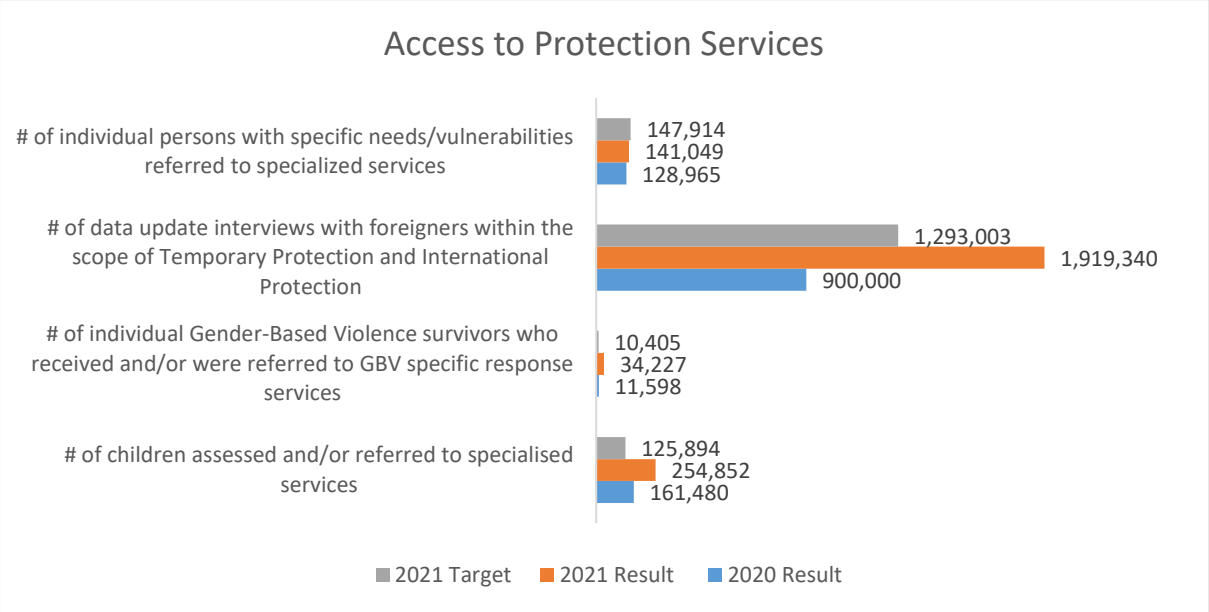
Highlights

- In 2021 Protection partners provided international protection trainings to a variety of institutions to enhance quality and effectiveness of services provided to vulnerable refugees and reached approximately 17,000 individuals and 760 service providers. In addition, 337 institutions were supported to improve professional capacities, whereas 250 centres were supported to improve physical capacities.
- Protection partners reached 1.76 million individuals with protection services through blended, remote and in person modalities. Of this, partners facilitated the access of 744,000 individuals to protection services, 139,000 individuals with protection needs were identified and assessed, and 141,000 individuals were referred to specialized services.
- In light of deteriorated mental health and psychosocial circumstances, psychosocial support has been a major focus area for 3RP partners with 75,000 individuals participating in PSS activities
- Partners continued providing legal assistance to refugees, having reached 54,000 individuals in 2021 through direct counselling, support in petition drafting, referrals to Bar Associations and legal clinics, and trainings delivered to service providers.
- 3RP partners continued to provide support to PMM and its provincial directorates to enhance registration and data update processes. Through these efforts, over 1.9 million data update interviews with foreigners within the scope of International Protection and Temporary Protection were carried out, overachieving the 2021 target by 48%.
- In 2021, 3RP partners assessed a total of 69,000 individual GBV survivors and those at risk, including 11,716 children and 57731, which has been an overachievement of the target by 257%. Of these, 28,000 survivors were provided with GBV specific response services, and 6,800 were referred to multi-sectoral GBV response services.

Outcome Indicator	Baseline	Target	Result	Source
% of refugees with protection needs reporting access to specialised protection services Proxy Indicator: # of individual persons with specific needs/vulnerabilities referred to specialized services	66%	147,914	141,049	Activity Info Protection Sector Needs Assessment
% of refugees with appropriate documentation Proxy Indicator: # of data update interviews with foreigners within the scope of Temporary Protection and International Protection	N/A	1,293,003	1,919,340	Presidency of Migration Management
% and # of reported GBV survivors who received effective and survivor-centred GBV specific case management Proxy Indicator: # of individual Gender-Based Violence survivors who received and/or were referred to GBV specific response services	31% (2018 Achievement)	8,585	27,880 (100%+)	Activity Info

[24] Government actors include public institutions (central and provincial), local authorities and NGOs

% of children identified as at risk of a child protection concern who received a response Proxy Indicator: # of children referred to specialised services	58% (2018 Achievement)	125,894	254,852	Activity Info



a. Achievements to date

The Protection sector response continues to be firmly anchored in sustaining support to public institutions in Turkey and their primary role in coordination and the provision of protection services and assistance to persons seeking international protection. The Law on Foreigners and International Protection and the Temporary Protection Regulation, in force since 2013 and 2014 respectively, set out the protection framework for persons seeking international protection in Turkey, including Syrian nationals under temporary protection and International Protection applicants and status holders, and establishes the basis for their access to a wide range of rights and services through national systems, which continue to be supported by sector partners. Sector partners play a complementary role to that of public institutions, particularly in the identification and referral of persons with specific needs, in strengthening the capacity, quality and coverage of specialized services, as well as in promoting the meaningful engagement and communication with communities.

Context

At the community level, the overall protection situation continued to be slightly alarming in 2021 (as in 2020), particularly when viewed in conjunction with reduced access to/loss of livelihoods, increased basic needs against the also increasing inability to fully cover expenses, and challenges in access to education, health, social services and other essential services, including social assistance. Existing needs increased and persons with specific needs were at heightened risk of exposure to protection risks. Highlights from Round 4 of the IAPNA on the protection situation within refugee communities are included below:

- Levels of access to essential services were observed to be fluctuating in 2021, with noteworthy improvements identified in Round 4 of the assessment, where of the 91% who reported to attempt accessing services, 31% were unable to do so. Mobile populations (44% unable to

access); female headed households (36% unable to) and Afghan nationals (34%) were identified to face more challenges in access to services compared to other groups.

- Difficult to access services remained very similar in 2021 (including PDMM services, ESSN & CCTE, and education), with the majority of barriers in accessing these services relating to COVID-19 impact on reduced operational capacity and shift in service provision modalities (including difficulties in accessing services through remote/digital modalities).

- Protection and community level concerns continue to be reported. The top ranked protection concerns include increased stress at individual and community levels (especially for Iranians and those residing in the Southeast and Marmara regions), domestic violence (particularly reported by Iranians), conflict amongst household members (especially for Iranian and Iraqis, as well as women), and increased conflict/tension with the local community (mentioned above average by Iranians). 14% also mentioned increase in sexual violence and abuse against women and girls, and 15% mentioned observations of increase in child marriages (higher than average observed in the Aegean). Child marriages are most prominently reported with Syrian communities (16%), whereas sexual abuse and violence is reported most within Iranian communities (25%).

- 14% of respondents indicated the need for support in legal matters (which was significantly higher for Afghans at 32%), and of these, 65% have not received any assistance. I/NGOs remained the primary source of assistance for communities in relation to legal support, including for provision of legal counselling and legal assistance. The top reasons for need of legal support include access to TP/IP, deportation, and citizenship. For women, divorce was mentioned as an additional area for support.

Public institutions engaged in response to the protection needs of refugee communities continue to be overwhelmed due to the number of refugees living in urban, peripheral and rural areas, as well as the protracted COVID-19 pandemic which has considerably exacerbated the needs of refugees, particularly those with specific needs, against the reduced ability to seek support, and has equally affected service providers' capacity to provide timely services Further, partners observed enhanced challenges in terms of timely follow-up by statutory services of referrals made via their organizations. However, in 2021, public institutions and local authorities continued to deliver in person services, and sector partners shifted from remote service delivery increasingly towards hybrid service delivery modalities (i.e. in person and remote).

Support to Public Institutions

In consideration of the Protection sector's strategic direction and their overwhelmed capacity to continue to address the needs of refugees, partners continued to provide multi-layered support to public institutions and local authorities, including through support to professional and physical capacities, and through trainings. Over the years, 3RP partners have been working on providing a high level of support to DGMM to support the registration of Syrians under temporary protection and international protection status determination, as well as the identification of specific needs and vulnerabilities of Syrians by the local provincial directorates. The support to DGMM peaked in 2018, with nearly USD 29 million worth of support. In 2021, this support was sustained with over USD 20 million, contributing towards continuous registration and verification tasks, which requires considerable human resources capacity. In 2021, 3RP partners provided slightly less scale of support to the social institutions on the capacity development of their staff and procurement of further equipment, rents, renovation, refurbishment and supplies for local offices. It will remain the same scale of support available for 2022 and beyond.

A variety of institutions were targeted with generalized international protection related trainings, specifically on provision of support to persons with specific needs, to enhance quality and effectiveness of services provided to vulnerable refugees. With regards to generalized international protection trainings, with 3RP funding partners were able to reach approximately 17,000 individuals (88% of the intended target), whereas in relation to the trainings to service providers on persons with specific needs, the sector overachieved its target by 149%, reaching a total of 760 service providers. Overachievements were also recorded for support to professional and physical capacities of institutions, including but not limited to Ministry of Family and Social Services and complementary service providers (such as Social Service Centers, child institutions, SONIMs) municipalities, PDMMs (etc.). Amongst centres operating under public institutions/local authorities, 337 of the 359 targeted centres (94%) were supported to improve professional capacities, and 250 of the 287 (87%) targeted centres were supported to improve physical capacities.

Provision of Protection Services

In 2021, with 3RP and non-3RP funding, approximately 2.3 million individuals were reached and provided with protection services by sector partners (1.76 million individuals when limited to 3RP funding). To break down the modality in which services were provided to these 2.3 million individuals: 52% of services were delivered remotely, 45% through hybrid/blended modalities, and 3% in person/face-to-face. The majority of the remote (including through hybrid modalities) services were related to information dissemination. With exception of communication related activities, around 930,000 individuals were reached, 90% of services provided were through hybrid/blended modalities, 5% in person, and 4% through remote means. Of the 1.76 million reached with 3RP funded activities, 52% of services provided were via hybrid/blended modality, 43% remote and 4% in person.

Through 3RP funding only, in 2021 appealing partners facilitated the access of 744,000 individuals to protection services, including through direct implementation as well as referrals to external service providers. The target for 2021 was overachieved by 35%, representing a 9% increase in number of individuals reached compared to 2020. When non-3RP funding is included, the sector was able to reach approximately 790,000 individuals. Of the 790,000 individuals reached, 288,500 (37%) are women, 169,400 (21%) are men, 167,739 (21%) are girls, 162,900 (21%) are boys, and 1030 (0.1%) are gender non-binary. Further, 654,000 (83%) are of Syrian nationality, 68,150 (9%) are individuals of other nationalities and 67,500 (9%) are Turkish citizens. In terms of breakdown of service location, 621,087 individuals (79%) accessed services through NGO centres and 41,263 (5%) via NGO outreach initiatives; while 127,268 (16%) reached services through public service providers. In relation to the Syrian registered population, country-wide it is observed that 18% were able to benefit from protection services provided through 3RP and non-3RP funds, of which İstanbul and Adana rank highest in terms of location of service provision. In Diyarbakır, to note, 88% of the total Syrian registered population in the province received protection services.

As in 2020, challenges in identification of and outreach to "new" individuals continued in 2021 due to COVID-19 circumstances, particularly those impacting service delivery. Consequently, 139,000 individuals with protection needs were identified and assessed, 39% of the target. Overall, including with non-3RP funding, a total of 160,000 individuals with protection needs[25] were identified and

[25] The breakdown of specific needs categories of individuals identified and assessed are as follows: 56,300 individuals with other vulnerabilities, 44,360 individuals at risk/survivors of gender-based violence, 21,830 individuals with serious medical

assessed: 59,300 (37%) women, 39,300 (25%) were men, 30,800 (19%) boys, 29,200 (18%) girls and 1650 (1%) gender non-binary. With 3RP funding alone, a total of 177,779 children were overall assessed for protection needs (83% being of Syrian nationality), representing a 205% overachievement in the 2021 target and reflecting to a certain extent the increased needs on the ground as a result of the COVID-19 pandemic and deteriorating economic situation. Furthermore, 135,000 (85%) represented those of Syrian nationality, whereas 24,100 (15%) were individuals of other nationalities.

Referrals

Referrals to specialized services, both internal and external (including to public institutions and local authorities), remained the most prominent modality for addressing needs of individuals with specific needs. Through 3RP funds, a total of 141,000 individuals were referred to specialized services, (61% of which provided by Government statutory services), with a focus on medium to high-risk cases - representing 95% reached of the total target, representing a 9% increase compared to the 2020 achievement. Among them, 77,073 children (55% of total individual referred cases) were referred to specialized services, representing 195% of the 2021 target and an increase in reach as compared to 62,192 children reached in 2020. In line with overall observations for the sector, challenges in terms of timely follow-up and information on child referred cases by statutory services as well as need for greater clarity on procedurel roles and responsibilities were reported by partners. Commonly referred services included to MHPSS/counselling, GBV specialized services, education, social protection and cash interventions, health services, registration, legal support.

At the sector level, including through non-3RP funding, a total of 164,400 individuals were referred to specialized services. Of these 46,000 (28%) were referred for NGO services, whereas 42,300 (26%) were referred to public service providers. In terms of sectoral breakdown, the majority of individuals were referred to Protection services (22%), followed by Basic Needs (20%), Health (15%), Legal (5%), Education (4%) and Livelihoods (1%) amongst others. While referrals to multi-sectoral services have been taking place, there is a need to improve and increase provision of services under multiple sectors to refugees, considering the needs have exacerbated and expanded beyond protection particularly due to the COVID-19 pandemic and its impact on communities, as well as the deteriorating socio-economic situation in Turkey which has clearly affected refugees as well.

Basic Needs and Coping Mechanisms

The need to provide cash and material assistance to refugees particularly in the COVID-19 period was identified as an urgent and dire need by sector partners. This is also evident in the 489% increase of the relevant target for the sector compared to 2020. While cash for protection programmes do exist under the Protection sector, (which also continues to be coordinated by the Cash Based Interventions Technical Working Group), predominantly due to limited funding under the 3RP of such programmes, the sector was only able to achieve 15% of its committed target, reaching approximately 36,300

conditions, 10,730 children at risk, 10,600 persons with disabilities, 7100 individuals facing documentation related protection concerns, 6100 single parents, 1650 LGBTIQ+, 1300 older persons at risk, and 115 victims of trafficking. To note, the number of children at risk does not correspond to all children with specific needs reported under this indicator, as the specific need identified may not be related to the individual being a child (i.e. if the child is identified to be a GBV survivor this would be reported against the GBV survivor (-18) breakdown, not children at risk). Furthermore, the number of children identified and assessed (and reported against this indicator) does not correspond with the results against the child protection specific assessment indicator under Objective 4 of the sector M&E framework, as the scope of the latter objective includes the total number of children assessed, whether or not they have a protection need identified as a result of this process. Hence, the number of children assessed and recorded through the indicator under Objective 4 is higher than that recorded against the general indicator on assessment and identification of persons with specific needs.

individuals. To note, of the 36,300 accessing assistance, 26,000 (72%) received cash support, whereas 10,000 (28%) received material assistance to address protection needs. Including with non-3RP funding, a total of 103,600 individuals were provided with cash or material assistance to meet their protection needs (of which 78% represents cash, 22% material). Of the 103,600 receiving either cash or material assistance, 29,200 (28%) are women, 25,700 (25%) are men, 24,900 (24%) boys, 23,000 (22%) are girls, and 780 (0.8%) are gender non-binary. An important note is that sector partners are strongly discouraged to provide cash assistance directly to children, rather, cash assistance can be provided to adult caretakers to address the needs of children within the household. In terms of nationality breakdown of those receiving cash or material assistance, 73,000 (70%) are of Syrian nationality, 30,400 (29%) are individuals of other nationalities, and 230 (0.2%) are Turkish nationals.

As highlighted in all IAPNA analyses and other partner assessments conducted so far, deteriorated mental health and psychosocial circumstances both at individual and community level is one of the main protection concerns identified within the COVID-19 period. To specify, Round 4 findings indicated that 58% of respondents observe increased stress at community level, whereas 53% noted experiencing increased stress themselves. Some correlations between socio-economic indicators and levels of stress were also identified, predominantly in relation to ability to cover monthly expenses and basic needs. Further, those who mention increased stress at individual level reported higher levels of protection concerns, such as conflict amongst household members, domestic violence, and sexual abuse/violence against women and girls.

Afghans and Iranians ranked increased stress at much higher levels compared to other population groups (65% and 91% respectively report experiencing increased stress themselves). Considering that increased stress and anxiety are likely to result in additional protection concerns (as is validated through mentioned findings too), psychosocial support has been a major focus area for partners in 2021. Through 3RP funding, a total of 75,000 individuals participated in PSS activities, reaching 99% of the target. Overall, at sector level, a total of 90,200 individuals were reached: 18,500 (21%) men, 45,000 (50%) women, 14,300 (16%) girls, 11,300 (13%) boys and 770 (0.9%) gender non-binary. In terms of nationality breakdown, 70,800 Syrians (79%) and 15,500 individuals of other nationalities (17%) benefitted from PSS interventions. To note, the number of children reached with structured and sustained PSS interventions (both individual and in groups) with 3RP funding alone (as reported under Objective 4 of the sector M&E framework) was 48,239, which constitutes a 167% over-achievement of the 2021 target and a substantial increase as compared to the 26,000 children reached in 2020 – evidence of the increased child vulnerabilities/needs on ground and partners' capacity.

Approximately 68% of children who benefitted from structured and sustained MHPSS programmes were of Syrian nationality, highlighting need to increase complementary PSS interventions targeting Iranian and Afghani children and households- also in light of worse wellbeing indicators reported by these minority nationality groups in latest rounds of Protection Needs assessments.[26] To complement child focused MHPSS interventions, through partners' efforts approximately 18,000 parents and caregivers were also engaged in positive parenting programmes (81% of 2021 target), which equipped

[26] While the scope of PSS interventions within this indicator is more limited compared to the general PSS indicator under Objective 2 (as the former limits interventions to those that are structured and sustained over a period of time), the number of children recorded against the indicator under Objective 4 is much higher than what is reported against Objective 2. It is assumed that this is a reporting error, due to the fact that not all 3RP partners who recorded their achievements under Objective 4 indicator (Structured and sustained MHPSS) also reflected the same under the umbrella Objective 2 indicator (therefore presumed under-estimated). This issue was discussed with implementing partners and was adequately addressed in 2022 planning phase.

them with knowledge and skills related to child development, child protection and copying with stress and tensions, including a sa result of Covid19 pandemic.

Access to Legal Support

Referring to the findings from the Round 4 IAPNA on access to support in legal matters, while it is noted that the need within communities is not necessarily high (14% indicate requiring support), the level of access for those who require support is quite limited (with 65% reporting not to receive assistance). To note, Afghans were identified to require assistance at higher levels (30%) compared to other population groups. In relation to these findings, while sector partners were able to overachieve (by 9%) the set target for 2021 with 3RP funding, reaching approximately 49,300 individuals the gap between need versus capacity of sector remains substantial. At sector level, overall, 54,000 individuals were provided with legal assistance, of which 43,000 (80%) were of Syrian nationality, 10,800 (20%) were individuals of other nationalities, and 250 (0.5%) were Turkish citizens. In terms of age and gender breakdown, 22,200 men (41%), 25,700 (48%) women, 3100 (6%) boys, 2700 (5%) girls, and 310 (0.6%) gender non-binary received support in legal matters.

Legal assistance provided by the four Legal Clinics established within the scope of UNHCR-UTBA cooperation remained an important source for communities in relation to accessing support in legal matters. Efforts of sector partners in facilitating access to legal assistance, including through direct counselling, support in petition drafting, or through legal aid referrals to Bar Associations, were complemented by trainings delivered predominantly to Bar Associations, towards strengthening provision of legal assistance and legal aid to asylum seekers and refugees. To note, the sector was able to achieve 111% of its intended target for these trainings, reaching a total of 7400 individuals.

Overall processing rates for data updates and other PDMM procedures fluctuated throughout the year (especially in Q1 and Q2), particularly due to COVID-19 restrictions which impacted working of PDMMs. During the period between April 29 to May 17, a full lock down was announced per the rising number of COVID-19 cases, which temporarily suspended registration, data update and refugee status determination procedures, while protection desks were instructed to process only emergency cases, such as unaccompanied children, individuals with severe medical conditions, and survivors of GBV. 3RP partners continued to provide support to PMM and its provincial directorates to enhance registration and data update processes. Through these efforts, over 1.9 million data update interviews with foreigners within the scope of International Protection and Temporary Protection (393,000 under International Protection, 1.5 m under Temporary Protection) were carried out, overachieving the 2021 target by 48%. With the lifting of COVID-19 restrictions, registration monitoring missions could be resumed in the second quarter, through which observations of registration practices, identification of good practices, gaps and challenges was possible. Findings and analysis of these missions were shared with PMM, along with the recommendations for ensuring fair and efficient procedures. Partners also continued interventions at the central level in relation to individual cases which required PMM's intervention for procedures to be implemented in a consistent manner.

GBV-Specific Response

The outcome target for service delivery to GBV survivors was met with an overachievement through various response services. The reason for the over-achievement is assumed to be setting low targets due to uncertainty given the COVID-19 situation.

In 2021, there were several documents produced with joint efforts such as National GBV Sub-working Group Situation Report where findings from different research and surveys held in between 2018 to 2021 were brought together, GBV Good Practices Report and GBV SOP which was produced jointly by

GBV sector. The procedures listed in the SOP are expected to be a common practice for the service provision to GBV incidents. The main aim of the SOP is to strengthen the service provision further.

3RP efforts in GBV sector strengthened the collaborative means between sector members with a horizontal methodology rather than being competing stakeholders in the sectors. The sector members including the collaboration with the other sector members worked so hard to meet the needs of the most vulnerable refugees as a priority area.

In 2021, there was an increase in the rate of exposure to GBV based on the findings reflected in Turkey. The Inter-Agency Protection Sector Needs Assessment (IAPNA) Analysis Round 4 findings show that overall, 14% of all respondents indicated that they observed an increase in cases of sexual violence and abuse against women and girls within their communities, and women and girls being more afraid of it as a result of COVID-19. Based on the GBV findings from UNHCR's Participatory Sessions held in 2021, it is indicated that physical violence has increased, and main perpetrators were identified as elder brothers and fathers in the same household.

Child, Early and Forced Marriages have been a harmful coping mechanism given the financial difficulties in addition to the increased difficulties exacerbated by the COVID-19 situation. Poverty and financial difficulties were cited as a factor of girls dropping out of school, to stay home to reduce costs. Other than physical violence, psychological violence is mentioned at quite a high level which was exacerbated due to COVID-19 related issues such as restrictions and not being able to socialize enhancing the stress levels amongst household members. Main perpetrators for psychological violence were reported to be partners and husbands within the same household.

Socio-economic violence was reported throughout 2021. Perpetrators are said to be husbands and elder brothers who forcibly take financial goods or money owned by women. Financial exploitation especially at the workplace is mentioned along with sexual harassment, in the form of employers withholding payment to employees (especially younger girls, single females and LGBTI+ refugees) when they had expectations or favours that were not returned by refugees. Sexual harassment and sexual assault is reported to be generally committed by the landlords. Reported sexual violence incidents were varied including verbal harassment in person and over the phone, specifically raised by Iranian women. Some refugees indicated that an increase in sexual violence has been a reason for girls being dropped out of school.

In terms of challenges experienced by beneficiaries in accessing services in 2021, based on the further findings in participatory assessment of UNHCR, 62% of the respondents reported obstacles when reporting GBV incidents. Women from all nationalities underlined the ongoing increase in domestic violence rooted in poverty and increased stress levels due to the COVID-19 pandemic. Moreover, there are obstacles in accessing services mentioned, including language barriers, discrimination, disbelief in the system and fear of retaliation as well as lack of financial means.

Based on the findings in IAPNA in terms of accessing services during the second year of the pandemic with the extension of remote service modality, almost half of respondents indicated that they faced difficulties in accessing remote services due to lack of digital tools (especially mentioned by female headed households and respondents in the Southeast), whereas 59% reported that they either faced difficulties or were not able to at all use digital platforms to access services.

Following that; 41% of participants indicated difficulty with accessing security services, followed by legal, psychosocial and health services according to the participatory assessment. Some participants stated that state hospitals were not able to provide adequate health services or support, that appointments are taking too long, and too many delays in terms of the date given. Private health services are rendering GBV related health services very cumbersome. For legal services, language

barrier was cited as an obstacle as well as survivors indicating that lawsuits may not yield definitive results despite claims being submitted.

Alongside the pandemic, in 2021, financial barriers have also shown greater increase in exposure to GBV as well as, discriminatory behaviours towards refugees at times hindering access to support services.

It is shared by GBV sector partner organizations that challenges in 2021 were on referrals/access to safety and security which was cited as the highest, referrals/access to shelter, lack of language/lack of interpreters, referrals/access to legal aid.

3RP partners continued providing support to GBV survivors and those at risk through phone and on-line service modality in addition to face-to-face service provision during 2021. 3RP partners merged the two different service provision modalities (hybrid modality) during provision of services, support and assistance while The Ministry of Family, Social Services (MoFSS) continued to respond to identified needs to support protection cases, including delivery of specialized services. Public institutions also continued to respond to the needs. In 2021, response services targeted different population groups that GBV incidents might occur to including men and boys and key refugee groups.

In terms of GBV related service delivery, based on the findings of UNHCR'S Participatory Assessment in 2021, GBV sector partners observed an evident increase in physical violence experienced by individuals who could access to GBV specific response services, followed by socio-economic violence and psychological violence. In 2021, sector partners assessed a total of 69,447 individual GBV survivors and those at risk, including 11,716 children (7055 girls, 4447 boys, 214 gender non-conforming) and 57731 adults (48354 women; 8813 men, 564 gender-nonconforming), which has been an overachievement of the target by 257%. Of these, 28,972 survivors were provided with GBV specific response services, and 6,800 were referred to multi-sectoral GBV response services. Overachievement indicated a low-set target from the previous year; as the conditions under the pandemic were not certain yet, the targets were set relatively low. However, given the rise in community needs following the pandemic and the rise in exposure to GBV due to financial constraints, the number of people seeking help increased. In response to this increase, hybrid service provision modality was improved and implemented by 3RP partners in 2021.

Health sector partners contributed to GBV related service delivery through the provision of sexual and reproductive health (SRH) to beneficiaries as well as strengthened capacity of health service providers in this area with 539 professionals trained in SRH and clinical case management of GBV. Additionally, more than 4500 consultations were provided to refugees on SRH/HIV.

Livelihoods support to individuals with protection risks

Livelihoods sector partners worked towards improved economic opportunities for specific refugee groups including the most vulnerable. In line with this, 2,037 individuals identified at risk gained income through employment or business creation, reaching almost 70 percent of its target. In addition, 1,492 individuals identified at risk benefitted from vocational or language trainings and 75 individuals who are survivors of GBV received livelihoods support, including PSS and specialized support either face to face or online.

Feedback from Beneficiaries

Azize, who came to Turkey from Syria 8 years ago, on her experiences at the Women and Youth Support Center* operating in Ankara: "I have been coming to the center for 7-8 months now. My son is also coming with me. Both my son and I receive psychological support from the center. Because of the war, my son did not feel comfortable at all, he was not social at school. Thanks to the support we received here, he is much more comfortable now." Stating that she also attends the courses at the center, Azize says that not only her son but also herself is much more social now: "I made many friends and met new people in the courses. Normally, I would be afraid to come to a place like this, but I feel like home here." [27]

**The center is operated as part of the project implemented by UNFPA Turkey and the Ankara Metropolitan Municipality*

b. Recommended actions

- Continue to provide multi-layered (human resources, technical, material/logistic etc.) support to public institutions and local authorities, in particular MoFLSS and its institutions including law enforcement units, PMM, municipalities for specialized service delivery and to ensure effective and timely referral between protection service providers.

- Continued advocacy for enhanced collaboration between statutory services and NGOs/CSOs/community-led organizations, which recognizes the current service delivery challenges encountered by refugee groups and enable complementarities and community ownership/ mobilizationto expand coverage and quality of services, including information dissemination and follow-up on referrals.

- Support the leadership of public institutions to strengthen local responses, including enhanced cooperation through the establishment of coordination mechanisms at decentralized levels between public institutions and civil society organizations to support integrated response.

- Data related to access to services clearly highlights why in the current context there is a need for targeted and tailored service delivery approaches that reach out proactively to specific refugee population groups which are particularly disadvantaged due to their location, nationality, residence, age, gender, living condition, disability status, etc. In consideration of this, continued advocacy should be made both at sector level and at the 3RP level to shift from a "blanket approach" to tailored and targeted outreach to remove access barriers faced by particular groups.

- Enhance efforts to mainstream protection, CP and GBV risk mitigation across non-protection technical sectors and areas of work to identify and mitigate CP and GBV risks in sectors including Livelihoods, Education and cash-based interventions. In this regard, continue supporting implementation of integrated cross-sectoral programming to address the complex, multiple and inter-sectoral CP/GBV vulnerabilities and needs experienced by refugee children,

[27] Women and Youth Support Center raises hope for refugees, UNFPA: https://turkey.unfpa.org/en/news/women-and-youth-support-center-raises-hope-refugees

adolescents and families. Greater coordination and collaboration amongst different sectors would be beneficial for addressing child protection concerns.

- Improve referrals between protection and non-protection sectors, particularly Livelihoods for sustained self-reliance opportunities, transition from assistance to longer term resilience and responding to child labour cases.

- Improvements in measurement of MHPSS interventions' impact by partners will be important moving forward, in order to ensure relevance, quality and effectiveness of such interventions in a context of recently reported increase in stress and tensions at individual, household and community levels.

- Advocacy for increased integrated programming to address multi-faceted needs of refugees is crucial for the way forward, especially in consideration of the growing tensions/negative perceptions, and the need to identify impact-oriented and effective social cohesion interventions. Collaboration with women-led organizations would be key in terms of conducting joint advocacy both at local and at central level.
- In order to facilitate evidence-based advocacy with donors for funding of cash for protection programmes, it would be recommended for the sector to develop harmonized modalities to measure the impact (in terms of protection outcomes), including through Post Distribution Monitoring efforts, of such programmes. The Cash Based Technical Working Group could support and lead the efforts in this regard based on their expertise, with Protection sector support.

- Increase and improve targeting of Turkish nationals in material/cash assistance support, including through advocacy with donors, as this remains one of the main factors that trigger social tensions (I.e. perception that refugees have more access to social assistance compared to Turkish nationals).

- Despite relatively more limited 3RP/non-3RP funding for support to individuals of other nationalities (compared to Syrian nationals), there is a clear need to increase PSS interventions particularly targeting Afghans and Iranians.

- Mainstreaming protection considerations and AAP mechanisms in every service provider in all sectors need to be identified as a priority.
- Working on an effective inter-sectoral referral and follow-up mechanism for vulnerable groups in different sectors should also be considered as a priority. Existing tools such as IARF, Livelihood Profiling Form, Kızılaycard Exchange Mechanism and Services Advisor will contribute to effective referral identification and follow-up processes.
- Protection sector partners to strengthen targeting of and support to non-Syrian communities with GBV risk mitigation, prevention, and response efforts, including through direct provision of services and via referrals to external service providers. Empowering women to increase their resilience capacity and providing information to men to reduce tensions in the families would be useful to cope with GBV and familial tensions.
- 183 hotline of Ministry of Family and Social Services for most vulnerable people to be more accessible for refugees.
- Language support at all levels of support on GBV cases in terms of safety and security, health, PSS and legal support.

- Enhancing safe, confidential response mechanisms revolving around GBV.

c. Outputs contributing to Outcome

Output indicator	Target	Result	Status
Protection			
# of individuals benefitting from protection services	539,836	744,262	100%+
# of individuals with specific needs/vulnerabilities assessed and identified with protection needs	350,912	140,016	40%
# of individual persons with specific needs/vulnerabilities referred to specialized services	147,914	141,049	95%
# of individuals receiving material or cash assistance to meet their protection needs	233,798	79,887	34%
# of individuals receiving psycho-social support	74,758	75,230	100%
# of refugees/vulnerable host community members provided with individual legal support (legal aid and counsel)	45,095	49,306	100%+
# of individuals trained on strengthening legal aid mechanisms for refugees	6,730	6,547	100%+
# of individuals trained on international protection, rights, services and available assistance	18,863	16,786	89%
# of data update interviews with foreigners within the scope of Temporary Protection and International Protection	1,293,003	1,919,340	100%+
# of service providers trained on support to persons with specific needs	303	756	100%+
# of individuals trained on support to persons with specific needs	4,830	2,614	54%
# of centres supported to improve physical capacities	190	252	100%+
# of centres supported to strengthen professional capacities	208	359	100%+
# of individual Gender-Based Violence survivors and those at risk assessed	27,035	68,488	100%+
# of individual Gender-Based Violence survivors provided with GBV specific response services	8,585	27,880	100%+
# of individual Gender-Based Violence survivors referred to multi-sectoral GBV specific response services	1,820	6,347	100%+
# of governmental and non-governmental institutions supported with GBV specific activity programming	148	51	34%
# of governmental and non-governmental institutions supported with PSEA specific activity programming	360	70	19%
# of individuals reached through capacity-building initiatives for strengthening GBV and SEA prevention, risk mitigation and response (government and humanitarian staff)	5,135	2,949	57%
# of individuals (women, men, girls and boys) trained on child protection mechanisms and PSS in emergencies	4,100	5,128	100%+
# of government and non-government actors supported for child protection specific activity programming	276	332	100%+
# of children assessed for protection needs	86,519	177,779	100%+
# of children referred to specialized services	39,375	77,073	100%+
# of children participating in structured and sustained psycho-social support programmes (individuals and in group)	28,855	48,239	100%+

# of individuals reached with positive parenting programmes	22,130	18,027	81%
Livelihoods			
# of capacity support and awareness raising campaigns on labour regulations aimed at duty-bearers (policy makers), and partners/service providers.	312	175	56%
# of individuals who are survivors of GBV receiving livelihoods support, including PSS and specialized support (individual or in groups)	985	75	8%
Education			
# of children (3-17 years) provided with school transportation support	6,000	6,457	100%+
Health			
# of service providers trained on SRH and clinical management of SGBV	1,000	539	54%

STRATEGIC OBJECTIVE 2:

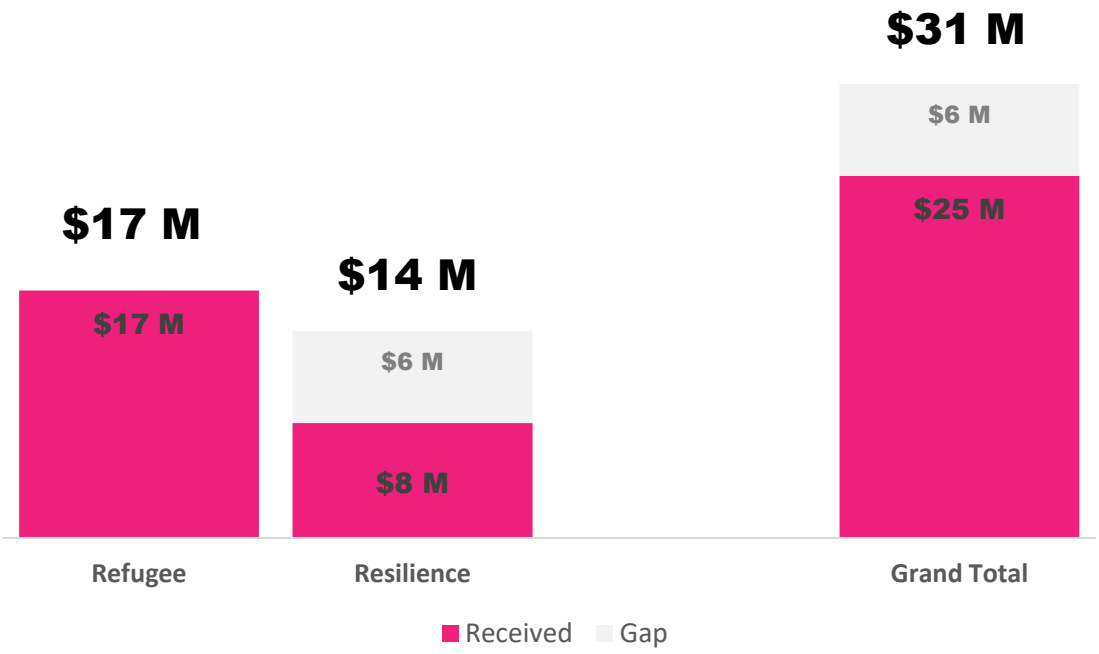
SUPPORT INCLUSION AND ACCESS TO SERVICES, INCLUDING HEALTH, EDUCATION, SOCIAL SERVICES AS WELL AS MUNICIPAL SERVICES AND LOCAL SOLUTIONS

Outcome 2.1: Refugees are provided equitable access to quality and affordable health services

Funding Analysis

The Health Sector has faced funding challenges in the recent years. The gross funding level reported for 2021 was 96%, however this level needs further analysis. The funding needed for 2021 is shown in image 1 extracted from last year's appeal.

Overall, the health sector was almost fully funded in 2021, with all but one appealing partner receiving funding. However, it should be noted that nearly half of all the funding received by the sector in 2021 was received in December and will therefore be implemented in 2022. The good news in health funding received in 2021 includes the fact that many NGOs seem to have received funding directly by donors, and not through the UN agencies. Yet, the amount received and the timing of the funding affected the ability of partners to deliver as planned in 2021.



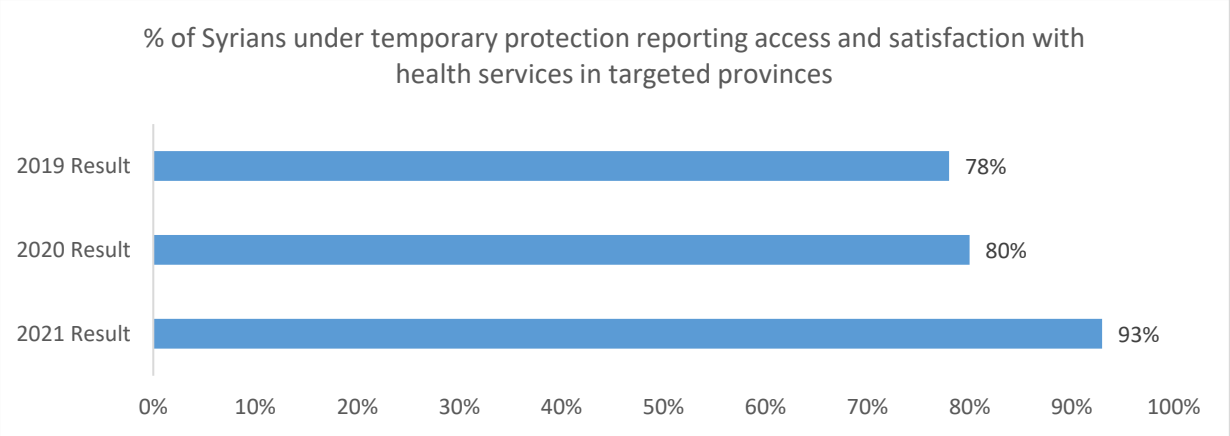
Highlights

- The Health Sector financial requirements in 2021 were modest at USD 26 million and most funds were received. This funding complements bilateral funding received by the Ministry of Health (MoH).
- The year 2021 continued to be dominated by the COVID-19 pandemic. A decrease in the utilization of services continued during the first half of 2021 as the MoH continued its efforts to ensure full immunization of all residents in Turkey.
- Health services have been scoring high in satisfaction for mental health and psychosocial support (MHPSS) services (93%) testifying to increased quality. However, the reduction in utilization of services, due to the pandemic, has increased the burden of disease and increased unmet health needs for almost all primary healthcare related services.
- Additional training was provided to Syrian and Turkish health professionals serving in the migrant and refugee health services as part of the network of 180 Migrant/Refugee Health

Centres across Turkey, managed by the Ministry of Health of Turkey. The training was made possible due to the development of online distance learning platforms. Only in 2021, over 4,300 Turkish and Syrian health professionals completed at least one training course online, and over 2,400 Syrian health professionals were supported to attend Turkish language courses.

- Additional progress has been made in provision of sexual and reproductive health services as well as on number of professionals trained in the clinical case management of SGBV, but the needs are still very high.

Outcome indicator: Access and satisfaction with health services



Satisfaction with mental health and psycho-social support services provided to Syrians under temporary protection in Turkey, evidence from refugee health training centres indicates that 93% of MHPSS beneficiaries responded that they are satisfied with services received.

Outcome Indicator	Baseline	Target	Result	Source
% of Syrians under temporary protection reporting access and satisfaction with health services in targeted provinces	N/A	80 %	93 %	*J Migr Health. 2020 Dec 10;1-2:100022. doi: 10.1016/j.jmh.2020.100022. eCollection 2020.*

a. Achievements to date

The measures taken by the MoH at the beginning of the pandemic to stop the spread of the COVID-19 pandemic included tele-working, social distancing, and vaccination against COVID-19. Information materials and messages on how to protect against the pandemic, in several languages, were delivered with support from Health sector partners, complementing the MoH efforts on the matter.

Progress was noticed in the number of primary care consultations offered in impacted refugee and host community residents. Some 388,703 consultations (128% of planned target) were offered free of charge and in a linguistically and culturally acceptable environment. About 282 persons (217% of target) were provided with assistance to transportation to health facilities. Support was also provided to health care providers in the form of self-care training, with 371 health providers completing the training (317% of the target). Also 82 bilingual patient guides received the necessary training on psycho-social support for assisting people in need. Progress was noted in the training of health staff to support with noncommunicable disease service provision.

For the second year in a row, routine health services were limited, while the focus was on identification of COVID-19 cases and contact tracing. Routine services like reproductive health, non-communicable diseases were impacted during 2021 as well as routine vaccination. The Inter-Agency Protection Sector Needs Assessment Round 4 – conducted in 2021 indicated that out of 1,200 respondents, 28% indicated a need for information for health-related matters. On COVID-19 information needs, 22% had information needs on vaccination and 15% on prevention and mitigation, while only 10% had information needs on COVID-19 treatment. Unfortunately, the data on COVID-19 impact to health and access to treatment and vaccination has not been available.

About 75% of respondents indicated that they attempted to access health services, with some 30% unable to do so. The most frequent reasons for accessing health services were for check-up (44%), prescription of medications (36%) and for emergency services (26%). Afghanis and Iranians faced more difficulties in accessing services, due to being unregistered (70%) and due to inactivation of health insurance coverage (25%). Other barriers to services included limited resources of hospitals, overcrowding and avoiding hospitals due to fear of COVID-19. Approximately half of female respondents indicated that they attempted to access sexual and reproductive health (SRH) & gynaecological and obstetric services. Of these, 10% indicated not being able to access services – 48% for Afghan women. Reasons for not being able to access include language barriers, negative attitude of health care providers and feeling of discomfort in speaking to health care professionals due to sex.

On the COVID-19 pandemic front, overall levels of awareness on the national vaccination plan were high (74%), with exception of rural populations and Afghans. 64% of respondents noted they can follow up on their eligibility status, mostly via Alo182, followed by e-Nabız, hospitals and SMS. Difficulties faced in accessing the above-mentioned mechanisms included inability to navigate website/system, absence of a valid ID to book appointments, language barriers (especially for women) and inability to register on the system/website.

The anxiety linked to COVID-19 and its implications in daily life was reported as high. Some 58% indicated increased stress at community level and 55% reported this at the individual level. Levels of increased stress were higher for those indicating they were not able at all to cover their monthly expenses and basic needs.

Those who mentioned increased stress at individual level also reported higher levels of protection and community concerns. Increased stress is particularly predominant among Iranians, as 84% reported at community level, 91% confirmed to experience stress themselves. For their part, the MoH set up a PSS helpline in all the provinces in Turkey to counter the effects of the COVID-19 pandemic. Based on unpublished data from the MoH the helplines were very useful in the first months of the pandemic to deal with requests for information and referrals.

Additional progress has been made in the provision of sexual and reproductive health by Health sector partners, as well as on the number of professionals trained in SRH and the clinical case management of SGBV (539 in total) towards strengthening the capacity of health authorities and partners. About 60,091 individuals received SRH services and 4,609 consultations on SRH/HIV were provided to beneficiaries. About 18,000 information, education and communication products were provided for maternal and child health and infant and young child feeding. Communicable disease surveillance, detection, response, and prevention (including immunization) was strengthened. About 80 posts were provided for the general vaccination programme through social media channels. Some 126,000 Twitter users and 24,000 Facebook users received health related messages during 2021.

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). Further training on several MHPSS topics was

provided jointly with MoH by 3RP Health Sector partners. Access to MHPSS services was improved and quality of services strengthened. Some 26,536 MHPSS consultations were provided and 9,407 individuals recieved MHPSS psychoeducation.

The Inter-Agency Protection Sector Needs Assessment Round 4 findings on Health and MHPSS conducted in 2021 indicated that only 14% of respondents indicated a need for information for MHPSS and only 5% indicated an unmet MHPSS need. Taken together these results indicate a good performance of the MoH and Health sector partners' delivery of MHPSS services to beneficiaries. Further multivariate analysis of the same data indicated that while the MHPSS services have high satisfaction rate, the unregistered, those aged under 50, specific ethnic groups and especially those with specific needs (disability) have a higher unmet need than the rest of the MHPSS beneficiaries.

Feedback from Beneficiaries

Muhammed, a 28 year-old Syrian refugee from Aleppo who was paralyzed by a stray bullet has started receiving medical treatment in 2019 at the Refugee Health Training Centre in Izmir, run by ASAM, with the help of WHO. In 2020, Muhammed became eligible for rehabilitation at the Active Life Centre (ALC) in Izmir and started receiving support in Arabic from Syrian health support staff, Alaa and Mustafa, employed through the 'Supporting the employment of Syrian personnel in the Turkish health system' WHO runs in close cooperation with the Turkish Ministry of Health. Alaa and Mustafa have stated: "At the beginning of our visits, Muhammed was simply laying in his bed, motionless, unable to turn or sit up by himself. He often complained about how weak he was feeling every passing day. But with the regular physiotherapy exercise sessions at the ALC, we noticed he was regaining strength. One day, he was able to turn and sit up when we entered his room. That moment was such a happy one, both for us and for him!"

A physiotherapist at the ALC further states: "With persistent exercise, Muhammed not only gained control of his muscles but also gained a lot of confidence. He pushed himself to take his first steps while holding on strongly to the parallel bars to steady himself." This confidence boost led Muhammed to invest in his future by completing a Turkish language certificate program, soon earning a B1 level certificate.[28]

b. Recommended actions

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

- Advocate for more funding for 3RP Health sector activities, in response to unmet health needs of beneficiaries.
- Advocate for increased access to services by the most vulnerable groups, using support for registration, information on available services, and information on procedures for re-activating health insurance and rights of beneficiaries.
- Increase the mental health and psycho-social support services for refugees, with a focus on mitigating the COVID-19 pandemic related anxiety and concerns.

[28] Syrian law student Muhammed, paralyzed by a stray bullet, takes first steps towards a brighter future in Turkey, WHO: https://www.euro.who.int/en/countries/turkey/news/news/2021/10/syrian-law-student-muhammed,-paralyzed-by-a-stray-bullet,-takes-first-steps-towards-a-brighter-future-in-turkey

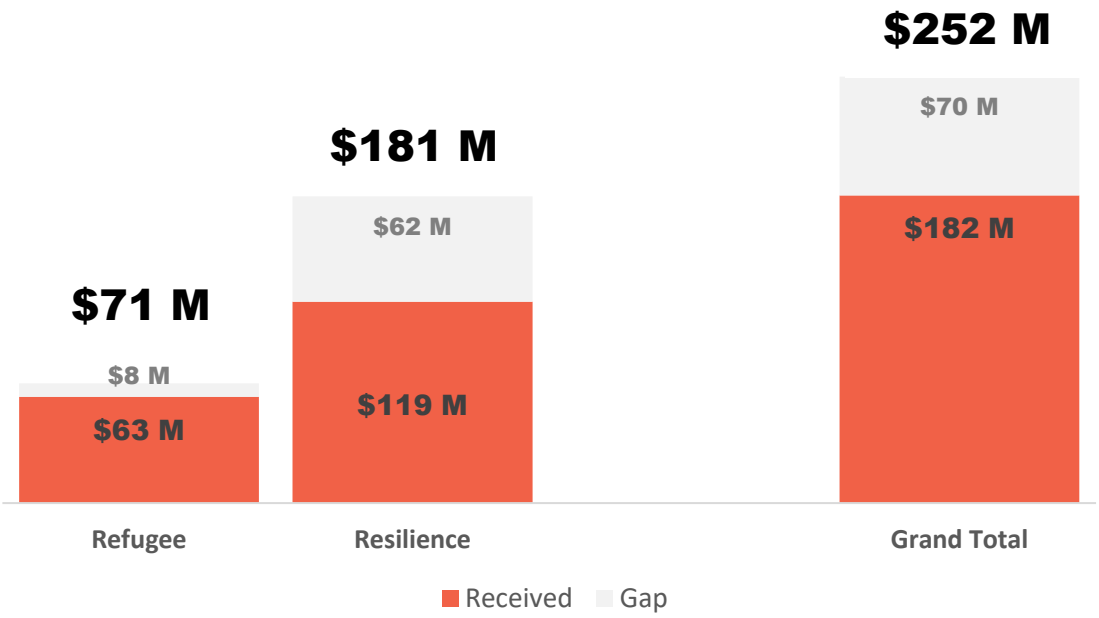
- Support the maintenance of online distance learning opportunities for essential health service providers, including support for additional in-service training.

c. *Outputs contributing to the outcome*

Output indicator	Target	Result	Progress
Health Sector			
# of consultations received by male and female refugees and impacted host community residents in primary health	304,130	388,703	100%+
# children (0-11 months) vaccinated with DPT3 vaccine	96,014	79,522	83%
# of service delivery units providing SRH services	9	9	100%
# of male and female service providers trained in SRH and clinical management of GBV	1000	539	54%
# of refugees and members of impacted communities who receive SRH services	38,800	60,091	100%+
# of migrant health centres and host community clinics with at least two (2) health staff trained in MHPSS services including screening and referral *	191	1,094	100%+
# of male and female Syrian health care providers trained	1,800	2,868	100%+
# of male and female Turkish health care providers trained	32	1,184	100%+
# of refugees who attend awareness raising activities on STIs, including HIV	1,650	4,609	100%+
# of MHPSS consultations provided in (supported) refugee health centers and host community clinics (sex and age disaggregated reporting)	1,143,200	26,536	2%
# male and female translators from the secondary and tertiary level of care trained on basic mental health and PSS patient interaction skills	100	82	82%
# of male and female health service providers trained on self-care	100	371	100%+

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

Funding Analysis:



72% of the overall Education sector appeal under 2021 3RP was funded, with a total of 182,292,627 USD. In comparison to previous years, this represents a 4% increase since 2019 and a 3% increase since 2020. 65% of the overall funding received for the Education sector was under the resilience component.

Similar to last year, funding in 2021 for the refugee component continued to increase with sector members focusing on programmes and interventions to ensure the continuation of learning during the COVID-19 pandemic. With only an 11% gap, 62,936,278 USD of funding was received for the refugee component, allowing for increased focus on access to formal education especially with the re-opening of schools to face-to-face education in September, and to non-formal education programmes, a much needed support to tackle critical issues for the most vulnerable learners and out of school children (OoSC) in Turkey.

Although slightly higher than last year (56% in 2020), only 66% (119,356,349 USD) was received for the resilience component in the 2021 appeal. This remains much lower than 2019 when the resilience component was fully funded. Nonetheless, this support allowed the continuation of key strategic prorgammes such as the Conditional Cash Transfer for Education (CCTE) and overall support to teachers and education personnel.

Funding needs for higher education interventions, including scholarships and higher education cash support programmes continued to grow during the year, however, the overall funding for this type of programming remained under-funded in relation to the demand. This will certainly undermine the potential long-term impact on employment and integration in society and social cohesion.

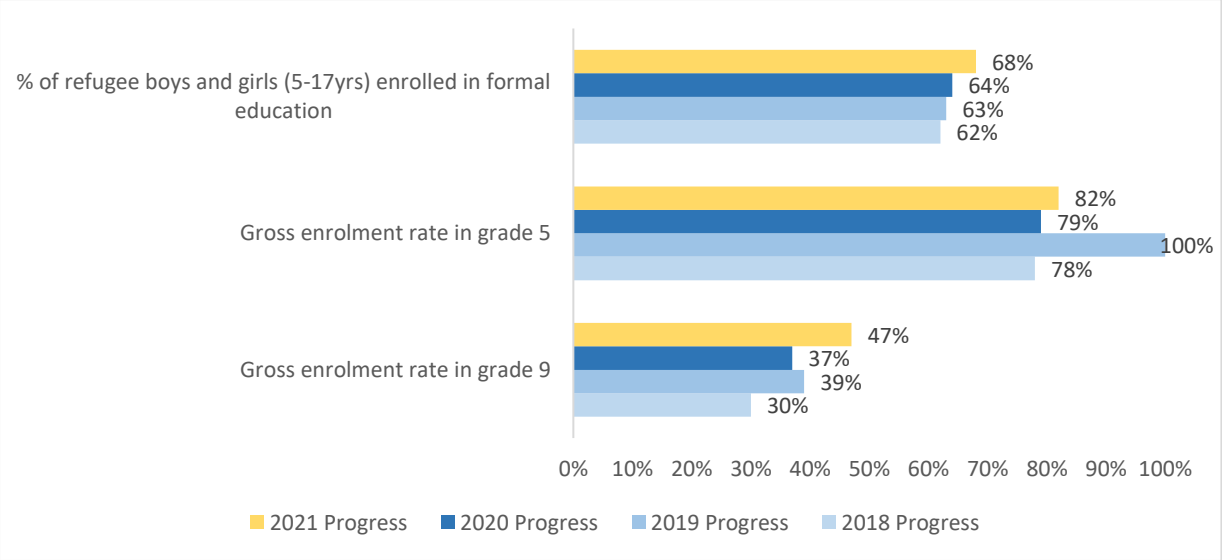
The overall increase in funding for the Education sector, and support provided particularly through resilience funding is also echoed in non-3RP funding channelled directly through the Ministry of National Education (MoNE). Through EU funding and International Financial Institutions focusing on

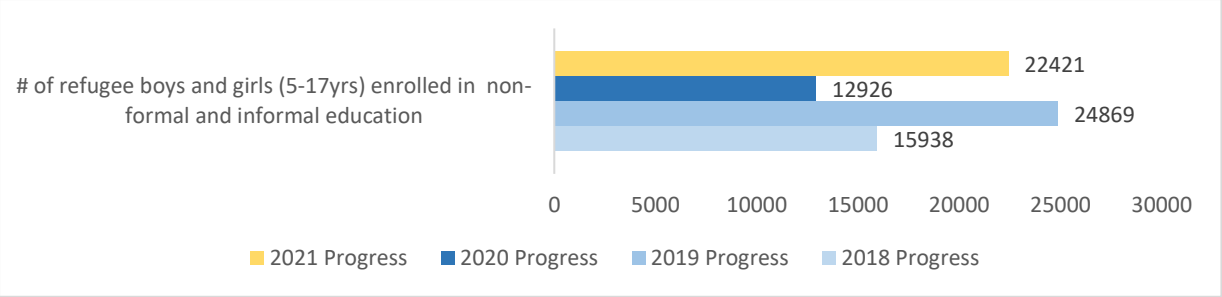
systems strengthening, this support represents the majority of funding for the education sector as a whole in Turkey. It also must be highlighted that MoNE continues to receive the highest amount of funding of al line ministries and state institutions.

Highlights:

- While remote education remained to be the main form of education to children and youth during the year, 3RP partners continued supporting families through the Conditional Cash Transfers for Education (CCTE) Programme, to address socio-economic barriers, increase enrolment and contribute to retention of children in school. The CCTE Programme reached more than 761,000 children.
- In line with MoNE's decision to reopen schools in September 2021, 3RP partners provided support to ensure health protocols and standards are applied in education institutions with 1,254 schools supported, benefiting nearly 100,000 refugee students.
- Partners continued supporting access to Early Childhood Education programmes, which were impacted by COVID-19 with overall net enrolment rates dropping significantly. In line with the 3RP support, more than 62,000 children enrolled in pre-primary education and community-based programmes.
- Education partners supported the provision of non-formal education programmes which provide different learning pathways to children, especially those who are out of school. In 2021, more than 22,000 children were provided with accredited non-formal education and more than 14,000 children enrolled into informal non-accredited education programmes.
- With COVID-19 worsening challenges by the most vulnerable to access learning, more than 400,000 refugee children remain out of school. In this light, to support advocacy efforts and facilitate enrolment and access to learning, 3RP partners disseminated messages of the Back-to-School campaign, supported families in overcoming registration barriers and financial problems reaching more than 120,000 children.

Outcome indicator: School Enrolment Rates





Outcome Indicator	Baseline	Target	Result	Source
% of refugee boys and girls (5-17yrs) enrolled in formal education	63%	64.4%	67.55%	ESWG Database – Activity Info
# of refugee boys and girls (5-17yrs) enrolled in non-formal and informal education		3%	22,421[29]	ESWG Database – Activity Info
Gross enrolment rate in primary, lower secondary and upper secondary education	80%	79% / 37%	%78.31% / 81.62% /46.54%	MoNE

a. Achievements to date

In 2021, Education sector partners continued to work closely with the Ministry of National Education (MoNE), the Higher Education Council (YÖK) and the Presidency for Turks Abroad and Related Communities (YTB) in Turkey to ensure the most vulnerable and refugee children and youth have access to formal, non-formal and higher education opportunities. With MoNE's decision to resume face-to-face learning in September, 854,839 (435,985 boys; 418,854 girls) children were enrolled in formal education, representing a gross enrolment rate of 67.55% (77.81% in grades 1-4, 82.71% in grades 5-8 and 46.77% in grades 9-12 47,482 were enrolled in tertiary education in the 2020-2021 academic year, bringing the enrolment rate for Syrian students to 8 percent, which is quite high compared to the 5 percent world average for refugees' enrolment in higher education.

Remote education remained to be the main form of education to children and youth during the year. Despite MoNE's continuous efforts to ensure all children have access to distance learning, vulnerable children's access to education remained a concern in 2021. Based on the preliminary findings of the Education Sector Working Group (ESWG) 2021 Back to School (BTS) Campaign parents' survey only 24% of parents responded that their children most of the time or always have access to Educational Informatics Network (EBA), the vast majority responded with sometimes (19%), rarely (16%) and never (30%). 58% of parents mentioned not having devices at home as the main challenge their children faced in accessing EBA.

In line with MoNE's decision to reopen schools in September 2021, ESWG members provided support to ensure health protocols and standards are applied in education institutions. 1,254 schools were supported with hygiene materials, disinfectants, masks and cleaning services benefiting nearly 100,000 refugee students.

To address socio-economic barriers faced by Syrian families, especially because of the COVID-19 pandemic, more than 761,695 children continued to benefit from Conditional Cash Transfers for Education Programme (CCTE) and other cash support programmes. Regular payments and semi-

[29] Result calculation changed during the year due to difficulty in obtaining the denominator for non-formal education on a sector level.

annual top-ups, which varied according to the age-group and gender, played a vital role in increasing enrolment and contributing to the retention of children in school. Additionally, cash programmes have also contributed to cross-sectoral programming, as children identified as “at-risk of drop-out” are followed up through protection dedicated teams to ensure their continued school enrolment and attendance, as well as referral to child protection services when needed.

Early Childhood Education (ECE) programmes were impacted by COVID-19, with an overall net enrolment for children below 5 years old dropping from 71.2% to 56.89% and among 3-5 year-olds from 41.78% to 28.35% for the host community and currently the enrolment rate for the refugee population is only 35.92%. Access to ECE continues to be among the priority interventions for the Education sector and a key factor in reducing the risk of drop-out in later years as it supports school readiness and facilitates social and linguistic adaptation. To support access to Early Childhood Education services, 62,125 children (43% boys; 57% girls) have enrolled in pre-primary education and community based ECE programmes supported by ESWG members.

A key component of the Education sector response is the provision of non-formal education programmes. In 2021, 57% of children (22,421 children: 42% boys and 58% girls) targeted under the 3RP appeal have been provided with accredited non-formal education (Accelerated Learning Programme, Turkish Language Courses, etc.) and 44% (14,052 children: 47% boys and 53% girls) enrolled in informal non-accredited education programs (homework support activities). Such programmes continue to provide different learning pathways to children, especially children and adolescents who are out of school. An example of such programmes is the Accelerated Learning Programme (ALP), a bridging programme for out-of-school Syrian children and adolescents that gives them the opportunity to access education opportunities and reintegrate into the national formal education system. In 2021, 14,713 adolescents benefited from structured sessions provided in Public Education Centres (PECs).

To further support advocacy efforts and facilitate enrolment and access to learning, ESWG members continued during the first half of the year to disseminate messages of the 2020/2021 academic year Back to School campaign focusing on the continuation of learning, encouraging hygiene practices and the importance of social cohesion in schools and communities. This was particularly important in light of continued COVID-19 closures and its impact on access to learning to most vulnerable children, particularly refugee children. With MoNE’s decision to reopen schools to Face to Face Learning in September, ESWG members launched the 2021/2022 Back to School (BTS)/ Back to Learning (BTL) campaign ahead of school reopening with campaign messages focusing on a safe return to school and promoting social cohesion in schools and communities as priority areas. ESWG members supported families in overcoming enrolment and registration barriers such as school principal's refusal, financial problems like capacity to cover the registration fee and lack of address during registration. 120,634 children (52% boys; 48% girls) were provided with case-based enrolment support.

The BTS/BTL campaign was also an opportunity to generate evidence on school enrolment with emphasis on the impact of COVID-19. 2,793 parents and caregivers responded to the BTL campaign’s parents survey, providing information on 8,115 children across 44 provinces. The survey highlighted financial challenges and registration-related problems as the main reasons why children were not enrolled in school. They also reported anxiety over the significant learning loss during the pandemic with challenges they faced in accessing distance education during extended school closures.

Despite overall achievements, COVID-19 has further exacerbated challenges faced by most vulnerable children affecting their access to learning. The pandemic continues to impact education and reverse the progress made thus far. Moreover, more than 400,000 refugee children remain to be out of school. Socio-cultural, health, financial, social cohesion, and migration-related barriers all contribute to children not enrolling in school. However, poverty and lack of resources continue to be the most

prevalent of all barriers. For higher education, in addition to the impact of COVID-19 pandemic, in July, the fee waiver policy exempting Syrians UTP was cancelled. This cancellation, the increase in university tuition fees, as well as economic challenges could potentially lead a drop in overall enrolment and an increase in refugee dropouts in the higher education sector.

Feedback from Beneficiaries

"When I came to school, I loved it very much. When I don't go to school, I feel sad. Since COVID-19 started, I stopped seeing my friends. I cannot kiss them or anything. We sit at separate desks in the classroom. I use disinfectant and wash my hands.

Yasin, 11, Bursa (Syrian student), Back To School campaign (first week of face to face learning)

"When you do not know the language, when you do not know the system in a country, where you just arrived things can get pretty hard. We are grateful that the staff working for the Support for School Enrolment Programme (SSE) programme was here to support us. They did not only help us understand the education system in Turkey, but they also facilitated all the processes for us to register our children to school"

Ahmed El İlevi, Istanbul, (SSE)

"I was one of the first girls to get an education in my family. Therefore, education means a lot to me and my parents… With the support of the Albert Einstein German Academic Refugee Initiative (DAFI) scholarship, I am able to fully concentrate on my studies. This is very important as I am economically independent and do not rely on my parents' financial support"

Lina, Ankara, DAFI scholarship programme

b. Recommended actions

For 2022, the Education sector will continue to focus on access and retention, enhance quality of education opportunities and support a resilient national education system to ensure that children and youth receive quality education and learning opportunities. More specifically:

- Prioritize programmes that focus on regaining "lost learning"
- Scale-up multisectoral synergies and actions including coordination and complementarity with various sectors – more specifically protection, health and livelihood sectors to ensure that education barriers are overcome.
- Further support programmes that target out-of-school children and facilitates the continuation of their learning, including Turkish language, vocational training and bridging programmes that enhance their enrolment in school
- Continue to provide financial support to families and scaling up scholarships and grants to university students
- Support data collection and assessments that focus on assessing learning losses, gender parities. More data and evidence is needed on education provision to all refugees in Turkey

c. Outputs contributing to the outcome

Output indicator	Target	Result	Status
# of children (3-5 years) enrolled in ECCE and pre-primary education	74,796	62,125	83%
# of children (5-17 years) enrolled in formal education (Grades 1-12)	800,000	774,257	97%
# of children supported with distance learning	834,500	2,408	0%
# of children (5-17 years) enrolled in accredited non-formal education	39,010	22,421	57%
# of children (5-17 years) enrolled in informal non-accredited education	31,944	14,052	44%
# of youth (14-17 years, girls/boys) enrolled in formal TVET	3,514	315	9%
# of youth (14-24 year, girls/boys) enrolled in non-formal TVET	2,600	437	17%
# of students (>18 years) enrolled in tertiary education	33,000	47,482	144%
# of students (>18 years) receiving higher education scholarships	2,290	1,724	75%
# of BTL/BTS campaigns conducted	7	1	14%
# of children (5-17 years) reached through BTS campaigns	811,200	-	0%
# of (5-17 year) children receiving support (including case-based support) for enrolment to all forms of education	61,375	120,634	197%
# of schools implementing safe school protocol	1,019	1,254	123%
# of classrooms constructed, established or rehabilitated	532	125	23%
# of children (3-17 years, girls/boys) benefitting from classrooms constructed, established or rehabilitated	10,500	7,500	71%
# of schools or learning spaces benefitting from gender-sensitive and disability-sensitive WASH facilities	1,246	-	0%
# of children reached through messaging on prevention and access to education services	11,240	-	0%
# of children (3-17 years) receiving school supplies	52,340	-	0%
# of teachers/facilitators (female/male) receiving teaching materials	90	-	0%
# of children (3-17 years) provided with school transportation support	6,000	6,460	108%
# of of children (5-17 years) supported by cash-transfers for education	662,500	761,695	115%
# of teachers and education personnel (female/male) trained including on remote learning	152,405	509,113	334%
# teachers and education personnel provided with incentives	12,206	12,009	98%

# of children (5-17 years, girls/boys) benefiting from life skills and citizenship education programmes in formal settings	20,500	12,201	60%
# of children (5-24 years, girls/boys) benefiting from life skills and citizenship education programmes in non-formal settings	41,650	19,112	46%
# of children (5-24 years, girls/boys) benefiting from life skills and citizenship education programmes in informal settings	10,380	-	0%
# of teachers and educational personnel receiving training in life skills and/or citizenship education	20	-	0%
# of children (5-17 year) receiving textbooks	1,800	-	0%
# of children (3-17 years) receiving supplementary learning materials in formal and non-formal/informal settings	546,600	150	0%
# of children (3-17 years) benefitting from recreational materials	6,060	-	0%
# of education programmes, strategies, and policies are developed	10	N/A	0%
# of materials developed	2	N/A	0%
# of education actors (female/male) trained on policy, planning, data collection, sector coordination or INEE MS	70	N/A	0%

Outcome 2.3 Improved access to services at the municipal level

Funding Analysis

Concerning the resilience component of the Basic Needs sector in support of municipalities, the 3RP appeal under the sector in 2021 was USD 102.4 million. The amount of funding secured was USD 7.3 million, amounting to only 7.1 percent of the related appeal.

Highlights

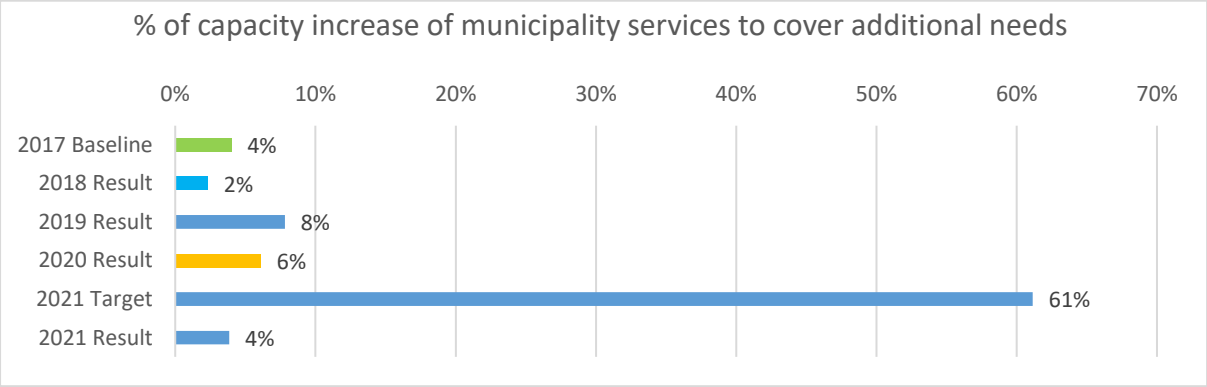
- Since 2014, USD 67.3 million worth of support for municipalities has been mobilized by the 3RP partners. Most of this support was secured for multi-year programmes between 2018 to 2021.
- Implementation continued in 2021 with partners supporting 19 municipalities with strengthened capacities for basic needs service delivery and 25 municipalities with newly established infrastructures.
- Municipalities' needs for capacity development support and newly established infrastructures remain high, compounded with the pressure of the COVID-19 pandemic further increasing the demand for municipal services, most significantly in social assistance. Sectoral reviews show that activities relating to strengthening municipalities' capacities for basic needs service delivery were partially funded and there was a funding gap for establishing municipal infrastructures to expand capacity for service delivery.
- In 2021, the municipal mapping brought out that partners supported municipalities in a wide range of services with their multi-sectoral programmes, mostly relating to protection, basic needs, and livelihoods services.

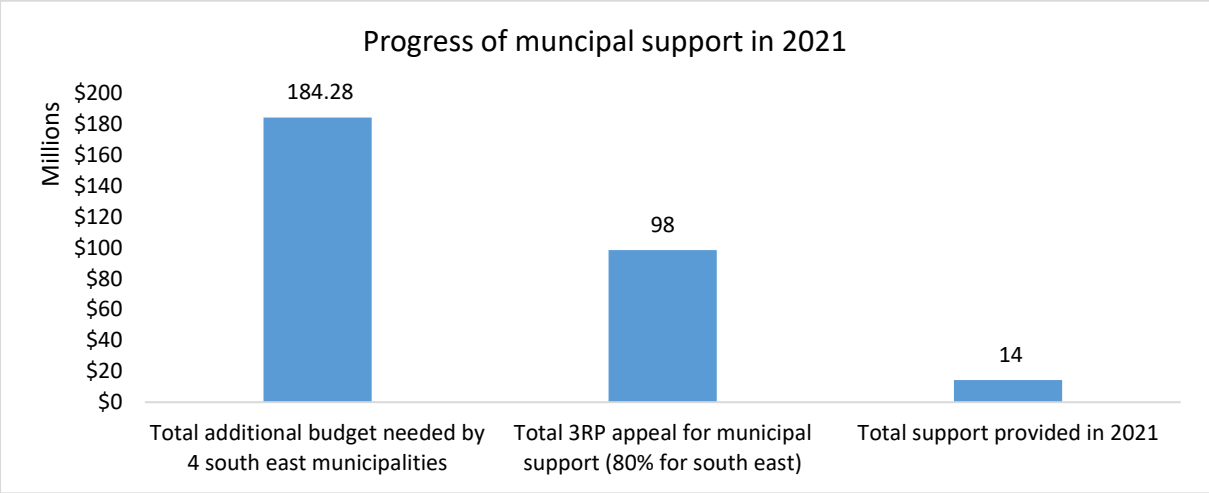
- Based on the municipal mapping findings, as of 2021, there were a total 410 projects of partners providing support to 133 municipalities (99 district, 24 metropolitan), mostly in SET which has comparatively greater population of Syrians under Temporary Protection and beneficiaries from other nationalities.

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

This outcome indicator is related to the amount of funding received by partners to address the increasing demand for municipal services in line with the increasing needs of beneficiaries. The municipalities with the highest needs and receiving the most support accordingly are in the Southeast of Turkey as well as metropolitan cities (Istanbul, Ankara, Izmir). The target is related to the amount of funding in the 3RP appeal and the progress towards the value of completed projects in a given year.

Outcome Indicator	Baseline (2017)	Target (2021)	Result (2021)	Source
2.1.3 % of capacity increase of municipality services to cover additional needs *(for southeast municipalities, based on additional budget required to extend services proportionally to additional refugee population).*	4%	61%	4%	3RP Municipal tracking dashboards, 2021 municipal budgets for Kilis, Hatay, Gaziantep and Sanliurfa.





a. Achievements to date

Support to municipal services in 2021 focused on projects aiming to:

- Increasing access of the most vulnerable groups to protection and social services through municipalities, including establishment and enhancement of service points such as community centres, centres for women etc.
- Increasing decent and dignified access to job opportunities and encouraging inclusive economic growth in collaboration with municipalities.
- Providing material support to municipalities including sanitary and hygiene items and other in-kind materials to be distributed to vulnerable refugees and host community members.
- Increasing the capacity of key municipal services, such as one wastewater treatment facility; two waste transfer stations established and operationalized in Hatay, and the water network upgraded in Sanliurfa.
- Supporting municipalities' strategic planning and project management capacity: Basic Needs partners engaged with metropolitan and Southeast municipalities to provide dedicated project management support to help municipalities both with internal processes and strategic planning. Partners also optimized capacities in service delivery and in developing project proposals for external funding. Project Management Offices established in 2019 have continued to be operational in three municipalities (Gaziantep, Sanliurfa and Hatay).

Supporting national networking of municipalities: The coordination platforms, including Global Task Force on Migration (GTFM), continued to connect municipalities of Marmara region and also those in Southeast Turkey, together with international donors, to improve the chances of municipalities' securing more direct funding. In line with this endeavour, a global virtual event was organized, named "Cities and their contribution to the Global Compact on Refugees" to take stock of city pledges in support of the Global Compact on Refugees (GCR) and to highlight the critical contribution of municipalities in this respect. Turkish municipalities were represented well in the event, demonstrating Turkey's progressive approach to refugee inclusion and support for the commitments of the GCR.

In 2021, although basic needs service delivery capacities of 19 municipalities were strengthened and new infrastructures were established for 25 municipalities, the 3RP support to municipalities continued to decline compared to previous years due to decreasing funding opportunities for municipal support through the 3RP. Additionally, some large projects were completed in 2020 and 2021, including opening a state-of-the-art waste management facility in Gaziantep, and supporting wastewater treatment and management with the Hatay Metropolitan Municipality. These projects supported municipalities in the Southeast expand the delivery of vital public services in the face of the dramatic increase in population, and contributed to alleviating the environmental impact of the crisis.

Nevertheless, various support by 3RP partners across different sectors such as Protection, Basic Needs, Livelihoods, and Education was recorded despite funding challenges due to partners' efforts. The strategic support to municipalities including enhanced coordination, system strengthening, training of staff and refugee inclusive policy development expanded in 2021.

In the context of the negative socio-economic impacts of the ongoing COVID-19 pandemic, municipalities continued to face increasing demands for municipal basic needs services, including distribution of cash support and in-kind support to individuals, targeting outcomes including increased adequate food consumption, increased access to hygiene materials and non-food items, and decreased resorting to negative coping mechanism to cover rent and utility costs. Decreasing

livelihoods opportunities coupled with increasing costs of living led to a sharp increase in the demand for social assistance from municipalities. However, municipalities' social assistance budgets remained reduced in 2021, resulting in municipalities either having to deprioritise provision of social assistance or to amend budgets to provide social assistance at the cost of postponing capacity and infrastructure development activities.

As a result, municipalities' need for capacity development support for basic and municipal services has increased in 2021, to improve the living conditions of refugees and host community members through the delivery of complementary and temporary services.

In 2021, partners provided support to and through municipalities including enhanced and specialised protection services, and social cohesion and livelihood activities. Support was also provided by establishing service points, seconding and training municipal staff, and providing necessary equipment/materials. Partners worked to strengthen the coordination between municipalities and provided project management and planning support to refugee-hosting municipalities in the response to the pandemic to encourage the inclusion of refugees in local service delivery mechanisms. Distribution of in-kind assistance materials continued in 2021, but in-kind distributions decreased when compared to 2020.

Municipalities continued to experience pressure concerning the increased demands on their service provision capacities exacerbated by the pandemic context which multiplied the needs. Funding gaps created immense challenges in this regard as well. The progress against the output indicators relating to the development of municipalities' service delivery capacity and the establishment of new infrastructures fell short of the related targets due to the lack of funding.

b. Recommended actions

Based on the above, the 3RP partners recommend the following actions in 2022:

- Engaging with municipalities which have received less support so far by partners: Mapping efforts show limited support to provinces in Central and Eastern Anatolia regions as well as in the Southeast, while the existing supports in SET do not meet the pressing needs there resulting from higher number of PoCs. In parallel with expanding the geographical coverage of municipal support, enhancing, and strengthening the coordination capacity to ensure complementarity and preventing overlaps between 3RP and IFI projects have become even more crucial.

- Influencing further funding and programming by advocating with donors and supporting partners: Evidence-based assessments, monitoring findings and impact assessment are needed to support continuous advocacy with the relevant actors for satisfying financial requirements.
- Identification of needs, coordination of the 3RP support and facilitating coordination among municipalities will remain critical in 2022. Providing opportunities to share good practices with potential/partner municipalities: In collaboration with all relevant actors including the Union of Municipalities in Turkey (UMT), the inter-agency platform should continue to create opportunities to increase awareness and support capacity development of key municipal actors.
- Based on the findings of the municipal mapping exercise completed in late 2021, identifying municipal needs, advocating with donors, and raising funding for providing municipal support activities will remain significant priorities for the 3RP partners in 2022.

- Encouraging municipalities and partners in consulting with a wider range of stakeholders in targeting and increasing their inclusion of PoCs other than Syrian nationals in municipal support projects.
- Providing immediate technical support and guidance to partners for increasing integration of PSEA mechanisms and safeguards in municipal support projects.

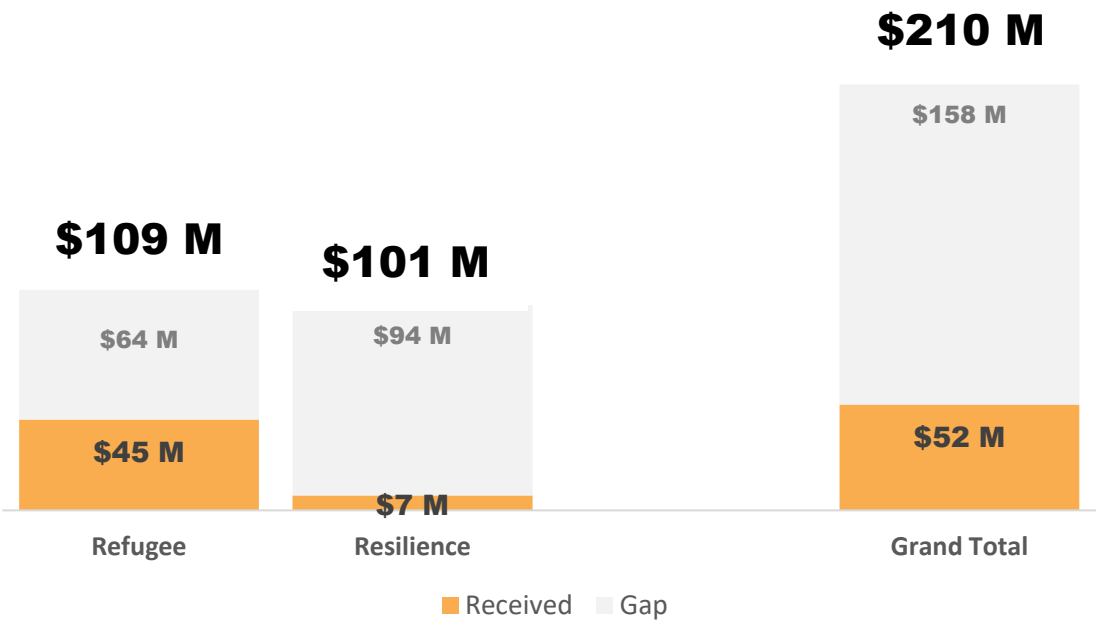
c. Outputs contributing to the outcome

Output indicator	Target	Result	Status
# of municipalities with strengthened capacities for basic needs service delivery	31	24	77%
# of municipal infrastructures newly established to expand capacity for service delivery	50	36	72%
# of public institutions with strengthened capacities for basic needs service delivery	30	13	43%

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

Funding Analysis: Basic Needs Sector

In 2021, Basic Needs sector appealed for a total of USD 210 million for both its refugee and resilience components, receiving USD 52 million in funding corresponding to only a quarter of the total sectoral appeal.

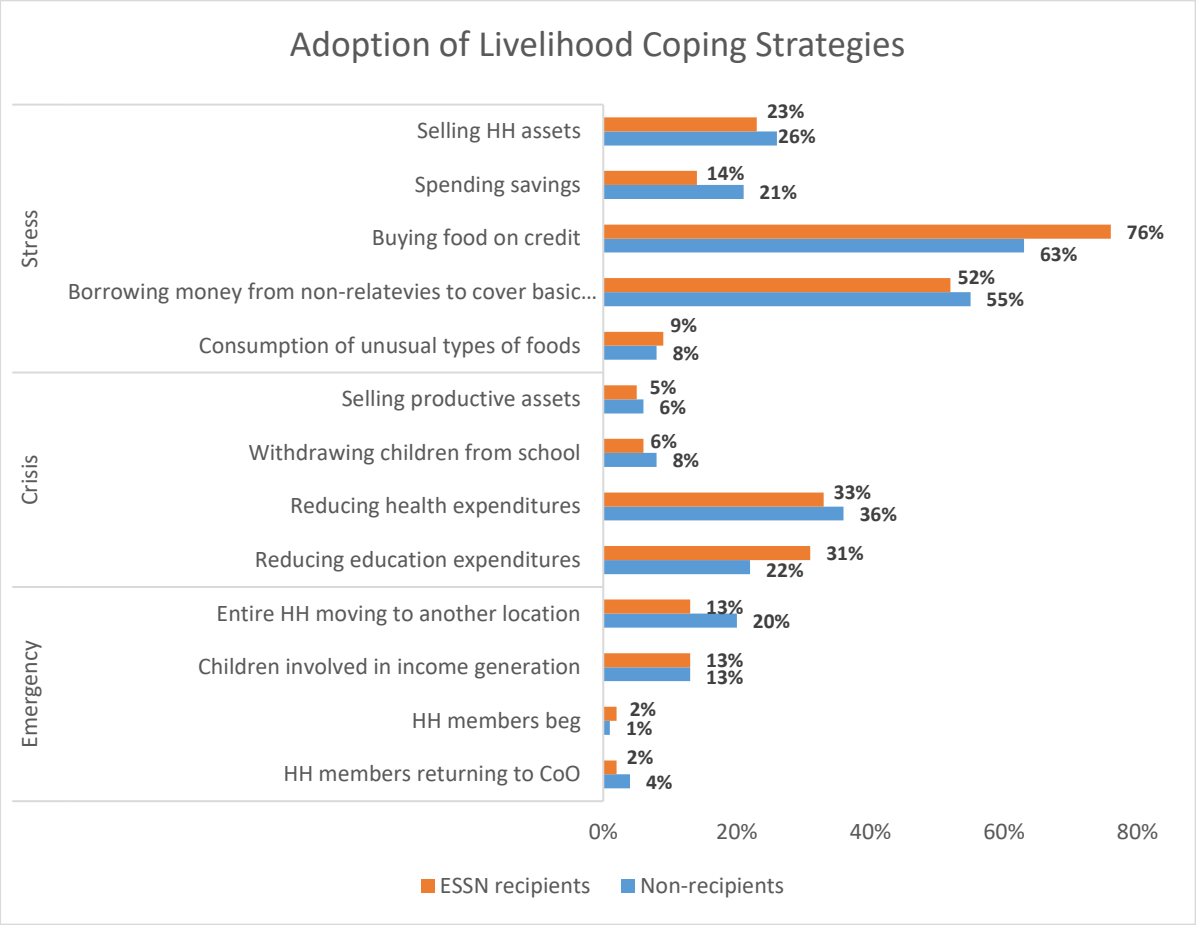


For the refugee component, USD 44 million was received in 2021, representing 40.7 percent of the respective sector appeal (USD 108 million). In comparison, the sector received USD 168 million for this component in 2020. The sharp decrease in funding received for the refugee component from 2020 to 2021 is related to the handover of ESSN to a partnership appealing for funding outside the 3RP after the first quarter of 2020, resulting in ESSN's financial requirements ceasing to be reflected under Basic Needs sector.

Highlights:

- Although needs continued to increase in line with worsening access to livelihoods opportunities in the context of the pandemic, further exacerbated by the particularly sharp increases in the cost of living in late 2021 due to the recessionary economic trends, the lack of funding resulted in operational challenges and slowed down the progress of basic needs activities, except for the ESSN which is funded outside the 3RP.
- The lack of funding affected the progress in many areas of sectoral implementation. In particular, funding gaps for cash-based interventions (CBIs) (for which further funding needs were assessed in the sectoral mid-year review); distribution of gender-appropriate hygiene, dignity or sanitary items; and shelter and WASH activities slowed down the rate of progress against the relevant targets for 2021.

Outcome indicators: Adoption of livelihoods coping strategies



Source: TRC / IFRC - Deepening Poverty and Debt | Socioeconomic Impacts for Refugees in Turkey One Year on from COVID-19- Findings from the Emergency Social Safety Net (ESSN) Post-Distribution Monitoring (PDM) Survey (Round 12) in Turkey, 16 December 2021, https://data2.unhcr.org/en/documents/details/90113

a. Achievements to date

In the context of the negative socio-economic impact exacerbated by the recessionary trends especially accelerating in the last quarter of 2021, slow recovery of economic growth rates, high unemployment rates, high levels of increase in consumer prices especially for food items and some hygiene items, and sharp increases in energy prices increased the need for basic needs service provision. According to the findings of the Inter-Agency Protection Needs Assessment Round 4 dated June 2021, 86% of respondents were unable to fully cover monthly expenses and basic needs, with 39% fully unable, and 46% only partially able.[30]

ESSN's Post-Distribution Monitoring (PDM) 12[31] covering the period May-September 2021 demonstrated that ESSN beneficiaries incurred debt to be able to cover their basic needs such as food, rent and utilities followed by essential non-food items and health care. 88% and 83% of the ESSN beneficiaries and non-beneficiaries respectively borrowed for food expenditures.

[30] Inter-Agency Protection Sector Needs Assessment Analysis Round 4 - June 2021, 23 November 2021, https://data2.unhcr.org/en/documents/details/89775

[31] TRC / IFRC - Deepening Poverty and Debt | Socioeconomic Impacts for Refugees in Turkey One Year on from COVID-19- Findings from the Emergency Social Safety Net (ESSN) Post-Distribution Monitoring (PDM) Survey (Round 12) in Turkey, 16 December 2021, https://data2.unhcr.org/en/documents/details/90113

In general, households needed to resort to one or more coping strategies to withstand such pressures. Accordingly, the Livelihood-Based Coping Strategy Index (LCSI) aims to understand a household's livelihoods and economic security in terms of income, expenditure, and assets. According to the findings of the ESSN PDM 12[32], the LCSI[33] for ESSN recipients and non-recipient households was 4.1 and 4.3 respectively, indicating a sharp increase in the number of ESSN recipient households resorting to negative coping mechanisms since PDM 10 covering June-September 2020.

The increased adoption of negative coping strategies such as increasing indebtedness and reducing food intake is observed according to the PDM 12 results which classifies coping strategies adopted by households under the categories of stress, crisis, and emergency. The findings show that both ESSN recipient and non-recipient households resort to all three strategy types, but the most frequently used LCSI strategy is related to buying food on credit and increasing borrowing to cover basic needs.[34]

According to ESSN focus group discussion (FGD) results in 2021 on increasing indebtedness, men fare better than women in accessing loans, showing the contrasting gender-based dynamics at place, because "men work or are more likely to work so their ability to pay back is higher than women and the amount of money they could borrow is larger, and since their social circle is greater as they spend more time outside than women, they have greater access to a network of people they could borrow from than women."[35]

In 2021 and within this context, Basic Needs partners continued providing support without interruption. In particular, the continuation of the ESSN, successful initiation of the Complementary ESSN programme (C-ESSN), the ongoing provision of municipal support and the significant level of one-off complementary COVID-19 emergency cash assistance provided in two instalments in the last quarter of 2021 to the most vulnerable individuals were crucial developments. However, despite ensuring continuity, the overall progress achieved was rather slow in the context of the ongoing COVID-19 impact and funding gaps.

Partners cumulatively reached a total of almost 3 million individuals in 2021, most visibly through cash-based interventions, reaching around 2.4 million individuals in aggregate (49% women and girls, 51% men and boys), including 1.9 million ESSN and C-ESSN beneficiaries (including Syrians and non-Syrians). 3RP partners reached over 490,000 beneficiaries (also including small numbers of host community

[32] TRC / IFRC - Deepening Poverty and Debt | Socioeconomic Impacts for Refugees in Turkey One Year on from COVID-19- Findings from the Emergency Social Safety Net (ESSN) Post-Distribution Monitoring (PDM) Survey (Round 12) in Turkey, 16 December 2021, https://data2.unhcr.org/en/documents/details/90113

33 "Livelihood-based coping strategy index aims to assess household level livelihood and economic security based on income, expenditure and assets to understand households' longer term coping capacities in response to economic shocks. To measure LCSI, participants were asked if, they had resorted to using any of the 13 pre-determined livelihoods coping strategies in the month prior to the survey (listed in Figure 14) and these were combined into a weighted sum known as LCSI." …" From PDM 10 to PDM 12, LCSI score increased for the ESSN recipients (meaning their coping and productive capacities deteriorated) while it only slightly decreased for non-recipients. There is no longer a statistically significant difference between recipients and non-recipients in terms of their adoption of livelihood coping strategies." The range of the score changes from 0 to 25. A higher value of LCSI indicates a worse economic insecurity and vice versa. Source: TRC / IFRC - Deepening Poverty and Debt | Socioeconomic Impacts for Refugees in Turkey One Year on from COVID-19- Findings from the Emergency Social Safety Net (ESSN) Post-Distribution Monitoring (PDM) Survey (Round 12) in Turkey, 16 December 2021, https://data2.unhcr.org/en/documents/details/90113

[34] TRC / IFRC - Deepening Poverty and Debt | Socioeconomic Impacts for Refugees in Turkey One Year on from COVID-19- Findings from the Emergency Social Safety Net (ESSN) Post-Distribution Monitoring (PDM) Survey (Round 12) in Turkey, https://data2.unhcr.org/en/documents/details/90113

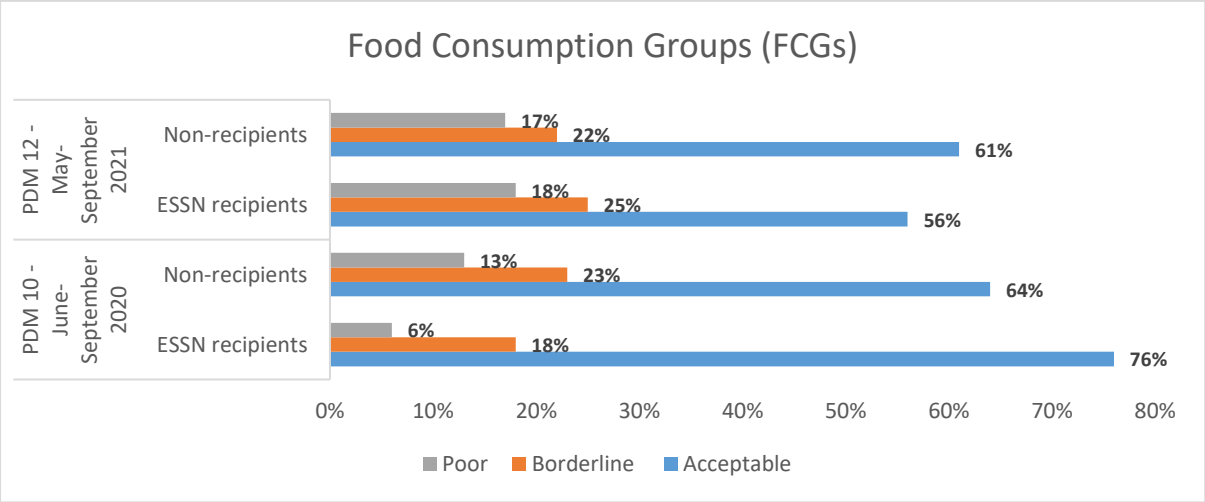
[35] Turkey: TRC / IFRC - The Stress of Debt: Effects on the Lives of People Living in Turkey under Temporary and International Protection - Focus Group Discussion Analysis Report - December 2021, https://data2.unhcr.org/en/documents/details/90104

members) in 2021 with one-off cash assistance, corresponding to only 63% of the annual target due to further funding needs identified throughout the year that were not fully satisfied within the year.

In 2021, gender-appropriate hygiene, dignity and sanitary items were distributed to over 385,000 individuals comprised mostly of Syrians, followed by host community members and refugees of other nationalities (45% women and girls, 55% men and boys), amounting to 53% of the related target. The reason for lack of full achievement of the target was the fact that many partners were only partially funded in line with the funding gaps identified in the sectoral mid-year reviews.

With regards to food security, Food Consumption Groups (FCGs) analysed in PDM 12, provide a categorization based on households' food security status and consumption frequencies of food items through which household diets are classified as acceptable, borderline, or poor. The quantity of food that ESSN recipient households consume decreased since PDM 10. Comparing PDM10 with PDM12, the portion of ESSN recipients with acceptable food consumption scores (FCS), which measures dietary habits of households, the diversity and frequency of the food items in the week prior to the data collection, grouped into three categories, poor, borderline, and acceptable decreased by 20 percentage points and that of households with poor FCS increased from 6 percent to 18 percent. In addition, although portions of non-recipient households are similar compared with PDM 10, there were still important shifts in the percentages of their FCGs as well.

Food assistance to populations residing in urban areas continued in 2021. The number of food assistance beneficiaries in urban contexts could not surpass its highest level recorded in early 2021 (94,877), with 70% of the total target achieved. Considering steep increases in food prices especially in late 2021 and the increasing inability of vulnerable households to cover their food expenses found by the aforementioned assessments, the issue of food assistance is anticipated to be at the forefront in 2022 as well in line with identification of high levels of need for food assistance in urban contexts that could not be met with the existing levels of assistance in 2021. In addition, partners continued to provide food assistance to beneficiaries in Temporary Accommodation Centres (TACs) to a lesser degree compared to the previous years. In 2021, 3RP partners supported approximately 50,000 refugees residing in Temporary Accommodation Centers run by the Government of Turkey, with monthly e-vouchers valued TRY 120 per person. M&E findings show that 98% of the camp beneficiaries were food secure throughout 2021.



Covering winter needs continued to be harder for refugees due to higher energy prices and increased overall cost of living due to high inflation rates in 2021. Partners reached beneficiaries in Southeast Turkey with cash-based activities to support vulnerable households in covering increasing costs during the 2021 winter season. However, programmes continued to only focus on Southeast Turkey for winter

support activities due to the lack of funding in this area despite the fact the most severe impact of winter conditions remain in several other regions in Turkey.

Sector partners also continued to provide shelter support in 2021, reaching 9,022 beneficiaries (49% women and girls, 51% men and boys), comprising 41% of the annual target. but limited funding negatively impacted these activities as well.

b. Recommended actions

Based on the above, 3RP partners recommend the following actions in 2022:

- Advocacy measures to address the funding gaps of Basic Needs sector shall continue to meet the critical needs of the most vulnerable households prioritised.
- Basic needs support should be coupled with longer term livelihoods solutions to ensure successful transition of beneficiaries from basic needs assistance to self-reliance with suitable livelihoods opportunities through close coordination with livelihoods platforms.
- The rising costs of living and the resulting negative effects on the coping index requires the sector to remain vigilant through continued multi-purpose cash (MPC) assistance, mainly through the ESSN and different complementary programmes. Also, one-off cash-based interventions will continue as relevant since they are essential for supporting the most vulnerable in meeting their basic needs and avoiding increased adoption of negative coping mechanisms.
- Key sectoral indicators such as the livelihood coping strategy index shall continue to be monitored closely. Partners within and outside the 3RP should commit to continuous assessment of vulnerabilities considering multiple dimensions.
- Specific groups such as LGBTI, disabled persons, survivors and persons at risk of GBV etc. shall be supported by specialised organisations (NGOs).
- The support shall continue to include the most vulnerable households within the host community to avoid social tensions and donors will be approached to consider introducing this flexibility if not already provided.
- Further funding shall be provided to community-based organizations and NGOs to provide food assistance in urban contexts to address the high needs of vulnerable groups in these areas through multi-purpose cash assistance mechanisms known to work well in Turkey context.
- Winter Support: Rising energy costs (coupled with rising prices of food and rent) means that winter support is still relevant not only in SET but also in other regions of Turkey and to offset the additional costs that come with winter preparation (such as clothes, fuel for heating). Identification of needs and advocacy with donors for continuation of winter support and increased funding to cover other regions that are affected by harsh winter conditions should continue in 2022.
- Efforts to build strengthened linkages between the Basic Needs and Livelihoods sectors remains a priority for 2022 as well. Although livelihoods aspects could not be focused on as much as needed in 2021 due to the competing challenges created by increasing basic needs under the pandemic context, the sector started to give more attention to livelihoods related aspects in late 2021 with the aim of taking up this issue more in 2022. In line with this, the sector followed closely the work of the Task Team on Transition from Social Assistance to Livelihoods Opportunities in 2021, and discussions surrounding opportunities for PoCs to move from basic

needs assistance to livelihood opportunities, and the promotion of self-reliance and resilience, will continue in 2022.

c. Outputs contributing to the Outcome

Output indicator	Target	Result	Status
Basic Needs			
# of individuals benefitting from access to adequate shelter solutions	21,500	9,022	42%
# of individuals benefitting from transportation services	25,000	5,767	23%
# of individuals benefitting from cash-based interventions	780,119	2,150,588	100%+
# of individuals benefitting from Core Relief Items	141,700	73,407	52%
# of individuals receiving in-kind or cash food assistance	129,700	94,877	73%
# of persons benefitting from gender-appropriate hygiene, dignity or sanitary items	727,850	385,740	53%
# of individuals participating in hygiene awareness sessions	36,750	5,937	16%
# of individuals receiving assistance to conduct household WASH rehabilitation	4,300	637	15%
Food Security and Agriculture			
# of individuals benefitted from training program on good food and nutrition agriculture practices (food consumption, food safety, nutrition, cooking demonstration)	3,300	2,310	70%
# of awareness sessions on good food and nutrition agriculture practices	21,703	403	2%
# of school or community gardens	500	N/A	N/A
# of individuals provided with online/distance learning programmes on good food practices and healthy dietary habits	2,000	562	28%
1.2.1 # of individuals provided with the tools to establish greenhouse, or/and backyard urban and peri-urban agriculture schemes	2,900	1,571	54%
1.2.2 # of greenhouse, or/and backyard farming schemes established	10	N/A	N/A

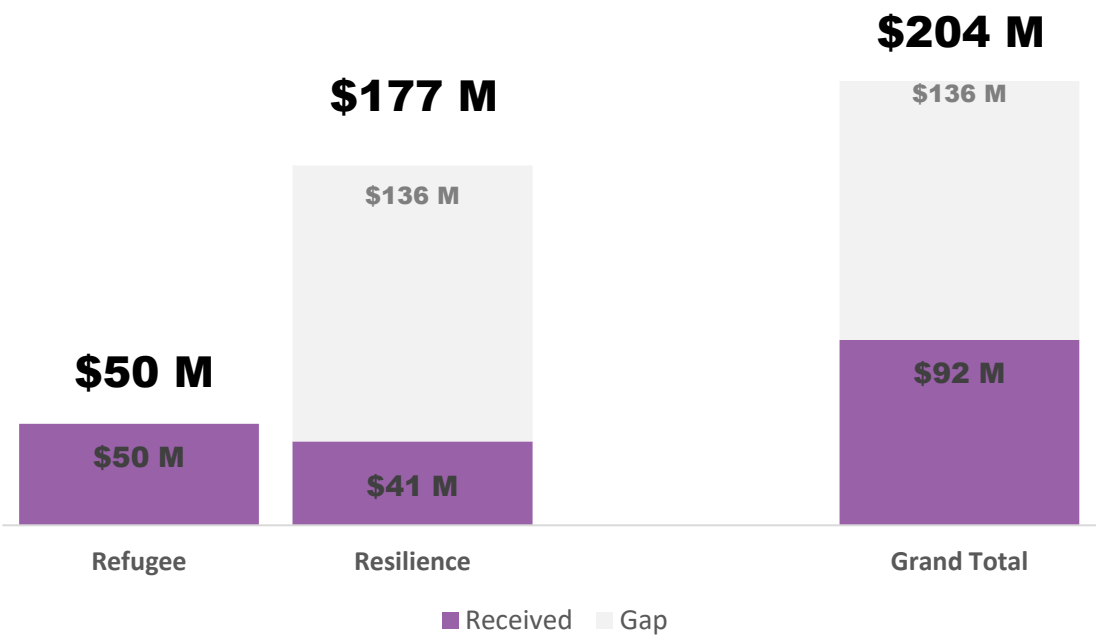
STRATEGIC OBJECTIVE 3:

PROMOTE HARMONIZATION, SELF-RELIANCE, AND DURABLE SOLUTIONS

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

Funding Analysis: Livelihoods Sector

The 3RP Livelihoods sector appeal for 2021 was a total of USD 203,2 million and the total funding amount was USD 88 million which equals to 43 percent of the total appeal. The refugee component was funded fully with USD 47 million whereas the resilience component was underfunded with USD 41 million. The sector appeal for 2020 was USD 259,5 million including a USD 13,2 million additional appeal for COVID-19 and the sector was 32 percent funded in 2020 with USD 83 million received. A majority of the appeal consisted of the resilience component. Compared to 2020, the resilience funding remained limited with USD 47 million compared to USD 62 million funding received in the previous year. In 2021 an additional USD 2.6 million funding was received within the COVID-19 appeal.

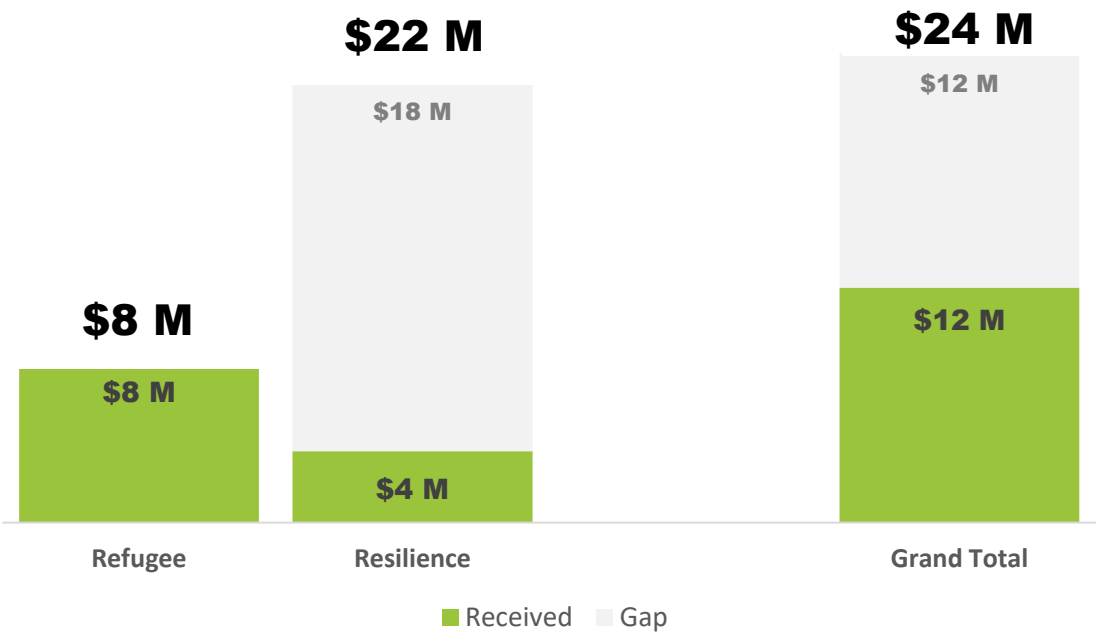


The results of livelihoods, food security and agricultural programmes, especially projects related to job creation, are generally achieved over the medium to longer term. It is therefore positive that multi-year funding has been available, with several major livelihoods programmes running since 2018. This enabled an increase in job creation activities, a focus on technical and financial support provided to small and medium enterprises, start-ups and entrepreneurs, as well as capacity building activities for policy makers and service providers. However, 2022 will witness the completion of many of those multi-year programmes thus requiring a comprehensive planning for future multi-year interventions to yield long term results. Funding for temporary employment schemes such as cash for work has also continued to shrink similar to 2020.

Employment retention, work permit and short-term work allowance support as well as social assistance schemes have also been an urgent need for further funding, however due to the lower funding received, the 3RP remained limited to mitigating the short-term socio-economic impacts of COVID-19. Due to the underfunding of the resilience component the need for further activities in job placement and creation such as work based or on the job learning programmes remain a priority for future interventions to harvest sustainable results in self-reliance. Another activity that needs further funding as part of the resilience component is social cohesion. There is still an urgent need to

implement interactive and dialogue oriented activities for workplace cohesion as well as for vulnerable groups such as women and youth.

Funding Analysis: Food Security and Agriculture Sector



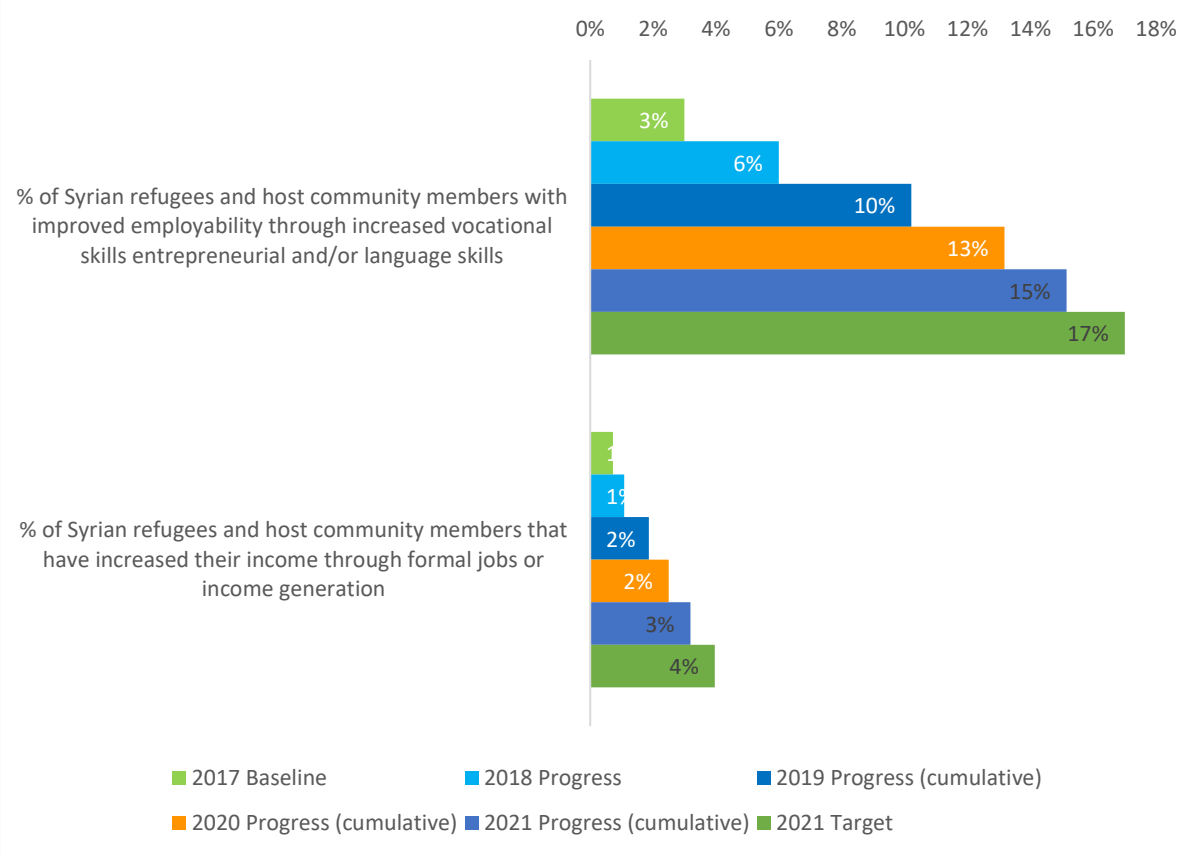
The 3RP Food Security and Agriculture sector original appeal for 2021 was USD 23 million. Approximately half (52 percent) of this amount was funded in 2021 representing an increase from 2020 when 14.5 of the appeal was funded. In spite of the increase in 2021, the Food Security sector is significantly underfunded considering its employment generation potential. The ongoing projects under the sector enabled an increase in job creation activities and as well as a focus on technical and financial support provided to cooperatives – especially women cooperatives, start-ups and entrepreneurship support in agri-food sector and to smallholder farmers with skills and agricultural inputs. Funding for temporary employment schemes such as Agricultural Skills Development Program (ASDP) saw an increase in 2021 despite the COVID-19 related challenges. Although the economy and labour market have been adversely affected by COVID-19 in the first half of the 2021, the agriculture exports sector in Turkey grew by %63 in the same period. Furthermore, the most recent data show that 17 percent of the total employment is in agriculture sector in Turkey. Yet in this light, continued support to ongoing efforts to promote food security, sustainable livelihoods and employment in the food and agriculture sector is essential due to its capacity to provide opportunities for large number of people.

Highlights

- COVID-19's impact on the Turkish economy and labor market were strongly felt with increasing unemployment and inflation rates. To alleviate this negative impact, 3RP partners continued their support to the public authorities with technical and infrastructure capacity development efforts reaching 1,600 individuals.
- Partners reached 32,000 beneficiaries with vocational, language and soft skills trainings towards increasing employability of refugee and host community members. In addition 10,000 individuals benefited from job placement and income opportunities as a result of work-based learning programmes and trainings.

- 3RP partners provided financial and technical support towards the creation of new small businesses for 2,400 refugees and establishment support for 3,200 new businesses in their start-up phase for enabling job creation and investment capacities.
- In order to support the transition to self-reliant livelihoods and to provide decent employment opportunities in the agriculture field, partners continued skills development, vocational and language trainings, as well as employment support and entrepreneurship programmes. 1,200 individuals found employment in the food and agriculture sector in 2021, 53 percent of which were women.

Outcome indicators: Syrians and host community increasing employability and accessing income (cumulative progress).



Outcome Indicator	Baseline 2017	Target 2021 (cumulative)	Result 2021 (cumulative)	Source
% of refugees with improved employability through increased vocational, entrepreneurial and/or language skills	3% (46,655)	17% (250,383)	15% (223,121)	Tracking of sectors' results vs. Population in need: 1,472,362 estimated working age refugees and host community members in poverty
% of refugees and host community members that have increased their income through agricultural and non-agricultural jobs or income generation *Proxy Indicator: Number of refugees with work permits*	1% (10,647)	4% (58,408)	3% (47,014)	

a. Achievements to date

2021 has been a challenging year with the continuation of the negative impacts of COVID-19 on income security for refugees and host community members. COVID-19 has had a significant impact on the Turkish economy and labour market, with high unemployment rates (11.2 % as of November 2021) and high inflation rates (36.08% as of December 2021)[36] affecting household incomes and basic needs. 76 per cent of ESSN recipients and 79 per cent of non-recipient households had a member who lost their employment due to the pandemic. Employment losses were observed, especially in the hospitality and construction sectors.[37] Further, while rates of informal work are highest amongst Iranian (74%) and Syrian households (67%), unemployment is identified to be highest amongst Afghan (44%) and Iraqi (40%) households.[38] The private sector and specifically small and medium-sized enterprises have faced similar challenges, with 68% having to downsize their business volume and 57% downsizing in the number of employees[39].

Livelihoods sector partners continued to work on alleviating the negative impacts of COVID-19 and deteriorating economic conditions through the support provided to key ministries such as Ministry of Labour and Social Security, Ministry of Family and Social Services, Ministry of Industry and Technology and key public institutions such as İŞKUR, KOSGEB, as well as chambers, development agencies and municipalities. In the last quarter of 2021, Livelihoods sector partners reached out to a total of 70,542 beneficiaries of whom 51 percent are women. 75 percent of the beneficiaries were Syrians under temporary protection, 22 percent were host community members and 3 percent were international protection status holders or applicants. The sector activities took place in 51 provinces by 28 implementing and 17 supporting agencies.

Increased Income and Employability

Livelihoods sector partners continued working towards increasing the employability of refugees and/or impacted host community members through gender-sensitive, active labour market interventions. In line with this, vocational, language and soft skills trainings continued to be the biggest activity taking place in the Livelihood sector with 32,874 beneficiaries benefiting from the trainings. The training component reached 42 percent of its total target. There is a significant increase in the beneficiaries of job placement programmes despite the underfunding of the resilience component which is addressing the most crucial aspect of the self-resilience for refuges and members of the vulnerable host communities as well as access to sustainable income.

10,099 refugees or host community members were able to gain or increase their income through job placement and income opportunities, reaching almost 50 percent of its target for 2021. Majority of the job placement and job creation activities were the result of the work-based learning programmes or on the job trainings. The programmes incentivizing the employers with SSI premium support, work-permit support or wage support proved to be a successful catalyst in job creation as well as retention thus achieving the highest employment creation and job placement results up to date. This achievement is also a positive indication of realizing self-reliance and sustainable income generation in the livelihood programming yielding long term results. The current and future programming of the Livelihood sector partners is also demonstrating a trend that work based learning and on the job training programmes

[36] TURKSTAT, December 2021.
[37] TRC and IFRC, Sept,2021, ESSN Post Distribution Monitoring Survey, Round 11.
[38] Inter-Agency Protection Sector Needs Assessment Round 4 (June 2021)
[39] Business for Goals 2021, Impact of the COVID-19 on Businesses, Q4.

will continue to expand in the foreseeable future for further employment stimulation. This trend is ever more relevant considering that more than 2 million refugees are at working age and only around 6% of them are able work in a formal and decent job opportunity the need for more comprehensive job creation and retention programming will be needed, also stressing the importance of higher funding of resilience appeals.

Even though many multi-year programmes are coming to their closing stage in 2022, there is a positive scaling up trend in work-based learning programmes which is a crucial gateway to job placement. Especially following the Implementation Guidelines for Work Permit Rules and Regulations for Syrians under temporary protection as of December 2021, there is a possibility to flex the 10 percent quota for the employment of foreigners and for the graduates of the vocational trainings/apprenticeship programmes, should the employer opt for employing the graduates of the vocational training.

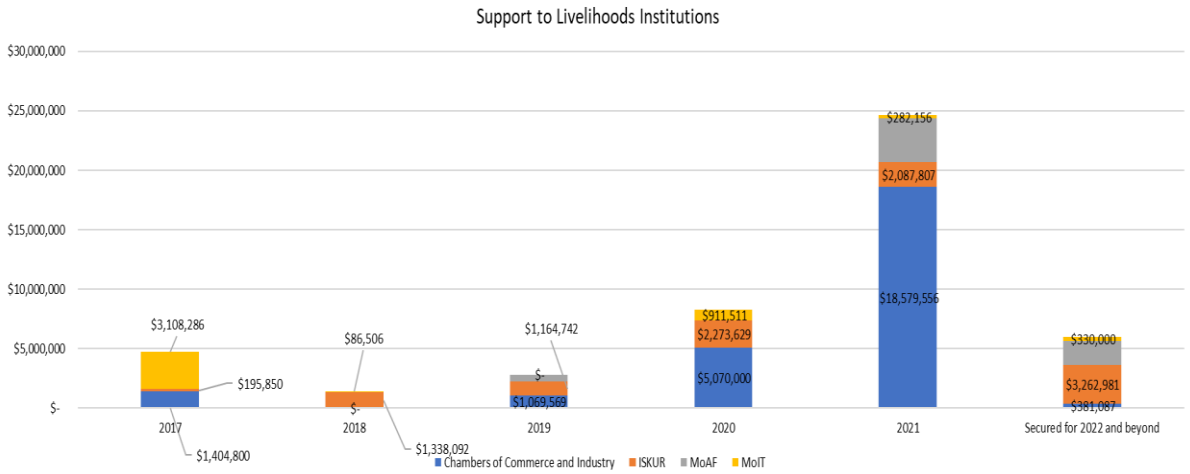
The job placement, job creation or job counselling efforts also yielded their results in the formalization of existing jobs as well as creating new formal ones. We can see the reflection of these efforts with the support provided to 3,956 refugees supported with the provision of work permit by the 3RP Livelihoods sector partners. This number signifies a big spike in the formalization of work compared to previous years by reaching almost 70 percent of its target. Another crucial activity category includes individuals receiving counselling on employment regulations, market needs, employment schemes or business mentoring. The total number beneficiaries reached by Livelihoods sector actors is 11,424, reaching 48 percent of its total target.

Livelihoods sector partners continued to provide financial and technical support for the creation of new small businesses and partnerships/joint ventures as well as formalization of enterprises with the aim of enabling job creation and investment capacity. As a result of these initiatives, 2,481 refugees and host community members have been supported to establish new businesses, expand their existing businesses or develop self-employment initiatives. Partners also provided support to existing businesses on digitalization, labour law - including occupational safety and health regulations, general business procedures - including social compliance, accounting or risk management, and e-commerce or digital marketing. In total, 3,218 businesses owned by refugees or host community members were supported in their establishment and/or assisted in their start-up phase with financial or technical services such as digitalization aids or financial consultancy as well as legal counselling.

Support to Institutions

Technical and infrastructure capacity development efforts for policy makers and service providers have increased in 2021 compared to 2020, towards providing livelihoods related support services.1,666 staff from the public institutions received trainings under the capacity support and awareness raising campaigns exceeding the initial target by more than 200 percent. Furthermore supporting key partners of the public sector such as İŞKUR, in service provision via capacity development programmes remained a key priority in the Livelihoods sector in 2021. Given ISKUR's strong role and mandate on job placement and on-the-job training, as well as the institution's constantly increasing workload with the inclusion of refugees in the employment assistance schemes, İSKURhas been receiving substantial assistance to increase its capacity to place both vulnerable refugees and host communities into jobs. Livelihood Sector partners have continued their efforts to conduct capacity assessments to identify priority areas for technical, digital and infrastructure development. While the development of ISKUR's institutional capacity and digital transformation to expand the active labour market policies continued in 2021, the IT infrastructure, equipment and job matching software of ISKUR will also continue to be upgraded for improving it's capacity in data analytics and business intelligence analysis. Partners will also continue to support ISKUR's Job Clubs in provision of individual guidance, group sessions and peer counselling for successful integration to the labour market with improved soft skills.

The livelihoods and employment institutions, including agricultural institutions, have benefitted from the significant increase of support from 3RP partners, with over USD 22 million of programmes delivered in 2021 compared with USD 11 million delivered in 2020. The value of the support provided to Chambers of Commerce and Industry increased since 2020 particularly due to the completion of the construction of SME capacity/innovation centers in Izmir, Mersin and Gaziantep.



Mapping of ongoing livelihood initiatives and needs for further development of related interventions and coordination structures have continued in 2021. In addition to monthly dashboards demonstrating sector achievements, an entrepreneurship activity mapping, a survey on cooperatives and social enterprises have been conducted with the valuable contributions from Livelihoods and Food Security and Agriculture sector partners. In order to overcome the differences and competition among different livelihood training programmes' stipend amounts, an ad-hoc sub working group has been established with the co-chairing of UNDP and ILO in partnership with CBI Technical Working Group, aiming to produce a harmonisation guideline for future interventions.

Livelihoods Support in the Health Sector

As part of Health sector efforts, some 400-field staff (over 80% were Syrian and females), received on-the-job refresher training and served in seven provinces as part of the Turkish health system to provide community-based health services. They supported Syrian communities with health outreach and home-care services for the elderly, disabled and the most vulnerable. During the pandemic, the community health workers supported the MoH efforts for contact tracing of COVID-19 positive cases. The employment allows for economic development during a difficult period but also is an example of how the Syrian community can help their peers and show that they are not a burden, but rather a resource. Over 30,000 home visits were conducted in 2021 with more than 2,700 beneficiaries in 7 provinces.

Food Security and Agriculture

The socio-economic impact of COVID-19 was negative on many economic sectors, with the economic downturn exacerbated by the pandemic hitting the private sector hard, including small and medium sized enterprises run by host community members and Syrians. Many Syrians under temporary protection, international protection applicants and status holders depend largely on informal and temporary work in the agriculture sector, many of whom lost their livelihoods due to the pandemic related safety measures. Although the full impact of the pandemic on livelihoods is impossible to quantify, realization of recovery was possible with the lifting of restrictions in the second half of the year.

COVID-19 not only affected the livelihoods of many informal workers but also impacted on the sector's capacity to continue delivering support to the vulnerable populations especially in the first half of 2021. However, the increased use of technology in the service delivery, change in modalities and development of innovative ways helped the sector continue its livelihoods activities without major problems.

In order to support the transition to self-reliant livelihoods and to provide decent employment opportunities, the Food Security and Agriculture sector partners addressed many aspects of socio-economic inclusion. Hence, the sector continued its activities in skills development, vocational trainings and language trainings as well as employment support programs. The sector partners provided language trainings for 354 individuals (62 percent women and 92 percent Syrians under temporary protection and, 8 percent individuals under international protection from Afganistan, Iran and Iraq), whereas 1451 people graduated from vocational training programs (68 percent women and 47 percent Syrians under temporary protection and, 3 percent individuals under international protection from Afganistan, Iran and Iraq) towards improved employability. In increasing socio-economic inclusion, 1364 individuals benefitted from short term employment in agriculture and forestry sector (59 percent women and 91 percent Syrians under temporary protection and, 9 percent individuals under international protection from Afganistan, Iran and Iraq), and 714 individuals benefitted from income-generating opportunities in the food and agriculture sector.

As a result of these activities, 1282 people found employment within the food and agriculture sector in 2021 (60 percent of whome are women). Further, to enhance access to decent work opportunities, the sector provided 321 people with the social security premium support. Of these individuals who benefitted from social security support, 53 percent were women. The sector also addressed the entrepreneurial capacity of individuals as a way of job creation and 13 women-led cooperatives were supported.

The Food Security and Agriculture sector partners continued supporting the Government of Turkey's efforts in the implementation of the Work Permit Regulation of 2016 and a total of 13 work permits and 1180 work permit exemptions were issued to Syrians under temporary protection as of December 2021. The majority of these activities were 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.

Increased engagement by the private sector and provision of support to small businesses are key to foster job creation. The sector continued to engage with private sector partners through multi-sectoral platforms. In this regard studies indicated the need for more language and skills trainings in the agri-food sector according to the employment sector need and demand to ensure sustainability.

Good Practice Examples

Besme Haik, Participant of the Business Development Camp for the Women Entrepreneurs and Cooperatives as part of Business to Social Cohesion Project of UNDP: As women, we are afraid and we stay away from such projects. There are very few women who work and make projects. I am so happy to have seen so many women here who have conceived projects. It means that there are open-minded people just like me, which makes me so happy.

https://www.youtube.com/watch?v=6CMgFrcQYL8&list=PLXqpodbGhvr9uCjg4isdanOei58vtI7rS&index=2

Nour Akram Participant of the Entrepreneurship Trainings as part of Employability, Entrepreneurship and Social Cohesion for Syrian and Turkish Youth - in response to the Syria Crisis Project of UNDP: "Women can go out as long as they speak the language. They can step out of the house. They can go to the market, do shopping or go from one place to another. Some women do not prefer to leave the house because they cannot even tell where they will get off the bus. I'm helping these women".

"I applied for the project online, after I was accepted, I immediately started the training. We received trainings for 4 days. Our teacher helped a lot on how to prepare a project, what to pay attention to, what entrepreneurship is. These were the best 4 days in my life."

Cevhara, a Syrian refugee and mother of five children who is part of the IOM Solar Dryer project that provides employment opportunities for women: "This initiative has changed my life: now I can financially support my family which is a psychological relief. The project teaches me a lot of things; I learn about all the necessary steps of the production cycle at the solar dryer facility—from washing and pre-treatment to drying, cooling, and packing. Of course, it's in a new field for me. But it is amazing to work again and earn money – I've always worked in my life and it's really important to me. Plus, it is incredible to work with other women together. I am really grateful for this initiative and the support it gives to women like me. It makes me feel happy!

b. Recommended actions

- Livelihoods sector partners will benefit from increased collaboration with the private sector for targeted employability programmes with job placement components (such as vocational Turkish courses, on the job/apprenticeship trainings etc) based on market needs.
- Continuation of incentivizing business owners with SSI premium, wage and work permit support for stimulating job creation via work-based learning/apprenticeship programmes and awareness raising initiatives should remain as a priority.
- Contributing to the efforts in transition to employment from humanitarian assistance programmes via more structured profiling and referral mechanisms using available tools such as IARF, Services Advisor, Kızılaycard Exchange Mechanism, Livelihood Sector Profiling Form etc.
- Further dissemination and consolidation of available resources and information sharing tools on legal requirements regarding employment and business/tax registrations is a target that needs widespread contribution from all partners.
- Increasing capacity support programmes for tackling SME's lack of capacity in business management, finance, digitalization and legal procedures helps to contribute enabling them to be ready for further investment and job creation.
- Developing a multi-sectoral advocacy strategy serves as an important tool for tackling issues such as policy work around a more enabling work permit regulation, eliminating limitations such as 1 year lifespan of the permits, prohibition of working outside the city of residence and 10 percent quota for employing foreigners (especially for SMEs).
- Similarly developing a multi-sectoral advocacy strategy to create a more inclusive financial environment for SME's in accessing financial and banking tools and capital (such as obtaining

credit scores, opening a bank account, securing financial transfers and applying for a credit or loan etc.) should be prioritized.

- Developing a sector-wide M&E repository and mainstreaming long term impact assessments, tracer surveys, pre and post-tests in assessing long term implications and effectiveness of livelihood programmes especially job placement components as well as increasing the know-how on programme evaluation processes will serve as a valuable sustainability measure.

- Providing legal and technical capacity development support to cooperatives and social enterprises, stimulating women's employment among other targeted programmes for women with provision of child-care remains as a priority for the sector.

- Investments on diversifying job opportunities in the post-COVID era remains a priority. Programmes that facilitate access to the digital economy, self-employment as well as more sustainable jobs though market-oriented trainings, start-up grants and freelance platforms is an absolute necessity. At the same time, awareness on the need to regulate the platform economy to prevent decent work deficits should be raised.
- Targeted livelihood programmes for women to increase their inclusion to the labour market via facilitation of support systems and services such as childcare, flexible working hours and transportation support continues to be an important priority in achieving self reliance.
- Focusing on the green economy and waste/water management sectors can also help foster new partnership opportunities with the private sector, local public institutions and municipalities and create new employment opportunities and sustainable green jobs.

- The 3RP needs to enhance its cooperation with chambers of commerce and industry and business associations, including providing support to strengthen their operational capacities, and to collaborate on developing and strengthening the relations between Syrian and Turkish businesses, establish partnerships to create business dialogues and employment opportunities.

For the Food Security and Agriculture Sector the below are recommended:

At the operational level:

- In order to promote sustainable and resilient employment opportunities in the formal economy, cooperation with the private sector should be strengthened and small and micro enterprises should be supported to maintain jobs.

- Labour market and value chains need to be further assessed to identify sectors with high employment potential.

- Systematic follow-up of the training beneficiaries to support them with job placement needs to be further strengthened, including by supporting a referral mechanism through ISKUR in the 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 refugees 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.

- Beneficiary selection process of the training activities is crucial for the success of the activities. This process should support the selection of beneficiaries who are more likely to benefit from the trainings and make use of the skill provided in the training programs.

At the policy level:

- The 3RP should develop a broader strategy on the transition from temporary assistance to more sustainable and long-term agricultural and other livelihoods opportunities. This strategy will also require continuous advocacy and fundraising aiming at supporting the self-reliance of refugees and vulnerable host communities

- Engaging increasingly with existing multi-stakeholder policy level coordination platform to strengthen national systems for complementarity between different public institutions.

c. Outputs contributing to the outcome

Output indicator	Target	Result	Status
Livelihoods			
# of refugees or host community members supported with provision of work permit.	5,710	3,956	69%
# of capacity support and awareness raising campaigns on labour regulations aimed at duty-bearers (policy makers), and partners/service providers.	312	175	56%
# of individuals from the impacted communities provided with individual counselling, job counselling and business mentoring/coaching.	23,840	11,424	48%
# of refugees or host community members completed trainings (e.g. technical vocational skills training, which can include language/soft skills provided as part of employability package).	32,470	17,624	54%
# of refugees completed Turkish language trainings (stand-alone training).	35,412	13,756	39%
# of refugees or host community members increased income through job placement and income opportunities (excluding CfW).	20,365	10,099	50%
# of refugees or host community members employed through public infrastructure and environmental assets improvement such as cash for work programmes.	82	582	7%
# of start-ups/businesses started/developed including joint ventures and partnerships.	1,258	130	10%
# of SMEs, businesses supported through business management trainings, financial/non-financial services or technology transfer.	16,031	3,088	19%
Food Security and Agriculture			
# of actors (individuals) provided with training and other technical support to bolster general or sector specific capacities	1055	275	26%

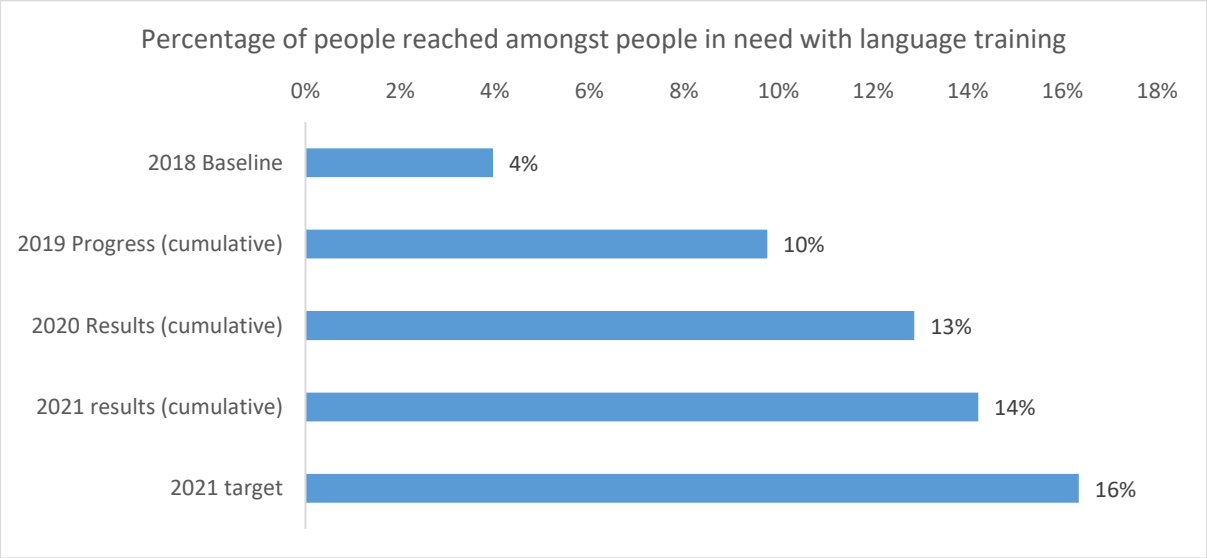
# of studies and assessments carried out to bolster knowledge in agriculture productivity, environment, food security and nutrition	1	12	100%+
# of individuals benefitted from agricultural, vocational and livelihoods trainings including language skills through distance/ online learning programmes	1700	N/A	N/A
# of individuals benefitted from training program on good food and nutrition agriculture practices (food consumption, food safety, nutrition, cooking demonstration)	3300	310	70%
# of individuals benefitted from access to income-generating opportunities in food, agriculture and forestry sectors	8755	714	8%
# individuals benefitted from business established and entrepreneurship models developed through use of modern/innovative approaches	4331	N/A	N/A
# of individuals benefitted from cash-based assistance support programmes including on-job training programmes	35000	N/A	N/A
# of individuals benefitted from short term employment in agriculture and forestry sectors	500	1364	100%+
Health			
# of male and female Syrian health care providers trained	1800	2868	100%+
# of male and female Turkish health care providers trained	32	98	100%+
Education			
# of youth (14-24 year, girls/boys) enrolled in non-formal TVET	2600	437	17%
# of students (>18 years) receiving higher education scholarships	2290	1724	75%
# of teachers and education personnel (female/male) trained including on remote learning	152,405	509,113	100%+
# teachers and education personnel provided with incentives	12,206	12,009	98%

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

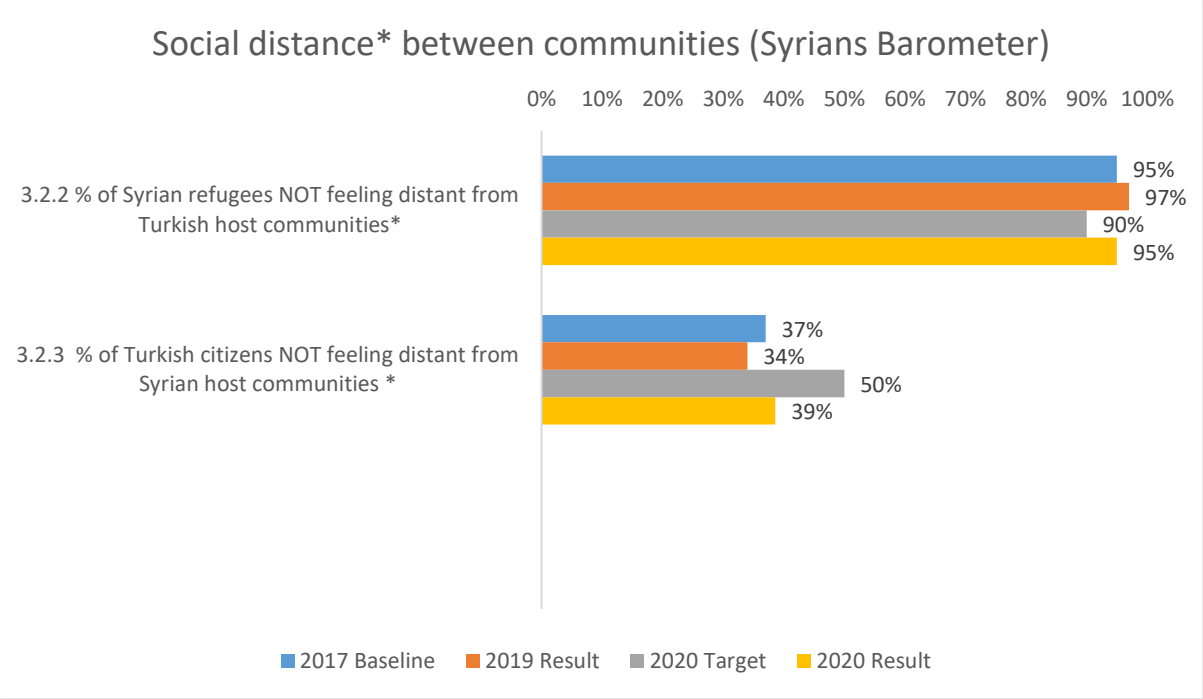
Highlights[40]

- The main contributory factors of rising tension remained similar to previous years and included socio economic competition, perception of socio-cultural differences, increasing social distance between communities, language barriers, decreasing social acceptance, and misinformation, and pressure on services.
- In 2021 3RP partners facilitated community level interactions and programmes aimed at strengthening social cohesion between communities through hybrid and in-person modalities. These activities included peaceful co-existence events reaching 416,000 individuals, and community mobilization and empowerment programmes reaching 43,000 individuals.
- 3RP partners continued to support local authorities and public institutions to reduce the pressure on institutions to provide timely and effective services to persons in need and to undertake peaceful co-existence interventions reaching 57 institutions in 2021.
- Increasing anxiety over income security due to high unemployment and inflation rates and decreasing purchasing power also added to existing social tensions. In this light, 3RP partners organized events that brought together youth and women from refugee and host communities including employability trainings, entrepreneurship, and cooperative trainings for creating an environment of dialogue and interaction.
- 3RP partners also provided Turkish language trainings to 13,698 refugees in 2021 to empower individuals to interact with the host community, with a slight decline in beneficiaries compared to 2020 due to completion of some multi-year programmes.

Outcome Indicators



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



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

Table: Outcome indicators

Outcome Indicator	Baseline	Target	Result	Source
% of Syrian refugees NOT feeling distant from Turkish host communities	95%	90%	95%	Syrians Barometer
% of Turkish citizens NOT feeling distant from Syrian host communities	37%	50%	39%	Syrians Barometer
# of adult Syrian refugees completed language skills training	2018 : 40,380	2020: 35,412 Cumulative: 166,455	2020: 13,756 Cumulative: 144,799	Activity Info

a. Achievements to date

As in previous years, negative perceptions towards refugees are observed to be increasing especially with the impact of the COVID-19 pandemic and the deteriorating socio-economic circumstances for host and refugee communities alike. Despite this, partners did not observe an increase in the number of social tension incidents compared to previous years. According to the IAPNAs from 2021, approximately 30% of respondents in both Rounds indicated that they observed conflict with host community members. The overall average of observations of conflict with host community members as of Round 2 onwards was 31%. In Round 3, highest levels of observation of conflict were reported within the Southeast (37% compared to 30% across locations), whereas in Round 4, it was identified that Iranians reported the highest level of tension with the local community (43% compared to 30% across population groups).

The main contributory factors of rising tension remained similar to previous years and included socio-economic competition (and loss of livelihoods during COVID-19 as well as the ongoing economic

downturn), the perception of socio-cultural differences, increasing social distance between communities, language barriers, decreasing social acceptance, competition for jobs, misperceptions and misinformation concerning the services available, pressure on services and assistance as well as ongoing political discourse on refugees in Turkey. These factors require sustained and coordinated support between 3RP partners and with public institutions/local governments.

According to a recent study conducted by TRC[41], refugees indicate that the main problems they experience with local communities include language barriers, persistent arguments and quarrels, tensions based on rumours, conflicts based on cultural differences, discrimination and different treatment in workplaces, peer bullying in and out of schools, verbal attacks, discrimination by neighbourhood residents and neighbours, and unrest/tension in the neighbourhood. On the other hand, local communities indicated conflict based on cultural differences, occasional problems based on prejudice, tensions based on rumours, tensions based on unequal conditions in workplaces and employment, unrest and tension in neighbourhoods, problems based on information spread via media as some of the main challenges they face with refugee communities.

Under the Protection sector, community level interactions and programmes aimed at strengthening social cohesion between communities were facilitated throughout 2021 despite COVID-19 circumstances. Activities were held through hybrid modalities, including in person events whenever possible. Protection sector partners were able to adapt their programmes in accordance with hybrid delivery modalities, which resulted in the sector being able to achieve 91% of its target to engage individuals in events organized for both refugees and host community members. However, sector partners also noted the increasing reluctancy of host community members to be engaged in such activities due to growing tensions and unwillingness to engage with refugee community members. Nonetheless, approximately 416,000 individuals participated in peaceful co-existence events. This is a significant increase (341%) compared to 2020, where only 95,000 individuals participated in such events, predominantly due to COVID-19 restrictive measures. On another note, progress on other community level initiatives aimed at increasing social cohesion particularly through community mobilization and empowerment programmes did not reach intended levels. To specify, while 43,251 individuals were engaged in these initiatives, the sector was able to achieve only 58% of the intended target. The main reason reported by partners is the difficulties in identifying new individuals interested in engaging in such programmes, especially due to COVID-19 circumstances and prioritization of other issues such as securing livelihoods. Many of these programmes therefore engaged individuals that had been previously identified by partners.

Sector partners continued to work with and support local authorities and public institutions both specifically in relation to social cohesion interventions and programming, as well as to reduce the pressure on institutions to provide timely and effective services to persons in need through multi-layered capacity development support. Interventions aiming at social cohesion between communities and service providers continued, albeit at a significantly lower level compared to 2020. In 2021, 57 institutions were supported to undertake peaceful co-existence interventions (reaching only 41% of the sector target), whereas in 2020, 98 institutions were supported (overachieving the yearly target) for similar interventions. While the overall levels of collaboration with institutions to carry out social

[41] Turkish Red Crescent Community-Based Migration Programs, 'Conflict Analysis and Social Cohesion Assessment Report', April 2021
https://reliefweb.int/sites/reliefweb.int/files/resources/Conflict%20Analysis%20and%20Social%20Cohesion%20Assessment%20Report%202021.pdf

cohesion activities were limited, targets related to strengthening social cohesion between communities and service providers through inclusion of refugees in existing national protection systems and systems-strengthening efforts were overachieved. To specify, 359 centres including those operating under public institutions, local authorities and NGOs were supported with professional capacity development (i.e. human resources and technical capacities), overachieving the target at 173%.

In complementarity, during 2021 Basic Needs sector partners continued their activities that indirectly contribute to enhancing social cohesion, through greater inclusion in the provision of enhanced and more inclusive municipal support for both refugees and members of host communities, to eventually help reduce social tensions.

Below are a few activity level examples related to social cohesion/peaceful co-existence:

- Activities and programmes carried out in collaboration with municipalities, including arts and culture, representation/participation targeting children, youth and adults;
- Advisory boards and communities for youth, women and other groups including within sector partners' own programming as well as those maintained in collaboration with local authorities;
- Support to Turkish, Syrian and other refugee-led organizations with a view to supporting the most vulnerable amongst refugee and host communities;
- Outreach volunteer programmes, including with youth;
- Adolescent and Youth Peer to peer and mentoring programmes, including related to building of inter-culture understanding and improving peer relationships (through NGOs, municipalities)
- Turkish language programmes, including in collaboration with municipalities and Public Education Centers;
- Activities carried out in collaboration with PMM, including workshops and consultation meetings with mukhtars as well as local harmonization meetings;
- Meetings facilitated by PMM with opinion leaders and NGOs.

Interventions Related to Building Resilience

Increasing anxiety over income security due to high unemployment and inflation rates and decreasing purchasing power are also adding to the existing social tensions. The media portrayal of refugees continues to be an accelerator in the negative perception against refugees, especially over the labour market. The scarcity of decent work opportunities is increasing the competition between refugees and vulnerable host community members, escalating the existing social tensions and conflicts.

To contribute to the efforts to tackle the social tensions between the host community and refugees, Livelihoods sector partners have organized social cohesion interventions both as embedded within the livelihoods programmes and as separate initiatives. With the easing of COVID-19 restrictions more face to face and physical events were able to take place with the attendance of 5,280 individuals, reaching out to almost twice the number of beneficiaries compared to 2020. Events such as social cohesion festivals and hackatons brought together youth and women from refugees and host communities with high participation and interest yielding positive results. Employability trainings, entrepreneurship and cooperative trainings for youth and women were also successful mediums for creating an environment of dialogue and interaction. Engaging both communities in voluntary activities and brainstorming sessions on issues such as climate change have stood as good examples for social cohesion activities.

These efforts were complemented by the Basic Needs sector's continuous support for the provision of basic needs services in 2021, and its aim to increasingly take up activities regarding transition to livelihoods opportunities. These efforts by Basic Needs partners have strengthened the overall contribution to the self-reliance of refugees.

Another key tool in achieving social cohesion is the proficiency in the host country language that empowers individuals to interact with the host community in daily dealings as well as accessing decent work opportunities and achieving self-reliance. However, language barriers still continue to be one of the leading challenges in accessing livelihoods opportunities. Only 27% of all household members are reported being proficient or fluent in Turkish. According to recent studies, 27% of the surveyed households do not speak Turkish and 25% of them have basic level of Turkish whereas 21% of them have medium level of Turkish.

Livelihoods sector partners have provided Turkish trainings to 13,698 refugees in 2021 with a slight decline in beneficiaries compared to 2020 due to completion of some multi-year programmes. The need for scaling up both basic Turkish trainings and advanced professional/vocational Turkish courses continue for enabling refugees' social interaction with the host community as well as increasing their access to rights, services and employment opportunities.

Diana Alisa Participant of the Social Cohesion Festivals as part of Employability, Entrepreneurship and Social Cohesion for Syrian and Turkish Youth - in response to the Syria Crisis Project of UNDP:

"When I participated in the Social Cohesion Festivals, I got to socialize with people I didn't speak the same language as, and I realized that; in fact, language, religion, race makes no difference. Where there is respect, it is better for everyone."

b. Recommended actions

- Advocacy for strengthened involvement, cooperation and ownership of national and local authorities of Turkey's National Strategy and Action Plan on Harmonization should be maintained and increased.
- Establishment of a dedicated inter-sectoral task team on social cohesion to achieve strengthened coordination amongst 3RP partners, aligning approaches and promoting complementarity.
- Changes in the socio-economic dynamics of refugee hosting communities require creative and localized approaches to social cohesion, building upon previous examples and researches. Diverse partnerships and coordination among people and actors providing assistance would help to address some of the key challenges to social cohesion.
- Considering contextual changes due to the pandemic and particularly in consideration of the ongoing restrictions, a shift should follow in the way sector partners collaborate with public institutions and local authorities under the framework of social cohesion.
- At the 3RP level, there is a need to enhance the understanding that social cohesion programming should be mainstreamed across all sectors, and designed/implemented with a protection lens. To this end, there is a need to establish a dedicated Inter-Sectoral technical

coordination platform to develop a framework for programming across sectors as well as to create harmonized tool aiming to measure impact of social cohesion interventions.

- Enhanced focus is needed on longer-term structured social cohesion programmes rather than one-off activities for sustainability and impact.
- Measuring impact of social cohesion interventions will be crucial for the way forward, especially in consideration of the growing tensions/negative perceptions, and the need to identify impact-oriented and effective social cohesion interventions. Data collection around social cohesion should be strengthened, through the cooperation with different actors.
- Existing efforts to engage refugee individuals and communities in decision making processes, such as through municipal city councils and other local networks/structures should be maintained and increased.
- Protection partners will continue to promote structured forms of interactions between communities towards improving social cohesion at the local level.
- There is a need to balance refugee-specific services/interventions with the needs of the most vulnerable host community groups, considering implications over time in terms of social cohesion/social tension aggravations in the current COVID-19 situation and deteriorated economic circumstances in Turkey.
- Increasing social cohesion activities embedded in the employability and business support programmes is key to avoid increasing tensions over the labour market and sharing of best practices will have a growing weight in future planning.
- Stand-alone social cohesion activities should also be designed and funded for achieving long lasting results overcoming social prejudices and tensions.
- Increasing daily and vocational language courses available for refugees to expand their employability for obtaining decent work should be prioritizes.
- Targeted opportunities for women should be provided to attain Turkish language skills to be well equipped for the labour market, benefit from available work opportunities and employment services.
- Workplace adaptation programmes matching Syrian and Turkish workers in one workplace have proven useful to foster exchange between communities, improve social cohesion and support Syrians' adaptation to a new work environment.
- Representation of enterprises owned by refugees should be increased among business associations and chambers as well as supporting their formalization, will also likely contribute to the social cohesion and dialogue eliminating the social barriers for a more inclusive business environment.

c. Outputs contributing to the outcome

Output indicator	Target	Result	Status
Protection			
# of institutions supported to undertake peaceful co-existence interventions	139	57	41%

# of persons participating in events organized for both refugee and host communities to improve peaceful co-existence	459,134	416,437	91%
# of individuals engaged in community mobilization efforts and empowerment programmes	75,106	43,251	58%
# of centres supported to improve professional capacities	208	359	100%+
Livelihoods			
# of community-based livelihoods activities, targeting social cohesion and conflict prevention implemented	222	413	100%+
# of persons participating in common events organized for both refugees and host communities to improve peaceful co-existence as part of livelihoods activities.	14,075	5,280	38%
# of youth and individuals identified at risk benefiting from training (e.g. vocational and language skills) and awareness raising (e.g. labor and employment laws) disaggregated by gender.	9,480	1,492	16%
# of refugees completed Turkish language trainings (stand-alone training).	35,412	13,756	39%
Education			
# of children (5-17 years, girls/boys) benefiting from life skills and citizenship education programmes in formal settings	20,500	11,612	57%
# of children (5-24 years, girls/boys) benefiting from life skills and citizenship education programmes in non-formal settings	41,650	4497	11%
# of teachers, educational personnel and parents / caregivers receiving training on life skills and/or citizenship education	20	12	60%

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

Highlights

- Approximately 12,000 refugees were submitted for resettlement considerations with more than 7,000 departing for resettlement to a third country.
- In addition to resettlement, and in line with the Temporary Protection Regulation and existing legislations introduced by the Government of Turkey, 3RP partners also observed the voluntary return of 22,000 Syrians from Turkey to Syria in close collaboration with PMM.

Outcome Indicator: Cumulative number of resettlement departures

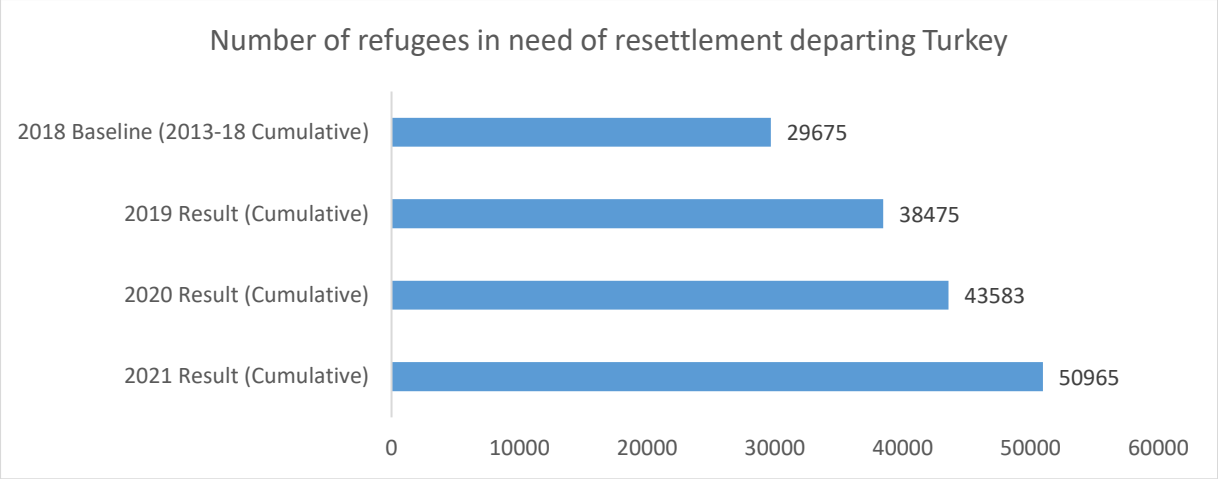


Table: Outcome indicator

Outcome Indicator	Baseline	Target	Result	Source
% of refugees (in need of protection) who are resettled from Turkey Proxy Indicator: # of refugees in need of resettlement departing Turkey	29,675 (2013-2018 resettlement departures)	10,000	7,382 (74%)	Activity Info / UNHCR

a. Achievements to date

Resettlement

As in previous years, resettlement remained an important durable solution for a small number of refugees with the most acute vulnerabilities and protection risks.

Considering the COVID-19 related restrictions that were ongoing in 2021 (including full lock downs in April-May, limited working hours at government facilities and limitations for refugees of certain age groups to use public transportation), UNHCR continued and expanded remote interviews at PDMMs including in Batman, Istanbul, Gaziantep, Kayseri, Kocaeli, Mersin, Mardin, Adana, İzmir, Eskişehir, Mersin, Malatya, Şanlıurfa and Yalova. Remote interviews were the predominant modality of performing resettlement interviews particularly in the first and second quarters of 2021. This expansion allowed UNHCR to reach more refugees across Turkey, albeit still significantly less than during pre-COVID-19 times. Renovations for an interview facility was also completed early in the year, permitting for an increased number of interviews as well as for interviewing cases that are not referred by PMM. The renovated premises also facilitated more options for resettlement countries to conduct remote interviews at UNHCR facilities.

In addition to remote interviews, UNHCR was able to resume resettlement interview missions in the last two quarters of 2021. In the third quarter, remote interviews continued, while resettlement missions focused on locations that it has not been to for two years and where it was not possible to conduct remote interviews. In the fourth quarter of 2021, the operation switched to resettlement interview missions as the primary modality to conduct resettlement interviews. Locations where UNHCR conducted these interviews included Mersin, Aksaray, Hatay, Malatya, Denizli, Adana, Nevşehir, Kahramanmaraş, Bursa and Kayseri. Remote interviews at PDMMs also continued in

Gaziantep and Istanbul, however will be phased out in due course unless there is a need to reinstate remote interviews due to COVID-19.

In the last quarter of 2021, UNHCR put forward a proposal to PRM for the funding of resettlement activities globally. For the Turkey component, it was proposed that UNHCR will submit 18,000 refugees to the USRAP every year for the next 3 years (2022-2024). In order to achieve this, UNHCR has stepped up its human resources capacity and plans to carry out more recruitment in early 2022. The operation also assessed possible new interview facilities in Istanbul and Gaziantep to increase the number of refugees that could be interviewed at any one time.

During 2021;

- Approximately 15,400 Syrians under temporary protection and 10,200 refugees under international protection were identified for resettlement considerations. As a positive impact of the investment and capacity support to Protection desks, PMM strengthened its ability to identify and refer individuals in need of durable solutions and over 70% of referrals came from PMM, while the remainder was identified by UNHCR and protection partners. In total, UNHCR received referrals for 18,100 Syrian and 13,400 refugees of nationalities other than Syrians in 2021.

- Approximately 10,500 Syrians and 1,800 refugees under international protection were submitted to Belgium, Canada, Finland, France, Germany, the Netherlands, Portugal, Romania, Spain, Sweden, Switzerland, the United Kingdom and the United States of America.

- Approximately 5,600 Syrian refugees and 1,770 refugees under international protection refugees departed on resettlement to Belgium, Canada, Finland, France, Germany, the Netherlands, Portugal, Spain, Sweden, Switzerland, the United Kingdom and the United States of America.

Voluntary Repatriation

In addition to resettlement, and in line with the Temporary Protection Regulation and existing legislations introduced by the Government of Turkey, 3RP partners also observed the voluntary return of Syrians from Turkey to Syria in close collaboration with PMM. In 2021, UNHCR observed the voluntary return interviews of around 22,275 individuals (representing 17,217 families) in 16 provinces across Turkey, including in Southeast Turkey, Istanbul, Izmir and Ankara. The total number of interviews observed since 2016 is 123,805 individuals (22,275 in 2021; 16,805 in 2020; 34,303 in 2019; 22,410 in 2018; 19,356 in 2017; 8,656 in 2016).

3RP Partners coordinated with PDMMs, maintaining a constant presence in the Southeast region where more than 90 per cent of the total UNHCR-monitored interviews were undertaken, helping Syrian refugees to have access to accurate information and confirming the voluntary nature of their intended return. Any concerns on the voluntariness of return were brought to the attention of the respective PDMM staff or protection desks for further action. The data and information gathered during the voluntary repatriation interviews allowed for a detailed understanding of the trend and dynamics of voluntary return from Turkey.

In 2021, the data indicated that most returnees with whom UNHCR spoke in 2021 intended to return to Idlib, Aleppo and Ar-Raqqa. Over 90% indicated reasons for return as reunification with family members, followed by the better security situation in the intended place of return, and having

identified work opportunities in the intended place of return. Reasons for return have changed significantly since 2020, where approximately half had indicated family reunification as the main reason, followed by the need to care for dependent family members and challenges in finding work in Turkey. A clear majority of individuals whose voluntary repatriation interviews were monitored by UNCHR are men aged between 18-59 years of age. To note, of all interviewees monitored, 75% represent men who intend to return to Syria. The majority of Syrians intend to return alone (88%) compared to returning with at least one family member.

b. Recommended actions

Resettlement

- Increased resettlement quotas by countries for refugees in Turkey, recognizing resettlement as a protection tool for the most vulnerable refugees, and sharing the responsibilities to protect particularly in light of COVID-19 impact on communities.
- Protection partners to be further engaged in referring vulnerable cases to UNHCR for protection interventions including possibility for resettlement processing.
- 3RP partners will continue to facilitate family reunification and work with partners to break down barriers that restrict refugees to access to private sponsorship, third country scholarships and labour mobility schemes.
- Given the current dire situation inside Syria, which has also been compounded by the impacts of COVID-19, large scale voluntary return is not envisaged soon. In this sense, at least for the short-term, resettlement is likely to remain the only durable solution for vulnerable Syrians as well as individuals of other nationalities. Many refugees that have serious medical conditions or disability, or those who face protection problems due to their profiles, such as women or children at risk, or LGBTI refugees continue to languish with no solution to their plight. Given the very large number of refugees in need of resettlement and the relatively small number of resettlement quotas for Syrian refugees (less than 0.1% of Syrian refugees in Turkey were resettled in 2021), 3RP partners urge resettlement countries to offer more resettlement places for refugees in Turkey, recognizing resettlement as a protection tool for the most vulnerable refugees, and sharing the responsibility to protect in line with the Global Compact on Refugees. There is also a need to significantly enhance complementary pathway options including work and study visas, in addition to opportunities for family reunification.

Voluntary Repatriation

- Continue to observe voluntary returns in the provinces to support PMM's processing, identifying obstacles to return and jointly finding solutions to obstacles.
- Maintain UNHCR's presence to identify and refer individual protection concerns to competent authorities in a timely manner.
- Continue to analyse information collected through monitoring to inform future planning and response.

c. Outputs contributing to the outcome

Output indicator	Target	Result	Status
# of refugees (including IP and TP) submitted for resettlement by UNHCR	20,000	12,269	61%

# of Syrian voluntary repatriation interviews observed	200,000	22,275	11%

For further information related to the 3RP, please contact:

Philippe Clerc
philippe.clerc@undp.org

David Bugden
bugden@unhcr.org