

OUTCOME MONITORING REPORT

3RP TURKEY CHAPTER 2018



This report has been drafted by Cecilia Utas, Bastien Revel, and Tomoko Nishino in collaboration with 3RP sectors and partners and edited by Kerstin Karlstrom, Leontine Specker, Eser Mooty and Bernard Kennedy.

Cover photo credit: Young Syrian and Turkish women work on a mosaic at IOM-supported Ensar Community Centre in Gaziantep. The centre fosters social cohesion and integration by offering a range of vocational, art and sport courses and activities. 2018 © Kelly O'Donovan / IOM

Contents

SUMMARY	4
BACKGROUND	5
CONTEXT	6
HIGHLIGHTS	9
1. CONTRIBUTE TO THE PROTECTION OF VULNERABLE INDIVIDUALS	13
IMPACT 1.1: IMPROVED PROTECTIVE ENVIRONMENT FOR VULNERABLE SYRIANS UNDER TEMPORARY PROTECTION	13
OUTCOME 1.1.1: SYRIANS UNDER TEMPORARY PROTECTION HAVE INCREASED AWARENESS OF ACCESS TO SERVICES AND THEIR RIGHTS/OBLIGATIONS	14
OUTCOME 1.1.2: IMPROVE PROTECTION SERVICE DELIVERY THROUGH STRENGTHENED CAPACITY OF GOVERNMENT AND NON-GOVERNMENT ACTORS	18
OUTCOME 1.1.3: MAINTAINED LEVEL OF SAFETY AND SECURITY IN REFUGEE DENSE AREAS	25
IMPACT 1.2: INCREASED SOCIAL COHESION BECAUSE SYRIANS UNDER TEMPORARY PROTECTION AND MEMBERS OF HOST COMMUNITIES HAVE A SENSE OF PARTICIPATION, INCLUSION AND TRUST	29
OUTCOME 1.2.1 INCREASED ACTIVE PARTICIPATION IN COMMUNITIES BY VULNERABLE POPULATION	30
OUTCOME 1.2.2 INCREASED SOCIAL INCLUSION THROUGH ADDRESSING LANGUAGE BARRIERS	35
OUTCOME 1.2.3 INCREASED LEGITIMACY OF SYRIANS UNDER TEMPORARY PROTECTION IN THE SOCIETY	38
2. SUPPORT PROVISION OF PUBLIC SERVICES THROUGH NATIONAL SYSTEMS.....	40
IMPACT 2.1: STRENGTHENED ESSENTIAL SERVICES FOR EFFECTIVE DELIVERY TO VULNERABLE POPULATIONS WITH FOCUS ON SYRIANS UNDER TEMPORARY PROTECTION AND VULNERABLE MEMBERS OF HOST COMMUNITIES.....	40
OUTCOME 2.1.1: SYRIANS UNDER TEMPORARY PROTECTION ARE ENSURED EQUITABLE ACCESS TO QUALITY AND AFFORDABLE HEALTH SERVICES.....	41
OUTCOME 2.1.2: SUSTAINED ACCESS TO AND ENHANCED QUALITY OF FORMAL AND NON-FORMAL EDUCATION FOR SYRIANS UNDER TEMPORARY PROTECTION.....	47
OUTCOME 2.1.3: IMPROVED ACCESS TO SERVICES AT THE MUNICIPAL LEVEL	54
3. PROVIDE IMMEDIATE ASSISTANCE TO VULNERABLE INDIVIDUALS AND REDUCE EXPOSURE TO THE EFFECTS OF POVERTY AND DISPLACEMENT	59
IMPACT 3.1: IMPROVED LIVING CONDITIONS FOR SYRIANS UNDER TEMPORARY PROTECTION THROUGH THE DELIVERY OF COMPLEMENTARY AND TEMPORARY SERVICES	59
OUTCOME 3.1.1: REDUCED NEGATIVE COPING STRATEGIES AS SYRIANS UNDER TEMPORARY PROTECTION ARE ASSISTED TO MEET THEIR BASIC NEEDS	60
OUTCOME 3.1.2: INCREASED READINESS AND CONTINGENCIES TO ADDRESS POTENTIAL CRISIS SITUATIONS PERTAINING TO SYRIANS UNDER TEMPORARY PROTECTION.....	68
4. EXPAND LIVELIHOOD AND JOB OPPORTUNITIES FOR PEOPLE IN NEED	69
IMPACT 4.1: INCREASED SELF-RELIANCE FOR SYRIANS UNDER TEMPORARY PROTECTION AND VULNERABLE MEMBERS OF HOST COMMUNITIES.....	69
OUTCOME 4.1.1: INCREASED EMPLOYABILITY OF SYRIANS UNDER TEMPORARY PROTECTION AND VULNERABLE MEMBERS OF HOST COMMUNITIES	70
OUTCOME 4.1.2: SYRIANS UNDER TEMPORARY PROTECTION AND VULNERABLE MEMBERS OF HOST COMMUNITIES WITH INCREASED INCOME AS A RESULT OF HAVING A FORMAL JOB OR OTHER INCOME GENERATION	73

SUMMARY

The 3RP partners in Turkey engaged in a Monitoring & Evaluation review exercise in 2017 in order to design the first overall M&E framework of the response, and outline how the work of its six sectors have contributed to the four strategic objectives of the plan which are to:

1. Contribute to the protection of vulnerable individuals
2. Support the provision of public services through national systems
3. Provide immediate assistance to vulnerable individuals and reduce their exposure to the effects of poverty and displacement
4. Expand livelihood and job opportunities for people in need

This report is the first attempt to report against the 3RP M&E Framework for the results achieved in 2018. It is based on inputs from the relevant 3RP sectors against the different inter-sectoral outcomes and cross-sectoral discussions to articulate collective achievements.

The 3RP partners were successful in mobilizing funding to achieve agreed objectives, with USD1.45 billion or 83% of the 2018 financial requirements secured. The refugee component of the plan was almost fully funded, while only 40% of the resilience financial requirements was secured.

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

- The completion of the verification exercise with 2,756,612 Syrians under temporary protection having been verified and their files updated, and 423,813 persons with special needs identified by supporting the Directorate General for Migration Management (DGMM);
- Providing specialized protection services to support 116,000 children benefitting from psycho-social services (PSS) programmes, and 36,000 SGBV survivors, including in cooperation with the Ministry of Family, Labour and Social Services;
- The organization of joint events, including with public institutions and municipalities, to foster positive interaction between 53,000 host community members, and Syrians under temporary protection in partnership with 73 local institutions;
- An increase of 29% (compared to 2017) in the utilization of health services in the seven-refugee health training centres managed by health partners;
- An increase in the number of children enrolled in school by 5%. A significant contribution in supporting the attendance of children and adolescents in schools was made by the Conditional Cash Transfer for Education (CCTE).
- The investment of a record USD25 million into municipal services, for particularly south-eastern municipalities which face the most pressure on their services;
- The provision of cash assistance to a record 1.9 million individuals, including over 1.5 million beneficiaries of the Emergency Social Safety Net (ESSN) system), working with the Ministry of Family, Labour and Social Services and the Turkish Red Crescent Society. The mean Livelihoods Coping Strategy Index, as it relates to the most vulnerable Syrians has decreased by 18%, which is 3% above the target and can largely be attributed to the ESSN.
- The impact on the self-reliance of Livelihoods and Food Security and Agriculture beneficiaries, with 3,334 beneficiaries placed into jobs or given income opportunities, and support provided to another 1,879 to start businesses - a slight increase compared to 2017.

This report details the contributions of 3RP partners made to the achievements mentioned above, including through a selection of impact stories illustrating the different areas of work of the response. In 2019, the response will continue expanding its support to the Government of Turkey across these priority areas, with a particular effort to strengthen linkages between 3RP Basic Needs and Livelihoods Sectors efforts to transition some beneficiaries from cash assistance to self-reliance. Continued emphasis will be on strengthening 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

As the Syria crisis is increasingly becoming more protracted, national responses in neighbouring countries, including Turkey, are also adopting longer timeframes and implementing more complex programmes. 3RP partners in Turkey have moved beyond the provision of life-saving support, where the strong Government leadership of the response has focused on providing assistance to refugees, asylum-seekers and temporary protection beneficiaries and through national and local systems. This focus on support to public systems and institutions required 3RP partners to strengthen their existing M&E systems and mechanisms to better monitor and evaluate the results of their support. The overall process to date and the importance of tracking and monitoring collective results has led 3RP partners to look beyond tracking activities and outputs and undertake outcome and impact measurement.

Therefore, an inter-sectoral M&E framework was designed for the 3RP in Turkey in order to be better able to report on outcome level results and the collective impact of the support provided to the Government. The development of an inter-sector framework also stemmed from the fact that needs and responses are increasingly inter-sectoral, particularly on issues such as protection and self-reliance. The design of the M&E framework shows how support provided within each of the six 3RP and across has contributed to the four strategic objectives and related impact statements of the 2018-2019 3RP Turkey chapter:

1. Contribute to the protection of vulnerable individuals
2. Support the provision of public services through national systems
3. Provide immediate assistance to vulnerable individuals and reduced exposure to the effects of poverty and displacement
4. Expand livelihood and job opportunities for people in need

The M&E framework demonstrates the contribution of the sectors to the objectives by outlining six impact statements and fourteen inter-sectoral outcomes linked to the outputs of the respective sectors, each with their respective baselines, targets and indicators. As such, the M&E framework outlines how efforts of different sectors complement each other in order to achieve a higher level of impact level results and identifies pathways to create synergies between them. The M&E framework and this report are also a demonstration of the 3RP partners' commitment to accountability and transparency.

This report is based on inputs from respective sectors against the different inter-sectoral outcomes, and on cross-sectoral discussions to better articulate collective achievements. Most of the data used for this report comes from the Online Activity Info Database in which partners report implementation on a monthly basis. Reporting is done through commonly identified output indicators in each of the sectors. Outcome and impact level analysis is based on available, studies from 3RP partners or others.

It should be noted however, that many of the studies are not regularly carried out and do not provide the information necessary to analyse the impact of the support provided by 3RP partners on a yearly basis. As such, much of the progress outlined below is based on analysis of progress against targets at output levels rather than on strong evidence of changes in the situation itself. Each section, therefore, outlines which critical information is missing and looks into possible steps for moving towards a stronger impact analysis. One of the critical issues generally missing is gender disaggregated data, which hinders robust gender analysis on access to rights, services and opportunities.

In addition, during the second half of 2018 the 3RP partners collected impact stories on key achievements of partners in various sectors, with a particular focus on emerging areas of focus such as social cohesion, municipal services and livelihoods/ self-reliance. This report includes a sample of these stories to illustrate how partners have achieved results in practice.

CONTEXT

Since 2014 Turkey has been hosting the highest number of refugees in the world, of whom nearly 96 % live within host communities. During 2018, the overall population of Syrians under temporary protection in Turkey remained stable, with a net increase of around 10%. As of April 2019, the total number of Syrians under temporary protection in Turkey is 3.6 million. As Turkey also hosts over 370,000 refugees and asylum seekers of other nationalities, nearly four million people are benefitting from Turkey's protection. The Directorate General of Migration Management (DGMM), key line ministries and provincial and local authorities, in particular municipalities, have continue to provide protection and assistance to Syrians under temporary protection in 2018 as in previous years.

The response and strategic direction of the 3RP remains firmly anchored in sustaining support to the Government of Turkey and its primary role in the provision of protection and assistance to persons seeking international protection at its borders or on its territory. The Temporary Protection Regulation (TPR), effective since October 2014, provides Syrians with a legal status pursuant to the relevant provision of the Law on Foreigners and International Protection (LFIP) and ensures their access to a wide range of services provided by national systems. Admission and access to Turkey has been strictly managed throughout 2018. Turkey continues to grant admission on humanitarian grounds which include; medical treatment, specific humanitarian circumstances, and family reunification. Visa requirements, introduced in 2016 for Syrians arriving from third countries by air or sea, continue to be in place. In addition, Syrians continued to resort to irregular means of entry into Turkey during 2018, in the process increasing their exposure to serious risks.

During 2018 the registration of Syrians under temporary protection by the Directorate General of Migration Management (DGMM) continued. At the same time, the DGMM continued with its 'Verification Exercise of Syrians with Temporary Protection in Turkey' with the aim of supporting continuous registration of Syrians under temporary protection during 2019 and in subsequent years. This process of verification has been successful in updating information related to education, livelihoods and the special needs of Syrians under temporary protection. It has also involved cooperation with Provincial Directorates of Migration Management (PDMMs) in order to identify the protection needs and vulnerabilities of Syrians under temporary protection and to refer persons with specific needs - such as survivors of gender-based violence (GBV), separated or unaccompanied children, persons with disabilities, and others, to other public institutions.

Given the protracted nature of the crisis and rising living costs,¹ most Syrians under temporary protection faced increased levels of economic insecurity in 2018. Rising costs for housing, utilities and food has negatively affected vulnerable households and their ability to meet their basic needs.² Assessments indicate that over 64% of urban Syrian households now live below the poverty line, including 18.4% who live below the extreme poverty line. This has had direct consequences on the food security level of Syrians: the deteriorated purchasing power combined with low income levels and increased prices of basic foodstuffs³ has led to households relying on cheaper and less preferred foods. The households of Syrians under temporary protection spend a large portion of their budgets on buying food making their livelihoods vulnerable to market developments, such as price hikes as

¹ Please refer to: <http://www.turkstat.gov.tr/HbGetirHTML.do?id=27766>

² WFP, Market Bulletin, July 2018: based on government data, this report noted in the first half of the year the Turkish Lira had lost a quarter of its value. The Minimum Expenditure Basket (MEB) averages 2,307 TL for a household of six, or 385 TL per capita. When deflated to reflect refugee actual expenditure, the MEB cost is 1,767 TL for a household of six, or 295 TL per person. The WFP July 2018 Post Distribution Monitoring Report (PDM) shows that faced with recent high levels of inflation, refugees are increasingly forced to resort to coping strategies in order to meet their needs, including through household borrowing, withdrawing children from school, sending children to work, and reducing health expenditure. While the results are still better than the pre-assistance baseline (2017), the latest PDM shows a concerning trend.

³ According to the Turkish Statistical Institute (TurkStat), food prices recorded their highest increase in June 2018 with an increase of 18.89% on a year-on-year basis.

well as loss of income and jobs.⁴ The needs assessment of Syrian Women and Girls in Turkey already showed in 2017 showed that many women are living far below Turkey's poverty and hunger thresholds, significantly increasing their vulnerable living conditions and exacerbating other vulnerabilities.⁵

Access to employment and self-reliance remains critical for both refugees and host communities. Turkey continues to grant Syrians under temporary protection the right to access the labour market. Since the adoption of the Regulation on Work Permits of Foreigners under temporary protection on 15 January 2016, more than 60,000 work permits have been granted to Syrians (including both Syrians under temporary protection and Syrians with residence permits, with overall less than 10% of work permits granted to Syrian women).⁶ In addition, work permit fees for Syrians under temporary protection are subsidized and were reduced to around one third of normal as of 15 December 2017. Syrians under temporary protection can also work in seasonal agriculture or animal husbandry within the scope of the work permit exemption. However, access to employment, especially formal employment, is increasingly challenged.⁷ Over two thirds of Syrian households are unable to rely on skilled or predictable work opportunities and 20% of households have no working members. As a result, Syrians under temporary protection are increasingly exposed to risks and multiple types of vulnerabilities resulting from informal employment, such as exploitation and poor working conditions, and general inability to secure self-reliance. Special measures and targeted actions need to be developed to address the significantly low attendance of Syrian women to the formal labour market.

This combination of unemployment and the presence of Syrians under temporary protection may result in tensions surrounding perceptions of competition for jobs and other economic opportunities. Recent social cohesion surveys have highlighted rising concerns surrounding the fragility of social cohesion between the communities.⁸ In addition to pressure on the labour market and services, misperception, prejudices and lack of interaction are increasingly driving defiance between communities: 75% of Turkish respondents do not agree that they can "live in peace with Syrians",⁹ and a majority of the host community now oppose refugees having free access to health services (51%), access to education in their own language (60%), access to jobs or the right to start their own business (73%) and access to Turkish citizenship (79%).¹⁰

The increased demands on public services are visible across all sectors. In areas of high concentration of Syrians under temporary protection, such as the south east provinces and Istanbul, the needs of the people outweigh the ability of institutions to deliver services. This is often due to the sheer number of people that need to be served as well as the specialized capacity required to meet the specific vulnerabilities created by displacement. Public institutions therefore need additional resources, infrastructure and expertise to adjust their programmes and services to respond to the specific needs of Syrians under temporary protection.

This is particularly visible in education where increased enrolment, overcrowded classrooms and limited resources at school level, are straining the national education system. As of the start of the 2018/19 school year, more than 640,000 Syrian children under temporary protection were enrolled in Turkish public schools and Temporary Education Centres (TECs).¹¹ More than 80% of those enrolled are attending public schools. However, in spite of achievements to date approximately 40% of Syrian

⁴ Agricultural Livelihoods and Labour Market Assessment, FAO and Ankara University Development Studies Research and Application Centre, Forthcoming.

⁵ UN Women & SDGG-ASAM, Needs Assessment of Syrian Women and Girls Under Temporary Protection Status in Turkey, June 2018.

⁶ MoFLSS

⁷ www.turkstat.gov.tr

⁸ International Crisis Group, Turkey's Syrian Refugees: Defusing Metropolitan Tensions, January 2018

⁹ Hacetepe University – Murat Erdogan, Syrian Barometer, January 2018.

¹⁰ WFP, Social Cohesion in Turkey: Refugee and host community online survey, rounds 1-2-3, July 2018

¹¹ MoNE data (as of 15 October 2018), gross enrollment rate, noting the number of boys and girls enrolled is nearly equal.

school-aged children and adolescents under temporary protection remain out of school. University enrolments have risen to just over 20,000, but this still represents an enrolment rate of less than 4% compared with pre-war enrolment rates of 20% inside Syria.¹²

The continuing arrival of Syrians over previous years increased the gap between the demand for health services and the capacity of the national health infrastructure to meet that demand. Local hospitals scaled-up services to cover the most acute needs, but areas hosting large numbers of Syrians continuously faced high demand on resources; ultimately leading to negative effects on the quality of services for both Syrian and host community patients. Twenty-five per cent of the Syrian population is represented by women of reproductive age, and their sexual and reproductive health needs directly affect maternal and new-born morbidity and mortality, Sexually Transmitted Infections (STIs) and HIV transmissions. Lack of awareness and increasing trends of gender-based violence require an extension of family planning services to prevent unwanted pregnancies and unsafe abortions.

The 3RP partners recognize the inter-related nature of the needs of Syrians and host communities and the importance of monitoring support across sectors. Below are details of the extent to which progress has been achieved, details of what critical gaps remain, and what can be done to address them.



¹² UNESCO Institute of Statistics cited in UNESCO, 2014, p.4 <http://www.uis.unesco.org/DataCentre/Pages/country-profile.aspx?code=SYR®ioncode=40525>

HIGHLIGHTS

FUNDING ANALYSIS

2018 has marked a major increase in the funding mobilized by the 3RP financial requirements. Indeed, the 3RP received total funding of USD1.45 billion equivalent 83% of the financial requirements, a near doubling of the 2017 figure of USD786 million– only 46% of the financial requirement.

However, in 2018 funding levels remained unequally distributed across the response, particularly when comparing the refugee and resilience components. While, the refugee pillar received 87% of required funding (USD1.2 billion) and was almost fully funded. On the other hand, the resilience pillar received only 40% (USD216 million).

This is also reflected at sector levels where 50% of the total funding received went to the Basic Needs Sector which received 78% of its requirements – although again this was a significant increase from 2017 when the sector was only 42% funded. The Health Sector was over 100% funded last year, despite having the smallest financial requirement of the response, demonstrating that the sector's focus on supporting larger investments made directly into the Ministry of Health was successful in attracting support from donors. Similarly, the Protection and Livelihoods Sectors reached nearly 80% of funding each. This is particularly encouraging and demonstrates the interest in continuing to support core protection activities of the response while expanding access to self-reliance through livelihoods, which in 2018 received USD122 million, an impressive six-fold increase on the USD20 million received in 2017.

The Education Sector secured only 61% of its overall 2018 financial requirement due mainly to funding shortfalls for resilience activities of the Sector (USD35 million secured out of the USD130 million resilience financial requirements). However, this still represents a significant increase of the Sector's total funding from 2017, when USD120 million was secured against USD186 million in 2018. The Food Security and Agriculture Sector faced the highest funding gap with only USD9 million received, 12% of its financial requirement. This was primarily due to underfunding of its resilience component which received only USD2 million.

Another positive trend in 2018 was that the funding was made available earlier in the year, with USD1 billion already secured by the end of the first quarter. This allowed for a timely start to implementation activities. Similarly, an increasing portion of the funding received was multi-year. This is important particularly for resilience programming which typically requires both time and preparation in order to be put in place, and to start producing results.

2018 3RP Donors:

The following donors generously supported the 3RP in 2018: Canada, Denmark, European Union, France, Germany, Japan, Norway, Qatar, Republic of Korea, Sweden, Switzerland, United Kingdom, USA – BRPM, as well as donors from the Private Sector.

Details of the funding of the 3RP is available at:

<https://data2.unhcr.org/en/documents/download/68058>

ACHIEVEMENTS AND CHALLENGES

As the plan overall was well funded, partners could make significant progress on all four strategic objectives of the 3RP, namely to:

1. Contribute to the protection of vulnerable individuals
2. Support the provision of public services through national systems
3. Provide immediate assistance to vulnerable individuals and reducing exposure to the effects of poverty and displacement
4. Expand livelihood and job opportunities for people in need

3RP partners notably reported significant progress in **contributing to the protection of vulnerable individuals**. For instance, in 2018 the verification exercise was completed by DGMM with the support of 3RP partners. This is not only crucial for accessing assistance and services, but also demonstrates the effective collaboration between 3RP partners and government institutions.

3RP partners have supported these efforts by providing Syrians under temporary protection with information **on and awareness of** their rights, obligations and access to services, reaching no less than 520,000 individuals through information campaigns and an additional 132,000 through Sexual and Gender Based Violence (SGBV) specific services. These achievements notwithstanding, surveys have highlighted that only 30% of respondents feel they have sufficient information about their rights and services. Dissemination methods need to be reviewed and further shaped to have optimal impact in reaching refugees. To strengthen these communication pathways, the Communication with Communities Task Force has been established to provide an effective platform to strengthen communication and align messages across sectors.

Substantial investment has been made in capacity **strengthening and improvement of the quality of protection services** with a specific focus on child protection, gender-based violence (GBV) and aid for justice (legal aid). In 2018 at least USD52 million was mobilized for public institutional support (including DGMM, Ministry of Justice -MoJ, Union of Turkish Bar Association -UTBA, and Ministry of Family, Labour and Social Services - MoFLSS). This was critical not only in order to expand the capacity of such institutions but also to reach the full 2018 target for the delivery of key protection services. These included: the referral of 51,000 children to protection services, 116,000 children benefitting from psychosocial support (PSS) programmes, support for 36,000 SGBV survivors (over twice the initial target), and improving access to legal aid with the training of over 4,100 legal aid providers and 32,600 individuals benefitting from legal aid itself).

The 3RP partners response has also targeted the increasing concerns about deteriorating **social cohesion** and increasing inter-community tensions. 3RP partners engaged in in-depth consultation process to develop an "Inter-Agency Social Cohesion Framework" document outlining how partners would build on existing initiatives to further scale up social cohesion initiatives. During the year over 53,000 host community members and Syrians under temporary protection participated in events and initiatives to promote peaceful coexistence throughout the year. Events were organized in partnership with 73 local institutions (municipalities, social service centres, provincial and district directorates of ministries). The recent finalization of these social cohesion framework efforts should be scaled up during 2019 as these results met only 50% of the 2018 target. In addition, partners are also scaling up efforts to address the underlying causes of tensions, notably the language barrier (40,000 Syrians were reached by protection and livelihoods partners) and the marginalization of youth (120,000 young people participated in empowerment programmes, 54% of the yearly target). It is important for the sustainability of the support provided by 3RP partners to continue to look into scaling up these programmes, while also providing support for local institutions to help mediate in disputes, alleviate

resource pressure, and to further mainstream social cohesion and conflict-sensitivity throughout the response.

As for the strategic objective relative to supporting **access to services**, the 3RP partners have reported on significant results across the board, although programming is at various stages of development. Beneficiaries have reported high levels of satisfaction with **health** services which have been seen to respond well to their needs. In addition, surveys show an increased level of trust in these services. This has been achieved mostly through support provided by 3RP partners to the network of 178 Migrant Health Centres (MHC) across Turkey, employing trained Syrian health professionals. A total of 2,776 Syrian healthcare providers have been trained to provide health care services at the MHCs, and the seven refugee health training centres operated by the MoH with support from 3RP partners recorded an increase in use of 29% compared to 2017). Over 587,000 consultations were recorded, of which 46% were for women and 15% for girls. The Health Sector has also made progress in the provision of Sexual and Reproductive Health (SRH) services, with 50 service delivery units now providing SRH services, and over 1,400 service providers trained in the clinical management of rape.

The funding provided to the 3RP **Education** Sector supported increased levels of enrolment and the expansion of several support services, such as catch-up classes. As most of the direct funding to MoNE was channelled to supporting formal education, non-formal education programmes, early childhood education services, and higher education programs remain under-funded. The overall number of children enrolled in school has increased by 5%, with the Conditional Cash Transfer for Education (CCTE) making a significant contribution in supporting school attendance among children and adolescents and is considered a best practice. The Sector has also achieved important progress on supporting education institutions, supporting, in cooperation with MoNE, the training over 150,000 teachers and education personnel on social inclusion and inclusive pedagogy, and supporting over 12,500 volunteer teachers through incentives. However, funding shortfalls have impacted all targets relating to early childhood education which typically managed to reach only a third of needs.

Support for **municipal services** increased significantly in 2018, with partners scaling up their investments in municipal services such as solid waste management, waste water disposal and emergency services in order to complement long-standing. This complements other support provided to municipalities to provide protection, referral and social cohesion services for refugees. 2018 saw a total of USD25 million mobilized for investment in municipal services, targeting particularly municipalities in the south east of the country which face the most pressure in terms of increased demand for services. While this support will be critical to provide the necessary entry point and leverage for introducing wider reforms in municipal strategic planning and management capacity, it still remains limited when compared to the scale of the needs. The funding provided by 3RP partners only amounts to around 11% of the additional expenditure incurred by municipalities in extending services to the refugee population they are hosting.

As mentioned above, nearly half of the funding mobilized by the 3RP went to the Basic Needs Sector, primarily supporting the 3RP strategic objective of **provision of immediate assistance**. In 2018, a record 1.9 million individuals benefitted from **cash -based interventions**, including over 1.5 million beneficiaries from the Emergency Social Safety Net (ESSN). While the number of beneficiaries has increased gradually during the year, the ESSN is already showing some results, notably a 3% decrease in the incidence of undesirable livelihood coping strategies, which demonstrates how cash assistance is successfully supporting improved living conditions for vulnerable refugees. Food assistance for refugees both in Temporary Accommodation Centres (TACs) and in host communities also met their full target. However, recent increases in food prices are threatening to undermine some of the progress achieved. A key priority for 2019 will be to outline a transition and exit strategy for **livelihoods and self-reliance** for part of the current beneficiaries of the ESSN.

In this respect, the significant increase in funding for the Livelihoods Sector is a first step towards providing additional **employment opportunities** both for Syrians under temporary protection and for host communities, against a background of increased frustrations and tensions related to the lack of employment opportunities. The significant increase of funding has allowed Livelihoods and Food Security & Agriculture partners to reach over 60,000 vulnerable Turkish nationals and Syrian refugees (55% of them female) through a combination of language and vocational skills training, job matching and referral schemes, business development services and entrepreneurship support. This support is starting to show results, with 3,334 beneficiaries placed into jobs, and another 1,879 starting a business. Scaling up job creation will require working increasingly with both public institutions and the private sector in the most vulnerable areas, to create a business environment favourable to job creation. In order to facilitate this, partners have spent a significant amount of time and resources working with key government bodies in order to: support existing systems (e-learning platforms, production of new policy and awareness materials, training for trainers), to study the current dynamics of the labour market, to pilot new schemes to build skills as well as to incentivize formal employment of Syrians workers, and to support the implementation of work permit regulations. The bulk of the results of these efforts are expected to materialize over the coming year, but further scaling up of programming will be necessary to address the growing need to support access decent work opportunities. This also includes further expanding support for the agriculture sector, which, despite showing promising impact (1,100 Syrians under temporary protection accessing income through green-house construction) has been drastically underfunded with only 4% of funding requirements. Special attention needs to be given to the low number of job opportunities for Syrian women until now and special measures and targeted actions need to be designed – in particular in terms of childcare facilities for working women, transportation, and prevention of harassment at the workplace.

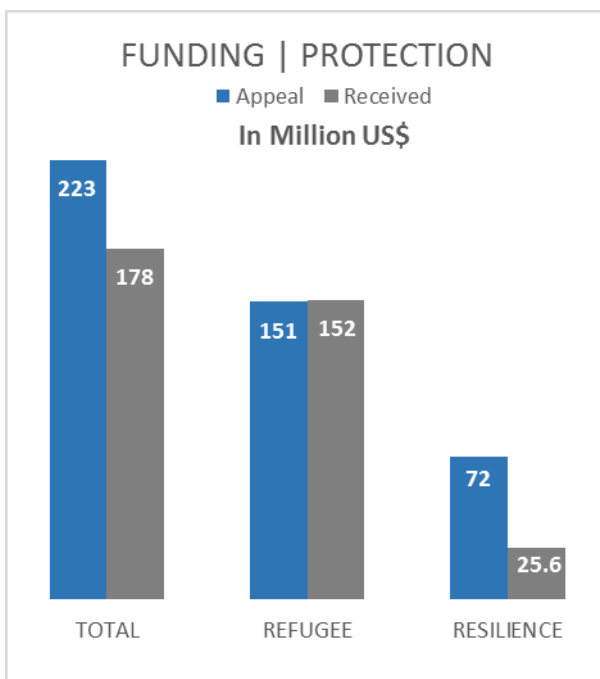
This report includes a sample of impact stories submitted by partners during 2018. These stories provide an illustration of the work of the 3RP partners, with a specific focus on emerging priority areas within the response, including support for social cohesion, livelihoods and municipal services.

1. CONTRIBUTE TO THE PROTECTION OF VULNERABLE INDIVIDUALS

IMPACT 1.1:

IMPROVED PROTECTIVE ENVIRONMENT FOR VULNERABLE SYRIANS UNDER TEMPORARY PROTECTION

FUNDING ANALYSIS



Funding for the strategic objective to *contribute to the protection of vulnerable individuals* is mainly provided through the Protection Sector. The sector was 79% funded for 2018. However, while the refugee component was fully funded with 101% of the requested amount the resilience component received only 36% of requested funding. A third of the sector's funding was secured during the final quarter of the year, most of which (USD20.5 million) was unspent and carried over to 2020.

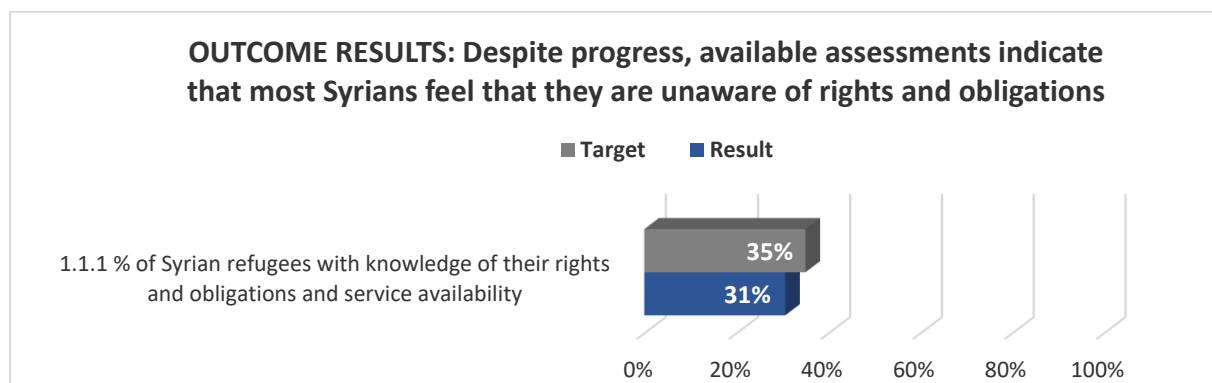
The funding for the Protection Sector also covers impact 1.2 *Increased social cohesion because Syrians under temporary protection and members of host communities have a sense of participation, inclusion and trust*, which relies more on funding from the resilience component.

Overall, progress has been made in contributing to and improving the protective environment for vulnerable Syrians under temporary protection despite the shortfall in funding for the three outcomes:

- **1.1.1 Syrians under temporary protection have increased awareness of access to services and their rights and obligations:** Efforts have been undertaken in increasing awareness of rights and access to services for Syrians under temporary protection through a variety of methods and increasing coordination in messaging.
- **1.1.2 Improved protection service delivery through strengthened capacity of government and non-government actors:** 3RP partners have prioritized supporting systems and service delivery through material and technical support, with the aim to enhancing the availability and quality of protection services for people in need.
- **1.1.3 Maintained level of sense of safety in refugee dense areas:** Substantial efforts have been made to maintain safety and security, both at the community-level and in the home, through work on enhancing social cohesion and prevention of GBV and child abuse/exploitation and neglect.

OUTCOME 1.1.1:

SYRIANS UNDER TEMPORARY PROTECTION HAVE INCREASED AWARENESS OF ACCESS TO SERVICES AND THEIR RIGHTS AND OBLIGATIONS



(Source: UNHCR, Communication channels and Information Needs Survey (CwC), 2018)

HIGHLIGHTS

- An important sector priority has been the dissemination of information about rights and services as a pathway towards empowering refugees to take control over their own lives. However, efforts still need to be increased to reach the expected outcomes.
- While efforts at dissemination have been undertaken with some success, the findings from a Communication with Communities Survey indicate that the methods of dissemination need to be reviewed and further adapted and diversified. Use of social media and SMS messaging has not been as effective as anticipated, despite significant access to social media by the refugee population. Syrians under temporary protection indicate they prefer one to one counselling. As a result, it is recommended that more strategic and coordinated approaches are explored to develop new avenues for the dissemination of information
- The recently established Communication with Communities Task Force is a strong platform through which to strengthen communication and align messages across the response both to the Syrians under temporary protection and to member of host communities.

ACHIEVEMENTS AND CHALLENGES

Awareness of and information about rights, obligations and services is critical for creating an enabling environment for Syrians under temporary protection. 3RP partners have prioritized the dissemination of information about rights, obligations and services as a pathway towards empowering Syrians under temporary protection to assume more responsibility over their own lives.

An initial analysis of the outcome seems to indicate that the sector has not reached the target fully. A recent Communication with Communities (CwC) survey¹³ seems to indicate that only 30% of respondents feel they have sufficient information about their rights and the services to which they are entitled. This is also underlined participatory assessments that continuously indicate that refugees feel they are unaware of their rights and available services. However, there are examples which

¹³ UNHCR, Communication channels and Information Needs Survey (CwC), 2018

indicate a certain level of knowledge of existing services. For example, over 85% of registered refugees have visited verification centres to update registration data and over 66% of refugees have applied for ESSN (apparently aware of the selection criteria).

Overall an estimated 59% of the targeted Syrians under temporary protection have been reached through various information campaigns and efforts to raise awareness of rights, entitlements and services:

- Over 123,000 inquiries made through telephone counselling lines have been answered;
- Online platforms like Service Advisor had 87,000 users in 2018 (of which 76,000 were unique users);
- Over 100,000 leaflets with information on rights and services have been distributed;
- Targeted information dissemination campaigns have been undertaken on main protection issues such as child marriage, child labour and GBV;
- Extensive health information campaigns have been conducted to increase knowledge of available services, disease prevention and health protection. However, only half of the planned number of Syrian youths are currently in direct receipt of health information.

Additionally, the recently established Communication with Communities Task Force aims to strengthen communication and align messages across sectors and 3RP partners to the Syrians under temporary protection and members of host communities. To better understand the information gaps and barriers to access services, a CwC-survey has been undertaken.

While dissemination efforts have been undertaken with some success, the findings from the CwC-survey indicate that the current methods – leaflet distribution, online resources and SMS/social media campaigns – may not have had optimal impact. The preliminary analysis seems to indicate that these current methodologies are not the preferred means for receiving information. For instance,

- Refugees preferred one to one counselling (either in person or on the telephone) in order to receive information. Telephone counselling was successfully implemented over the year and has proven to be effective. However, given the need for approval for outreach by MoLFSS initially fewer outreach missions were undertaken until approvals were obtained;
- Better targeting of information is needed to ensure that the information provided meets the needs of refugees. The survey, albeit not representative, indicates that the main information needs of refugees concern solutions (resettlement, status determination) and only to a lesser extent financial assistance or their rights for employment.

REFLECTIONS FOR FURTHER DISCUSSION

At operational level

- Expand methods and explore new avenues for the dissemination of information that meet the requirements of refugees for more conventional one on one counselling.
- Ensure demand-driven messaging and dissemination of information in order to better target the specific needs and information gaps of refugees.
- Invest in an awareness campaign about the Services Advisor Platform to increase awareness of its availability. Explore further development of a mobile phone app in line with findings from participatory consultations. This can be coupled with a Facebook page with information for refugees.
- Better coordinate messaging and campaigns to avoid overlaps and conflicting information through the newly established CwC Task Force.

OUTPUTS CONTRIBUTING TO OUTCOME

Output indicator	Target	Result
# of individuals trained in international protection, rights, services and available assistance	32,423	17,868 55%
# of protection monitoring missions and visits conducted	8,390	4,023 48%
# of Syrians under temporary protection reached through information campaigns and awareness-raising on rights, entitlements, services and assistance*	884,700	519,417 59%
# of Syrians under temporary protection who received information, education and communication materials on GBV	106,800	132,544 124%
# of IEC (information, education, communication) products on MCH and IYCF produced and delivered	6	100 1667%
# of Syrian refugee youth receiving health information services	33,000	21,746 66%

* 1) Reporting through Help website, service advisor, leaflets; 2) Measurement of the results of some of the dissemination methods is hard i.e. # of leaflets distributed versus # of leaflets read versus # of people who have read the leaflet. Fine-tuning may be required.

IMPACT STORY: Promoting access of the vulnerable refugees to social protection, services, and participation (ASAM)

Awareness of and information about rights and services is a critical step in creating an enabling environment for Syrians under temporary protection. 3RP partners have been prioritizing information dissemination about rights and services as a pathway towards empowering refugees to take control over their own lives.

In Istanbul, the Association for Solidarity with Asylum Seekers and Migrants (SGDD-ASAM) is playing an important role in reaching out to families and for family members to visit the ASAM's İstanbul Al Farah Child and Family Support Centre for counselling. Youth workers followed up the family's participation to the counselling to get details on their daily and social life. This personalized follow up is key for Syrian families to then access services and information given by the variety of organizations, and to understand their rights and obligations. In total, in İstanbul Avcılar Municipality, 1072 households (6,172 individuals) were identified and assessed during 2018, including 3,156 children.

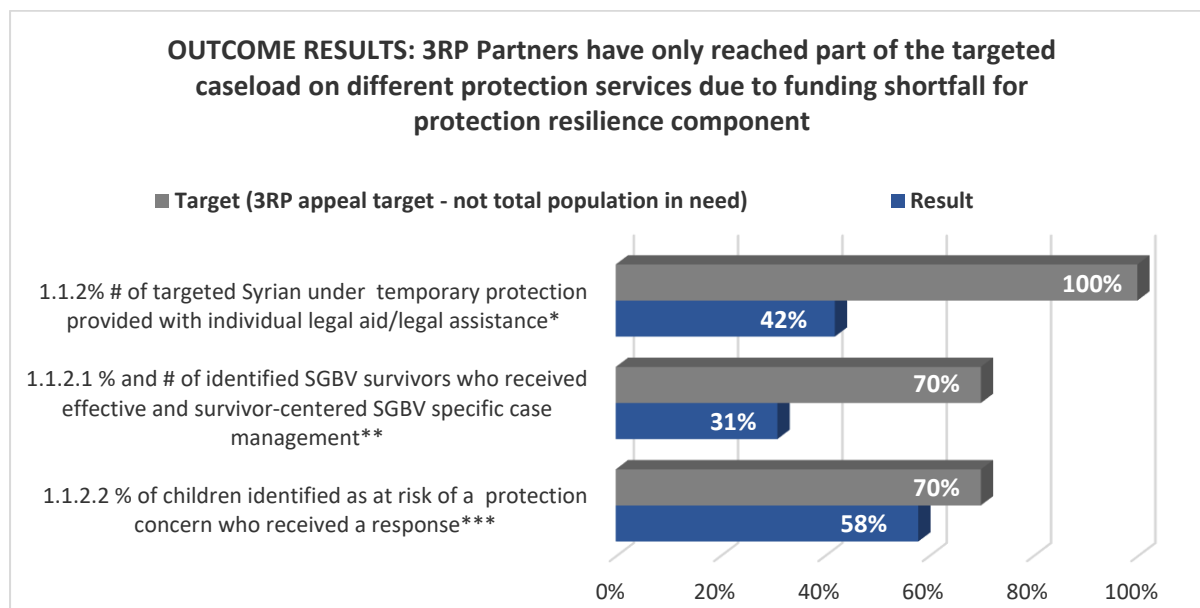
To achieve increased interaction and trust between refugees and host communities, ASAM team also provides trainings, awareness raising sessions, Psychosocial support (PSS) and social cohesion activities, with financial and technical support from UNICEF. An example of the result of this comprehensive support is the case of who three brothers, who faced issues at school due to difficulties to interact with Turkish students in school. They enrolled into Turkish language courses at the centre and also attended choir and instrument playing classes. This greatly improved their ability to integrate into the host community, as they are now bringing their new Turkish friends from the neighbourhood to attend these classes in the centre.

To build on these positive interactions, the AL Farah Child and Family Support Centre organized 23 social cohesion activities in 2018 targeting 884 children between 10-17 years. Between September 2017 to December 2018, 937 individuals benefitted from 46 vocational trainings. 185 of 937 individuals have benefitted from the vocational counselling guidance, CV preparation, and interviews techniques training. 98 of the participants have been referred to the employment organizations. Training subjects are related to computer skills, handcrafting, pre-accountancy, web-graphic design, cooking, and makeup artistry as well as shoe-making.

There still need to be informed about their rights and services available for them however this could be one of success stories that illustrated targeted information disseminated on main protection issues, such as child marriage. Continued identification efforts of those most vulnerable and in need, linking them to specialized government services through established referral pathways or to complementary service providers for those unable to access national systems will be further implemented.

OUTCOME 1.1.2:

IMPROVE PROTECTION SERVICE DELIVERY THROUGH STRENGTHENED CAPACITY OF GOVERNMENT AND NON-GOVERNMENT ACTORS



(Source: Activity Info)

* A proxy replacing “% of Syrian refugees reporting access to quality protection service”¹⁴ as reliable measures are not available for this indicator currently; a proxy is introduced based on output indicator to display access to one of the protection services.

** 30, 767 identified SGBV survivors

*** Reflects proxy-indicator “# of children who are referred to specialized services out of children with protection need identified and assessed”

HIGHLIGHTS

- Efforts have been made to increase the availability, quality and delivery of protection services and targets were met the extent funding was available (79% within the Protection Sector of which only 36% was contributed towards the resilience component).
- 3RP partners have invested in capacity support and quality of service delivery with focus on child protection, gender-based violence and aid to access to justice:
 - Approximately USD 52 million has been invested in public institutions responsible for the provision of protection services to support their capacities.
 - One major result has been that efforts to develop and introduce standardized practices and tools has helped to enhance the quality and targeting of protection and case management practices within the sector.
- It is recommended that there is a need for more systematic monitoring of the status and perception of protection services and the protective environment, and for standardization of the modalities of reporting (methods of calculation) to allow for the continuity of reporting activities and to improve their reliability and relevance.

¹⁴ The discontinuation of the surveys used to establish the baseline for the outcome indicator is hampering the possibility of comparison with the baseline.

ACHIEVEMENTS AND CHALLENGES

In line with the strategic objective of the 3RP to increase the availability and quality of protection services, significant support has been provided by the 3RP partners.

While results are hard to measure (i.e. the survey used for base-line data has not been followed up with similar surveys or through other comparable sources of data), the interventions and investments have had a substantial impact on improving the protection services.

In terms of the availability of protection services, 3RP partners have substantially invested in the public institutions responsible for the provision of these services:

- Over USD23 million was secured in 2018 for the Directorate General of Migration Management (DGMM) and over 500 staff were provided with support in translation/verification of registrations records;
- Over USD500,000 was invested in cooperating with the Ministry of Justice (MoJ) and Union of Turkish Bar Associations (UTBA) to provide legal services and facilitate access to justice for refugees and asylum-seekers. A sector supported "legal clinic" in Şanlıurfa was officially opened in September 2018 with the aim of providing legal assistance and informing refugees on what legal services are available with respect to their needs;
- Over USD28 million was secured for the Ministry of Family, Labour and Social Services (MoFLSS) which was mainly used to fund Social Services Centres (SSCs).

This support ranged from material support in the form of infrastructure, computers, finger-printing/iris-scanners, vehicles, etc., to human resources support such as translators, social workers, etc.

The Protection Working Group continued to work on the standardization of policies, practices and tools within the sector.

- To facilitate referrals between protection partners and to comprehensively address protection concerns faced by persons with specific needs, the sector worked on a standardized "Inter-Agency Referral Form". This standardized referral form will allow for consistency in referrals across agencies and for upholding principles of confidentiality and consent throughout the process.
- The sector worked with The Alliance for Child Protection in Humanitarian Action to finalize Turkey-specific guidance and tools designed to prevent and respond to cases of child labour, included on a child labour risk matrix. The toolkit will allow for coordinated action and approaches to work with ministries on tackling both child labour practices and specific incidents.
- As part of an effort to enhance and align case management practices within the sector, a child protection case management supervision and coaching capacity development initiative was rolled out, with training sessions held in Istanbul and Ankara for NGO workers and government staff, focusing on establishing structured supervision systems through the introduction of standardized practices and tools.
- Joint work plans have been developed in the GBV and CP working groups to harmonize advocacy interventions and to identify intervention areas that may have the biggest impact on the protective environment for vulnerable Syrians under temporary protection.

3RP partners have substantially invested in capacity strengthening and improving the quality of service delivery with a specific focus on child protection, gender-based violence (GBV) and access to justice (legal counselling and legal aid).

- Continued support has been provided to the MoFLSS/PDFLSS, particularly to the staff of Social Services Centres (SSCs). This has included giving technical support on how to supervise child protection case management, outreach techniques, on GBV awareness, on psychosocial support and informational sessions and on legislative frameworks, all with the aim of increasing the integration of refugees into the Ministry's service delivery.
- Targeted training sessions and support has been provided to Bar Associations across the country in order to facilitate access to legal aid for refugees and Syrians under temporary protection.
- Initiatives have been established on the issue of child marriage, with a joint work plan at sub-working group level (SGBV and Child protection) and through a joint UN/Inter-Agency project on the prevention of early/child marriages.

For GBV survivors the sub-working group has contributed to the provision of quality services for those seeking assistance through:

- Providing Women and Girls' Safe Spaces (WGSS), Girl Adolescent Safe Centres, and Youth Centres as well as ensuring that a high number of units are operational including SSCs and supporting both government and civil society actors;
- SGBV specific case management via WGSS, SSCs and Community Centres, including training sessions conducted in 5 provinces on GBV-specific case management. The training sessions included the 6 steps of GBV specific case management as well as fundamental concepts such as communication skills and guiding principles namely:
- Standardized forms and documents including the inter-agency referral form for the preservation of confidentiality of GBV related personal data, the GBV intake form, the initial assessment tool, the GBV classification tool and the consent form;
 - A total of 1,401 health providers were trained in Sexual and Reproductive Health (SRH) and the clinical management of GBV, 50% more than the initial target of 930.
- 3RP partners have increasingly invested in supporting civil society actors to meet the protection needs for those unable to avail themselves of institutional services, including Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) individuals and survivors of domestic violence or male survivors of GBV engagement with men and boys, etc. This included workshop and trainings on service provision for male survivors from Syria in Turkey and on working with LGBTI people in forced displacement and humanitarian context.

The child protection sub-working group has provided quality protection services for 58% of children identified at risk. The child protection sub-working group has provided quality protection services for 58% of children identified at risk. In close cooperation with the Ministry of Family, Labour and Social Services, child protection partners have set up a wide range of child-friendly services to address specific needs of children, from outreach teams to Girl Adolescent Safe Centres, Adolescent and Youth Centres; and Child and Family Support Centres (both governmental – including Social Service Centres and civil society actors); The roll-out of preventative scheme to contribute to positive parenting has reached 95% of the set target.

- To further ensure quality standards, the sub-working group also improved tools and inter-agency standards, notably on support to SSCs and collaboration with Government institutions on CCTE child protection component which focuses on the early identification and referral to care services of children at risk. This included adopting risk assessment matrices adopted for Turkey province specific referral pathways and standardized mapping of challenges in referral pathways; finalizing the Child labour standardized toolkit.

REFLECTIONS FOR FURTHER DISCUSSION

At operational level:

- Expand initiatives around community-based prevention and create linkages with statutory services while helping families to contribute to self-prevention through identifying risks of GBV
- Improve the understanding of needs and situations through a systematic survey of the status and perception of protection services and the protective environment.
- Continue technical support for both the governmental actors and I/NGOs with respect to the mitigation and prevention of GBV and responses to GBV (Women, Men, Girls and Boys), and for those with specific needs including working with Men and Boys and LGBT-I individuals.
- Expand SGBV specific case management training sessions for service providers and continue to roll out standardized forms to service providers including the Inter-Agency Referral Form, GBV intake, initial assessment, classification tool and the consent form.

OUTPUTS CONTRIBUTING TO OUTCOME

Output indicator	Target	Result
# of Syrian individuals with verified / updated registration records*	2,700,000	2,625,014 97%
# of Syrians under temporary protection provided with individual legal aid/legal assistance	51,749	32,638 63%
# of individuals trained in strengthening legal aid mechanisms for refugees (e.g. bar associations)	1,537	4,154 270%
# of youth and individuals identified at risk benefiting from training (e.g. vocational and language skills) and awareness raising	6,800	6,691 98%
# of individual GBV survivors receiving support, including PSS and specialized support**	15,130	36,116 239%
# of GBV service delivery units/offices (e.g. WGSS) functional	60	101 168%
# actors supported with GBV-specific activity programming	21	16 76%
# of individuals reached through training sessions, workshop, and events on strengthening GBV prevention and response	8,095	3,758 46%
# of male and female service providers trained in SRH and clinical management of GBV	930	1,401 151%
1.1.3 # of individuals who are survivors of GBV receiving livelihoods support, including PSS and specialized support	160	156 98%
# of individuals trained in child protection mechanisms and PSS in emergencies	3,215	5,250 163%
# of government and non-government actors supported for child protection specific activity programming	85	20 24%
# of children with protection needs identified and assessed***	168,400	87,760 52%

# of children referred to specialized child protection services****	49,000	51,286 105%
# of advocacy actions undertaken on child protection issues with duty-bearers*****	125	232 186%
# of children participating in structured, sustained child protection or psycho-social support (PSS) programmes*****	122,000	116,314 95%
# of individuals reached with positive parenting programmes	27,900	26,582 95%

* Substantial support has been provided to DGMM to undertake the registration/verification exercise. Verification is close to being satisfactorily completed and work is ongoing with DGMM to establish a 'continuous' registration system. From a systems' perspective: this outcome has been achieved.

** These results are preliminary and are in the process of being verified. There may have been a) double-reporting (querying agency and implementing partner) and there may be a need for b) fine-tuning of the guidance notes to prevent misinterpretations.

*** Underperformance directly linked to a funding short-fall in the resilience component.

**** Roll-out of new IT systems during 2018 resulted in the overlap of systems in one reporting year and therefore a difficulty in reporting consistently throughout the year.

***** Improved reporting systems (case management systems) have led to a decrease in reported individuals (i.e. we now only report on unique clients).

***** Improved reporting systems (case management systems) have led to a decrease in reported individuals (i.e. we now only report on unique clients). However, more than 50% of identified cases are being referred.

IMPACT STORY: Ankara Municipality increased the availability and quality of protection services (UNHCR)

Local authorities are investing in and enhancing the quality of provision of the services provided with the support by of the protection partners. For example, Ankara Metropolitan Municipality (A-MM) decided to step up its effort on SGBV prevention, mitigation and response for women and children. The Municipality staff and leadership were dedicated to address the issue through a flexible and multisectoral approach supported by UNHCR.

Thanks to the interventions of the Municipalities and UNHCR, beneficiaries were able to attain better levels of self-reliance through income-generation, and to social cohesion between refugee and host communities in Ankara was promoted. Children and women forced to begging on the streets of Ankara, and vulnerable to heightened protection risks including child labour, child marriages and other forms of sexual and gender-based violence (SGBV) were identified by mobile teams. UNHCR provided training and technical support to these teams, including recruitment of staff (project assistant, interpreters) as well as transportation vehicles.

The individuals identified through outreach to all the impoverished neighbourhoods of Ankara included 193 children and 99 women. These individuals have been supported through multi-sectorial services. These 193 children identified, who were all out of school, were primarily referred to public schools for enrolment, and to psycho-social support. They were also provided with Turkish language learning opportunities to support positive coping mechanisms and cohesion with the Turkish host community. In total, 157 children were enrolled in public schools. The children were also supported with multiple psycho-social activities provided at the Centre for Children Working on the Street in Sihhiye, Ankara.



Enrollment of Children to Public Schools in Ankara 2018 (left) and Awareness-Raising Sessions Delivered by Flying Broom to Refugee Girls.(right) © UNHCR/ Ongu Oruc and 2018 © UNHCR/Duygu Dogancioglu

The women, who were mostly the mothers of the identified children, were also counselled and referred to Turkish language education in collaboration with the Education Unit. Subsequently, they were referred to vocational training opportunities provided by Ankara Metropolitan Municipality in cooperation with UNHCR Livelihoods Unit. Both levels of support (language and vocational) ensured were accompanied by the provision of cash incentives to ensure the continued participation and success of the beneficiaries. During the language courses, a child-friendly-space with a pedagogue was provided to make sure that women with young children would attend the language courses. In addition, beneficiaries and host community members participated in various social and cultural activities such as a tree-planting and picnic activity, movie days, and a sightseeing and folklore dancing dance event, amongst others in order to promote positive changes among them.

Through the centres run by A-MM, girls and boys at risk of child marriages or remaining out- of- school received targeted and structured training and awareness-raising sessions. These beneficiaries were initially identified by Ankara Metropolitan Municipality, the UNHCR-supported Women and Girls' Safe Space in Tuzlucayir. Their parents were involved as well, to ensure their enrolment in public schools and to undertake protection referrals and support as identified on a case-by-case basis. A total of 111 persons of concern from Afghanistan, Iran, Iraq, Syria and other places attended the awareness-raising sessions. They received training from "Flying Broom" on gender roles, gender equality, child marriages, the legal framework concerning refugee women and the rights conferred by this framework, and the mechanisms available in Turkey for combatting violence against women, as well as information about the institutions and organizations which provide services and assistance to refugees and asylum-seekers in Ankara. A total of 24 sessions were conducted in December 2018 and January 2019 in Altindag district. Similar initiatives were organized in Hatay and Istanbul.

IMPACT STORY: Sanliurfa Metropolitan Municipality improve protection service delivery (IOM)

Being able to quickly receive adequate protection services can be critical for the most at-risk refugees. Take the case of Hasine who escaped the conflict and worsening conditions in Syria two years ago and moved to Turkey with her family. She was motivated and loved learning. She was also always looking for ways to improve her situation, but her husband's psychological problems were aggravated by the move to Turkey and he became violent. Hasine decided to leave him and was living in a guesthouse. However, she found the conditions there difficult and unstable. Then she heard about the Sanliurfa support centre. The centre's integrated consultancy and referral services worked with Hasine to find resources to rent a proper flat. She also signed up for vocational courses offered in her local area in order to expand her skill-set and make her more employable in the Turkish market. This included Turkish language courses offered in one of the Municipal Women's Support Centres in Sanliurfa. "I feel happy, confident, independent and strong and I want to be an example to all women in the world," says Hasine. Following her success in her language classes and vocational courses, she found a job with an NGO in Istanbul and is currently living there.

The story of Hasine illustrates the efforts of 3RP partners to increase the availability of protection services – a key strategic direction of the 3RP. In this case, the International Organization for Migration (IOM) has supported Sanliurfa Metropolitan Municipality in the establishment and operation of a centre in Sanliurfa for refugees and migrants. The centre has been operational since September 2017. Here, refugees and migrants receive counselling and referral services in six areas: law, health, social services, vocational guidance, education and psychosocial support. They are also connected with community engagement activities and related social cohesion activities. The centre works closely with the Municipality's eight "Women's Support Centres", two "Youth Centres" and one "Disability Coordination Centre" to run group counselling sessions, and a variety of courses for refugee and migrant women and youth, including Turkish language courses, artistic and sporting activities, and social cohesion activities which include both refugee/migrant and host community members. Under the same project, support is provided to enhance the capacity of Sanliurfa Metropolitan Municipality to provide services for refugees and migrants, and various coordination meetings are organized with state institutions, municipal departments, UN agencies and NGOs.

Between September 2017 and the end of February 2019, the centre reached 9,066 beneficiaries like Hasine, including refugees, migrants, and members of host communities.



Young Syrian and Turkish women work on a mosaic at the IOM-supported Ensar Community Centre in Gaziantep. The centre fosters social cohesion and integration by offering a range of vocational courses, and artistic and sporting courses and activities.

2018 © Ensar Center/ Adil Şan

IMPACT STORY - SADA Women's Empowerment and Solidarity Centre set an example for gender sensitive service delivery model – (UN Women)

People with specific needs, in particular women and children at risk, continue to be a priority for the 3RP. 3RP partners have worked to strengthen NGO and Government partners' capacities to provide targeted protection assistance, including in preventing and responding to GBV, providing protection responses and psychosocial support to children and supporting Syrians under temporary protection in accessing justice and other specialized services.

At the same time, Syrian women and girls in Turkey continue to face large-scale barriers to meet their basic needs. In 2018 UN Women, in partnership with the Association for Solidarity with Asylum Seekers and Migrants (SGDD-ASAM) announced a comprehensive need assessment for Syrian women and girls in Turkey. Interviews with 1,230 women and girls, revealed that refugee women are confronted with major challenges with regards to accessing affordable, safe and longer-term housing, entering the labour market, accessing gender-based violence (GBV) services. Language barrier continues to be a main issue for women where 70% reported that they do not speak Turkish. UN Women developed the women only centre concept based on the needs identified for a "women only" protected space reaching out to the most excluded and marginalized women that have with little or no access to existing services.

Set-up by UN Women in 2017, the SADA Women Empowerment and Solidarity Centre is run in partnership with the International Labour Organization, the Association for Solidarity with Asylum Seekers and Migration, and the Gaziantep Metropolitan Municipality, with financial contribution from the European Union Regional Trust Fund in Response to the Syrian Crisis and the Government of Japan.

In 2018, the SADA Women Empowerment and Solidarity Centre has become a point of attraction for women in Gaziantep. The centre has provided support and opportunities to 3,450 unique women and girls in 2018, combining outreach, protection, referral services, livelihood activities, child care, psycho-social support and social cohesion. 49% of the women supported through livelihood activities have been identified as most-at-risk individuals such as single mothers, women with disabilities, survivors of violence or early and forced marriages and LGBTI+ individuals. At least 10 cases of school drop-outs and early marriages were prevented. As part of strengthening social cohesion, 43 different joint activities (with 85 sessions) have been carried out at the centre including events during World Humanitarian Day, 16 Days of Activism and International's Women's Day with attendance of 2,442 women.



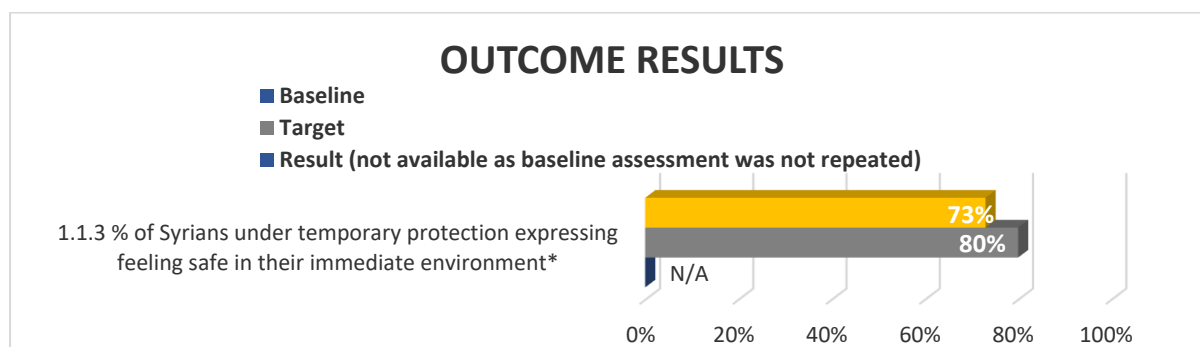
Refugee women like Nur Omar (name changed due to security reasons) and local women are now stronger and more resilient with the support of the SADA Centre. Worried about the safety of her six children, Nur Omar fled the war in Syria to Gaziantep in 2014. Her husband had already been working in Turkey for two years, but she was anxious because she did not know anyone in the city or the language. At first, they lived in one room at the factory where he worked. She felt imprisoned there because all the employees were men and she could not leave the room during the day, not even for the toilet.

Initially she had lots of trouble because she did not understand the language. And, eventually, she and her Syrian friends heard about SADA Women Empowerment and Solidarity Centre. At the SADA Centre she attended a hairdressing course and received a certificate. Lately, she has been attending computer classes. She did not know anything about computers before, but now she can type easily, even with the Turkish keyboard. She has also signed up for a cooking class. The SADA Centre has helped her start a new life and she calls the Centre her family, full of her new sisters. She is happy and more confident now. Thanks to this centre she feels safer and more powerful. She is also more confident about her future as she is gaining new skills, helping her make a living.

Following the support she received at the SADA Centre she started her own business from home offering hairdressing services. Her dream is to have her own salon one day and to pass her profession to her four daughters.

OUTCOME 1.1.3:

MAINTAINED LEVEL OF SAFETY AND SECURITY IN REFUGEE DENSE AREAS



* Reliable measures are not available for the original outcome indicators currently

HIGHLIGHTS

- Despite limited resilience funding within the Protection Sector, the results for improved peaceful co-existence are quite substantial, with a third of planned events successfully organised. Many other activities across sectors are directly or indirectly contributing to the sense of safety among Syrians under temporary protection, which appears to remain high, although as of the end of 2018 no perception survey has been carried out to compare with the baseline.
- Efforts have been undertaken to improve safety via community level work and within homes, through the prevention of and response to GBV, child marriages and child labour, and substantial investments in law enforcement agencies and justice service providers.
- It is recommended to invest in the development of an inter-agency sub-strategy on the rule of law to complement/build on the "Inter-Agency Social Cohesion Framework", developed to outline a cross-sectoral social cohesion framework supporting a more strategic and coordinated approach.

ACHIEVEMENTS AND CHALLENGES

Safety and the sense of safety have been a key area of concern for the sector partners. While there are indications that social tensions between Syrians under temporary protection and host communities are on the rise (see also 1.2 Social Cohesion), surveys¹⁵ suggest that the sense of being safe remains high but needs to be carefully monitored and systematically measured.

The "Inter-Agency Social Cohesion Framework" outlines the work that can be done through institutions and local officials (such as imams, mukhtars and law enforcement institutions) to enable and facilitate joint initiatives and events can be held to bring refugee and host community populations together towards a common goal. A social cohesion activity matrix has been created to collect lessons learnt for the sharing of experiences and promising practices (see Impact Stories box for details).

Protection sector partners have worked through:

¹⁵ UNWOMEN, Needs assessment of women and girls under temporary protection, June 2018; Mixed Migration Platform/Ground truth International, Perception survey, June 2017

- Community level work for the prevention and response to GBV, including through engagement with men and boys, prevention of child marriages and prevention and response to child labour (see also 1.1.2);
- Substantial investments in working with law enforcement agencies and justice service providers on enhancing refugees' access to the services provided and to contribute trust between refugee communities and law enforcement agents.
- Training of child care-givers in positive parenting skills – working on the prevention of neglect, abuse and exploitation in the household;
- GBV prevention and response, including through engagement with men and boys in order to prevent domestic violence in the home.

Measuring perceptions of safety requires labour and cost-intensive perception surveys. To date, no systematic measurement system/survey has been undertaken that allows us to measure perceptions over time. While surveys in 2017 provided a baseline, there has been no follow-up in 2018. However, a lower rate of social tension reporting was observed in the media (approximately 2 incidents per month), whereas a higher number of criminal incidents affecting Syrians under temporary protection are being reported (approximately 10 per month). Although these figures can give some indication, no real conclusions can be drawn on the impact on perceptions of safety.

REFLECTIONS FOR FURTHER DISCUSSION:

In order to maintain (or improve) the level of safety and security, efforts to prevent tensions and incidents from arising and adequate responses to incidences of violence need to be further addressed. The following reflections for further discussion should be taken into consideration:

At policy and strategic level:

- Implementation of the Social Cohesion Framework – with a focus on harmonization support, support for organizing joint events (towards a common goal), inclusive programming (targeting both host communities and refugee communities) and engagement with institutions that play a role in maintaining safety and security (municipalities, mukhtars and imams, law enforcement agents).
- The continuation of investment in and a renewed focus on, preventative efforts:
 - To reduce and mitigate incidences of GBV, including through concerted campaigns at the community level, through engagement with men and boys, and by targeting recurring GBV-issues: domestic violence and child marriage;
 - To reduce violence and insecurity for vulnerable groups, particularly LGBTI and increase accessibility and awareness of the services;
 - To contribute to safety in the home through work on positive parenting skills to avoid domestic violence, exploitation, abuse, neglect in the home and to prevent child marriage.

At operational level:

- Support the implementation of the harmonization strategy;
- Support for access to justice for victims of violence/public tension – with a focus on supporting bar associations to provide legal aid/advice to victims of violence; work on trust-building between refugee communities and law enforcement to lower barriers of reporting;
- Support for law enforcement institutions to create an enabling environment, inter alia, through women's desks, child-specialists and child-friendly spaces at police stations.

OUTPUTS CONTRIBUTING TO OUTCOME

Output indicator	Target	Result
# of institutions supported to undertake peaceful co-existence interventions*	114	73 64%
# of persons participating in events organized for both refugee and host communities to improve peaceful co-existence*	120,380	53,800 37%
# of individual boys and men mobilized for GBV prevention	1,090	963 88%
# of individuals reached through community-based initiatives for prevention and mitigation of GBV*	93,900	37,521 40%
# of individuals reached with positive parenting programmes	27,900	26,582 95%

* Lower numbers due to funding constraints for resilience component (see funding analysis).

IMPACT 1.2:

INCREASED SOCIAL COHESION BECAUSE SYRIANS UNDER TEMPORARY PROTECTION AND MEMBERS OF HOST COMMUNITIES HAVE A SENSE OF PARTICIPATION, INCLUSION AND TRUST

FUNDING ANALYSIS

As stated under impact 1.1, funding for the strategic objective to "*contribute to the protection of vulnerable individuals*" is mainly contributed through the Protection sector. The sector has been well funded (79%) with the resilience component severely underfunded (36%). However, many other sectors are directly or indirectly contributing to social cohesion.

Overall, progress has been made in increasing social cohesion through a sense of participation, inclusion and trust among Syrians under temporary protection and members of host communities despite the shortfall in funding under the three outcomes:

- 1.2.1 Increased active participation in communities by vulnerable populations
- 1.2.2 Increased social inclusion through addressing language barriers
- 1.2.3 Increased legitimacy of Syrians under temporary protection in society
- 1.2.4 Increased trust between Syrians under temporary protection and host communities

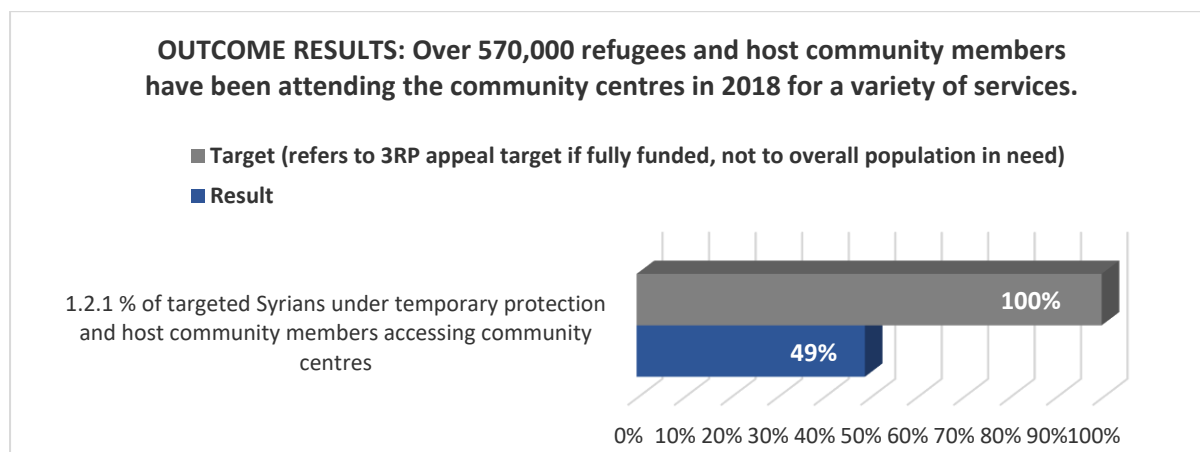
A core achievement under this impact is the development of the "*Inter-Agency Social Cohesion Framework*". The framework meets several of the foreseen process steps including common definitions and clarity of standards, analysis of contributing factors of social cohesion, and an outline of a frame of work that can contribute to social cohesion – across all sectors. This includes recommendations to better include host communities as beneficiaries, clarity in targeting and selection criteria for aid programmes, etc.

Social cohesion efforts have been a key area of focus in the sector. This has included information dissemination (see Outcome 1.1.1), support for centres where members of host and refugee communities can come together to seek services (whether run by government actors or NGOs) and the mapping of new institutions that contribute to social cohesion work (family and child centres).

OUTCOME 1.2.1

INCREASED ACTIVE PARTICIPATION IN COMMUNITIES BY VULNERABLE POPULATION

Includes 1.2.4: Increased trust between the Syrian refugees and host communities



(Source: ActivityInfo)

HIGHLIGHTS

- The funding level of 79% corresponds well to the results of this outcome with a focus on establishment of and services provided at community-centres.
- A core avenue to increase interaction between host communities and refugee communities has been through the work of community-centres with the aim of bringing together refugees and local populations to develop practices for coexistence and to transform society's view of refugees.
 - A main challenge continues to be attracting host community members to programmes.
 - A best practice observed has been to get different communities together to identify common issues and work together to address them.
- In some locations, successes have been noted with regards to the engagement of Syrians under temporary protection with representative structures.
- In 2018, the participation of women in community centres was 42.63% compared to 57.27% for men.
- Developing a strategy for more systematic participation of Syrians in their host. As outlined in the 3RP social cohesion framework, this requires a focus on developing structured form of interaction between refugees and host communities, particularly through a more strategic roles of community-centres in bringing communities together and should involve:
 - Reinforcing local capacities through mobilizing and training influential members of each community, and the engagement of host communities in mediation, prevention and outreach activities.

ACHIEVEMENTS AND CHALLENGES

The "Inter-Agency Social Cohesion Framework" sets out a frame for the promotion of the participation of Syrians under temporary protection in community activities and for increased decision-making in issues that impact their lives and governance.

A core avenue to increase interaction between host communities and refugee communities has been through the work of the community-centres. A guidance note developed under the Protection Working Group (January 2018) defined and described core activities under the centres as *"bringing together refugees and local people to develop coexistence practices, to increase cross-cultural sharing, and to transform society's view of refugees"*.

- Over 570,000 refugees and host community members have been attending the community centres in 2018 for a variety of services. This number is substantial, but is lower both than the figure initially targeted and also lower than the figure for 2017. This is partly due to better monitoring protocols during 2018, which reported only unique visitors, but it is also due to the fact that some of the sector funding was received late in the year, preventing the sector from reaching more than two thirds of the target.
- While these centres continue to play an important role in the dissemination of information and guidance for refugees in navigating complex administrative processes, and orientating them towards services; many of the activities offered at the centres remain rather service-oriented and less focused on bringing communities together.

Over 100 events for refugee and host communities' members have been organized so far in 2018, involving over 53,000 refugees and host community members. Such events typically target women's groups through cultural exchange (joint cooking days, joint outings through cultural visits or sports events, Iftars and Ramadan celebrations, Mother's Day events). They also include youth empowerment programmes.

- Protection Sector partners highlight the challenge of attracting host community members to such programmes as some feel that accessing the same services or interacting with refugees is demeaning socially inappropriate. However, joint activities are an important strategy to bridge the differences and is key to improving social cohesion; so, finding solutions to this is important. In this light:
 - Involving public institutions or local organizations that have the right outreach capacity is key;
 - Bringing different communities together too quickly can lead to a backlash if the dominant feeling is one of frustration, so many partners start with a preparatory phase involving communities separately to give everyone the chance to voice frustrations and concerns before bringing them together.

Strengthening refugees' engagement in (existing) consultative and representative structures has also been an area of focus. While the access of refugees to (political) decision-making bodies may be sensitive in certain locations, refugees should be able to express their concerns and perspectives, and build relationships with members of host communities with similar concerns.

- This has been successful in some locations, notably Istanbul, where refugees participate in interactions with city councils;
- A partnership is being developed with the World Academy for Local Government and Democracy (WALD) and the Union of Municipalities to expand on these initiatives;
- Various other initiatives are being undertaken such as refugee participation in local school boards and parent-teacher associations.

Substantial investment has also been made in support of local decision-makers and influential leaders. Technical support for mukhtars and imams on refugee law and peaceful-coexistence has been undertaken as they play an important role at the local level.

Engaging with youth on social cohesion has been a deliberate choice. On several occasions, partners highlighted that in the long term one of the main concerns regarding social cohesion would be marginalized and disenfranchised youth among the refugee population. In this respect, youth empowerment, life-skills training and enhancing efforts to enrol children in schools or youth in training or internship schemes all contribute to social cohesion and it will help to scale up such programmes.

Lastly, concerted efforts have been made to use media, including social media in alleviation of social tension.

REFLECTIONS FOR FURTHER DISCUSSION:

- Plan for and implement more systematic participation in order to move from ad hoc joint refugee host community events to more structured forms of interaction. Local institutions (municipalities, schools, health centres) should lead and expand practices such as bringing different communities together, as refugees are increasingly accessing services in the same facilities as host community members.

At operational level, this entails:

- Such localization of participation is particularly relevant at municipal level, where 3RP partners should further invest in either refugee committees or refugee representation in committees (that interact with and link to municipal councils) for the expression of their specific needs and in order to influence how resources are used; engaging refugee women in discussions and planning processes, to better address and map their needs to ensure that actions target and serve the women and men equally.
- It is important for refugee youth and refugee women to express specific needs and to be empowered by positive interactions and leadership courses that can lead to lasting benefits between host community youth and refugee youth;
- Reinforce local capacities for peace through the mobilization and training of influential members of each community to engage in mediation, prevention and outreach activities;
- Facilitating a 'space' between service providers (schools, etc.) and the (refugee) community members (like in Parent-teacher associations, etc) relying on both ad hoc committees and similar exchange structures.);
- Implementing social cohesion programmes using schools and Public Education Centres (PECs) as outlets to reduce tensions within school communities and beyond.
- Working towards the integration of legal services provided for Syrians, into national systems by supporting service providers; developing specialized services within national systems for Syrians under temporary protection and members of host communities with particular needs; and improving access to information for Syrians under temporary protection and members of the host community on their rights and the services (such as legal aid) available to them to protect these rights.

OUTPUTS CONTRIBUTING TO OUTCOME

Output indicator	Target	Result
# of institutions supported to undertake peaceful co-existence interventions *	114	73 64%
# of persons participating in events organized for both refugee and host communities to improve peaceful co-existence*	120,380	53,800 45%
# of youth and adolescents (girls and boys) attending empowerment programmes*	220,850	119,333 54%
# of service providers trained in support to persons with specific needs both from refugee and host communities**	500	687 137%
# of community centres supported***	34	50 167%
# of individuals benefitting from protection services in community centres***	862,580	574,030 67%

* Underperformance directly linked to funding short-fall in the resilience component.

** Includes training of mukhtars, imams etc. on refugee rights/refugee plights in terms of responding to social tension

IMPACT STORY *Municipalities encourage social cohesion between Syrian and host communities in Kilis and Gaziantep (CARE)*

Yusuf Izzettin Aytekin, deputy mayor of Islahiye municipality's Deputy Mayor in Gaziantep, describes how the municipality has been working on the challenges faced by both by members of host communities and by Syrians under temporary protection with 3RP partners and CARE: "We work together. The partnership aims to increase refugees' quality of life. From the first day, we have worked with CARE, there have only been positive things to say about our partnership, in terms of our relationship and its outcomes. Our partnership works very well."

Firstly, they focus on providing quality of education. It helps Syrians under temporary protection get the language and livelihoods skills that they need to thrive here in Turkey. They face the challenge of adapting to a new society, and the language training essential for them. Local Public Education Centre (PEC) provided high quality Turkish language courses to refugees in Gaziantep. With support from CARE, 250 individuals in Gaziantep have received Turkish language classes to enhance their sense of community engagement for unemployed youth and promote integration of refugees in the host communities.

Local Authorities in Kilis and Gaziantep such as Islahiye Municipality then worked in partnership with CARE to complement existing shelter programmes to also improve public spaces such as public parks and launderettes. Indeed, the rehabilitation of parks has numerous positive benefits for community: it reduces the pressures on public spaces and provides public amenities which are open and available to all, hence fostering positive interaction. In Islahiye, the town-centre park has been newly-created in a large concrete square, with trees at one end, and shops and a café at the other. The Park now has a space containing walkways and paths, seating areas with benches, as well as grass, plants and trees.

As for launderette, local municipalities received new 19 washing machines (12 in Kilis, 7 in Gaziantep) and 6 dryers (3 in each cities). This enables both host communities and Syrians under temporary protection who have no washing machines to access and use it with free of charge. This is crucial to help to promote social cohesion by ensuring host communities and Syrian people.

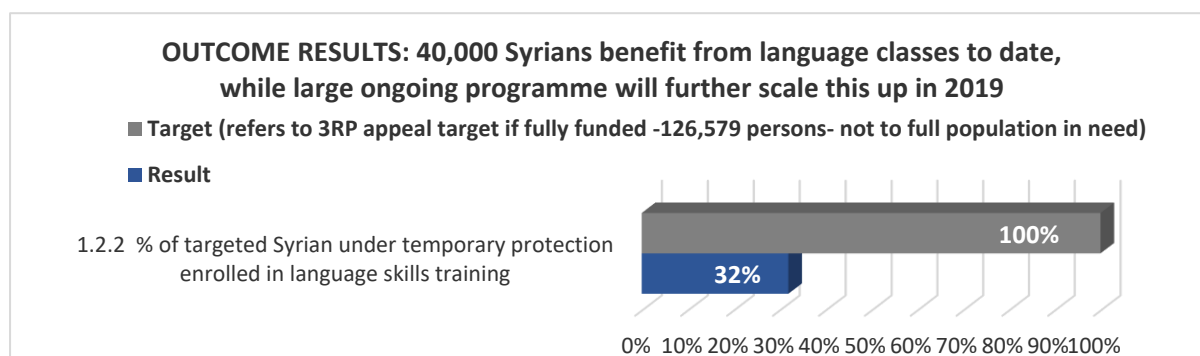
The Deputy Mayors emphasizes the impact of such initiatives: *"From our perspective at the municipality, we don't separate Syrian and Turkish people. We give the same support to each. It's what everyone needs, and we can't separate them. The washing machines project is great for local people and refugees alike. The park scheme as well. The Syrians in particular love parks. So, there are things we work on together, to benefit everyone. The parks and washing machines services don't separate people, they are for everyone. This can help because the truth is that these things would have been far more difficult to achieve if CARE wasn't here, and CARE wouldn't be here if the Syrians were not. So, these projects build cohesion. Everyone benefits. Syrians and Turkish people get a new service and improved lives."*



Çamlıca Park, Islahiye was upgraded by CARE in collaboration with community members and local authorities. After consultation with community, and key stakeholders, this location was selected due to its proximity to schools, and the overall benefit to both Syrian and Turkish communities. Before CARE's intervention, the area was empty and unused and posed security concerns. Given its location, over 6000 community members are currently benefitting from the upgrade of Çamlıca Park, Islahiye. ©CARE in Turkey

OUTCOME 1.2.2

INCREASED SOCIAL INCLUSION THROUGH ADDRESSING LANGUAGE BARRIERS



(Source: Activity Info)

HIGHLIGHTS

- The importance of speaking Turkish for both social inclusion and access to the labour market has led both the Education and Livelihood sector partners to engage in supporting language skills training sessions with funding levels of 61% and 78% respectively. Within the Education sector, 75% of the targeted Syrians under temporary protection have enrolled in language classes while Livelihoods achieved 31% of the intended target.
- Most Turkish language courses are provided through Public Education Centres (PECs) or, through them, in other public institutions or on the premises of NGOs and specialised language teaching institutes. In addition, Turkish language classes are also provided in Temporary Education Centres (TECs).

ACHIEVEMENTS AND CHALLENGES

The ability to speak the Turkish language supports the social inclusion of Syrian refugee children, youth and adults and facilitates their access to services and to the labour market. Hence both Education and Livelihoods Sector partners are engaged in supporting language skills training sessions.

With the government of Turkey's policy (2016) of integrating Syrian children into Turkish public schools, the ability to speak Turkish is central to children's ability to learn effectively, advance academically and successfully interact with and build positive relationships with their peers, leading to a feeling of 'connectedness'. Similarly, students wishing to attend university must meet language proficiency requirements for enrolment in Turkish universities. For adults, learning Turkish supports general social interaction with the host communities in which they live, and supports the objectives of refugee protection by facilitating access to services and communication with officials in hospitals, social service centres, providers of basic needs assistance and other municipal or government officials.

Most Turkish language courses are provided through PECs, which fall under the authority of the Ministry of National Education. These institutions provide language classes free of charge and offer basic (A1, A2) and intermediate (B2) language learning opportunities. NGOs working within the Education Sector that wish to support the provision of language classes are required to have protocols with the Ministry of National Education's Directorate General of Lifelong Learning in order to work with or through PECs to deliver courses. Delays in the finalization of protocols and subsequent delays in starting activities have resulted in some organisations not being able to reach the targets that had been set during the preparation of the 2018/2019 3RP.

Public Education Centres can offer classes through different public institutions (including making use of available space in schools, municipality facilities, youth centres and social service centres), as well as offering classes in the premises of NGOs. This ensures a flexible modality for the delivery of services in locations that are in areas where refugees reside.

Certified language programmes, offered in PECs, are also provided through specialised language teaching institutes that provide programmes tailored to the needs of different groups, including those seeking access to higher education and needing more advanced academic language skills. Language proficiency is one of the main barriers that must be overcome by prospective university students wishing to benefit from the government of Turkey's university tuition fee waiver.

The available data reflects the number of persons who have enrolled in language learning programmes but does not provide an indication of course completion rates. Data is drawn from reports by individual providers. However more comprehensive data on the total number of persons who have enrolled in basic and intermediate Turkish courses provided through PECs is held by the Ministry of National Education, which reports that over the past four years, a total of 84,095 men and 129,418 women have attended MoNE language classes.¹⁶ In addition to the non-formal and informal language learning programmes reported above, Turkish language classes are also provided to children and adolescents in Temporary Education Centres (TECs) and 3RP partners have supported the provision of textbooks to support language learning. Students enrolled in Turkish Public Schools also receive language learning support through programmes delivered in schools and those supported through bilateral funding provided directly to MoNE.

Anecdotal evidence indicates that course completion rates for language classes are far lower than enrolment rates. Course duration is based on the Common European Framework of Reference for Languages which stipulates the minimum hours of instruction. The fact that more flexible delivery options are not available (e.g. language courses on weekends) may result in high drop outs.

REFLECTIONS FOR FURTHER DISCUSSION

At operational level:

- Work with MoNE to support its efforts in enforcing Turkish language teaching standards and competencies for different age and ability levels of learners.
- Explore the possibility to develop basic courses designed to support the acquisition of basic conversational skills.

OUTPUTS CONTRIBUTING TO OUTCOME

Output indicator	Target	Result
# of men and women enrolled in Turkish language programmes	11 024	8,318 (75%)
# of Syrian men and women or host community members completed language training sessions	115,555	32,062 (28%)
# of youth and individuals identified at risk benefiting from training (e.g. vocational and language skills) and awareness raising	6 800	6,691 (98%)

¹⁶ MoNE data as of 31 December 2018

IMPACT STORY Emphasizing commonalities over differences between Syrians and host communities fosters better social cohesion in Gaziantep (IOM)

Joint events involving members of different communities have been the main activities undertaken by 3RP partners to date to promote social cohesion to date. They typically target women's groups and focus on cultural exchanges or are organized in the context of youth empowerment programmes. The partners have proven creative in devising events. By emphasizing commonalities over differences between people, this approach makes it possible to break down social distance and build trust within communities.

Take the case of Roya, a seven-year-old girl from Aleppo. When the civil war in Syria worsened and violent clashes arrived on the doorstep of the family, Roya's father decided they should all leave for their safety. Roya doesn't remember much from this time, but she can remember being around people who spoke Arabic. The family made it to Turkey, where the family stayed in a flat they rented for two and a half years. They found it hard to get to know the people around them due to the language barrier. The parents wanted their children to be able to speak Turkish and Arabic too. Their neighbours told Roya's mother Narin about the nearby Ensar Community Centre, which creates environments for people to practise practise both Arabic and Turkish and enables people from all types of background living in the neighbourhood – both migrants and host community members – to interact together. Narin decided to take Roya and Jan along to see what the Centre was like. She signed up for adult Turkish classes and put both children into the kindergarten facility available.

Today, Roya had several different activities lined up. "I come here to play and learn!" Roya says excitedly. "We learnt numbers and played number games. I had a lot of fun and I'm very happy!" A Turkish volunteer asks Roya which sessions her favourites are, to which she replies in fluent Turkish, listing all of the many activities she takes part in. Wide-eyed, she continues to describe her love of dancing "I love it! Sometimes it's difficult to talk to people in Arabic and Turkish, but when we all start dancing it's so easy to get along with everyone".

The Ensar Community Centre is run by Gaziantep municipality and supported by International Organization for Migration (IOM), in an area with a large Syrian refugee presence. It aims to encourage social cohesion through its activities, which are open to both Syrian and Turkish members of the community. Sports sessions, classes in arts and mosaic-making classes and recreational activities designed for children of all ages are all part of Ensar's busy timetable.

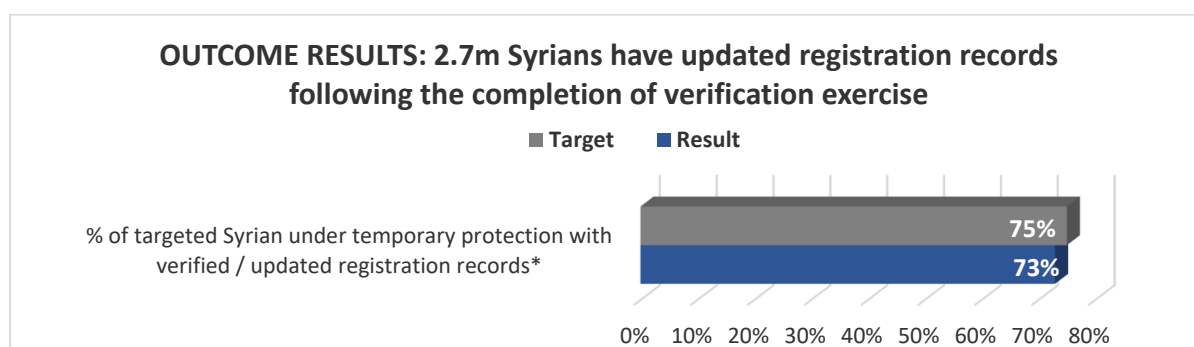
The Centre also aims to support integration by offering Turkish language classes to adults and children and often collaborates with the municipality on events outside of the centre, such as a recent football tournament held at Gaziantep University. Between July and October 2018, over 13,000 people benefitted from the courses and classes held at Ensar.

The language barrier remains a key overarching obstacle to the development of social cohesion as it undermines the refugees' ability to communicate with host communities. This project is one of a good example of a blended approach which provides both language training and a space for interaction between different communities.

While several important programmes are under way, in the context of both education and livelihoods programmes, to increase the availability of language classes, the partners also identified a need to increase the incentives for refugees to learn Turkish.

OUTCOME 1.2.3

INCREASED LEGITIMACY OF SYRIANS UNDER TEMPORARY PROTECTION IN THE SOCIETY



(Source: Activity Info)

* % out of 3,600,000 estimated Syrians under temporary protection

HIGHLIGHTS

- Over 97% of the registration data of 2,700,000 targeted (73% of a total of 3.6 million estimated) Syrians under temporary protection, has been verified in the ongoing Directorate General of Migration Management (DGMM) exercise supported by 3RP partners.
- It is recommended to expand the focus to include other issues around personal documentation like birth certificates through mapping and information campaigns.

ACHIEVEMENTS AND CHALLENGES

The verification exercise by DGMM has been completed with 100% of the targeted population reached. Registration data has been updated and verified allowing for better government-led targeting and programming.

Additionally, DGMM has registered a total of around 3,600,000 million Syrians under temporary protection. Once the verification exercise is finalised, sector partners will continue support to (new) registrations under a system of 'continuous registration'. Upon registration by DGMM, Syrians under temporary protection are issued with temporary protection-cards. Through registration, Syrians under temporary protection have access to a wide variety of services, including health care, education, etc.

REFLECTIONS FOR FURTHER DISCUSSION:

At policy and strategy level:

- Map documentation needs for Syrians under temporary protection, to define the extent to which individuals are missing civil documentation.

OUTPUTS CONTRIBUTING TO OUTCOME

Output indicator	Target	Result
# of Syrian individuals with verified / updated registration records	2,700,000	2,625,014 97%

IMPACT STORY: Android coding training programme brings Syrian and Turkish youth together (UNDP)

Turkish public institutions have led a remarkable effort to respond to the impact of the Syrian crisis and are implementing a policy framework designed to foster social cohesion. The Government has paved the way for the inclusion of Syrians under temporary protection and refugees' refugees in national systems by granting them access to services and to the labour market. In this way, the Government has put the values of hospitality and generosity at the heart of its response. This has proven crucial not only for avoiding the segregation and marginalization of refugees by allowing them to meet their basic needs for themselves, but also for fostering positive relations. This policy framework has largely echoed positive host community attitudes, as local people have also displayed welcoming attitudes to the refugee populations living in their communities.

UNDP, funded by the Government of Japan and in partnership with the Southeast Anatolia Project Regional Development Administration (GAP RDA), provided seven months of coding training sessions and facilitated partnerships between Re:Coded (Bilgi University) and Harran University. Re:Coded conducted a five-month intensive coding bootcamp focused on Android Development for conflict-affected youth, aged 15 - 35, in Sanliurfa. The bootcamp program also included training on entrepreneurship and freelancing, career coaching and events to inspire students and cultivate the tech sector and developer community in Sanliurfa.

A total of 30 students (of whom 50% were female and 37% refugees) benefitted from (1) Android coding training, (2) soft skills, freelancing and entrepreneurship training and (3) client project apprenticeships. For the client project apprenticeships, six international and local clients were sourced for the students to work with. During the apprenticeship, students worked in teams to create their first real Android applications and gain experience as a freelance developer with a remote client. Twenty-eight students completed the bootcamp and received freelancing and entrepreneurship training from local and international experts. Of the 28 graduates, 23 were actively seeking employment or internship opportunities after graduation. Five are currently working as freelancers, nine are doing summer internships, and six are venturing into entrepreneurship. Re:Coded aims to have 100% of all students seeking employment have a job or internship offer within 6 months of graduation.

Even after the training, the trainees kept in touch and formed a group called "coders(developers): coding community". Some of them started a start-up involving members of host communities and Syrian youth. They are still working together and are generating income. One of them got an opportunity to work for Harran University on the development of the software to be used in Turkish language courses/trainings. One of the key elements factors behind these achievements was the relatively long duration of the training. Diversity was strengthened and the team spirit and innovative thinking promoted. This successful pilot project has been also been the key to convincing the Ministry of Youth and Sports of the need to include such ICT training programmes as part among the services currently provided to youth in the Ministry's youth centres.



Left: Young Syrian girls, working on developing tech-based solutions to address gender equality at the Social Innovation Hackathon, an activity organized in İstanbul in 2017 © UNDP



Right: Closing saluting salute at the Social Innovation Hackathon in İstanbul 2017 © UNDP

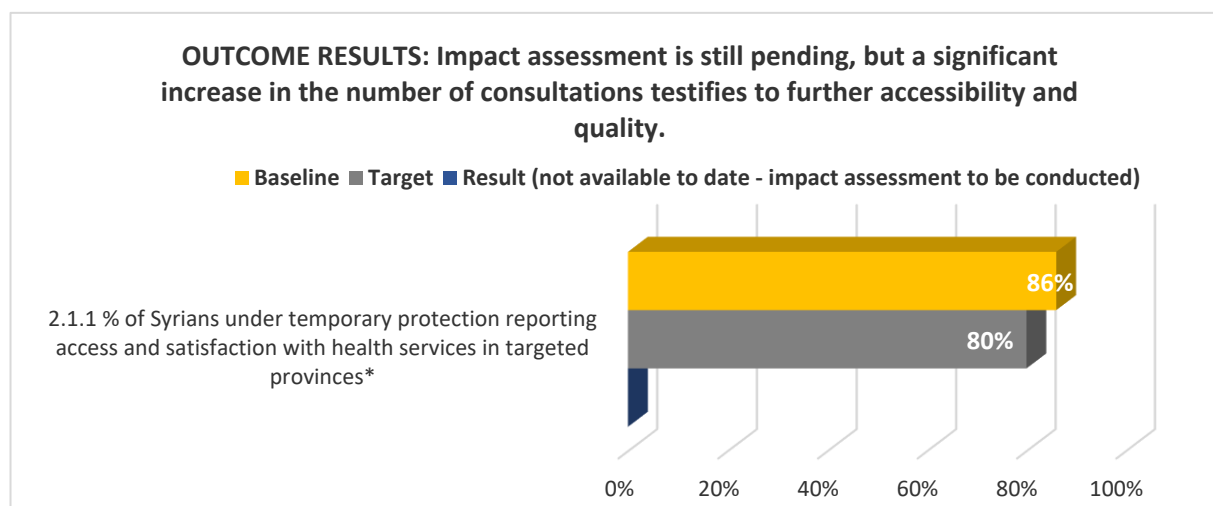
2. SUPPORT PROVISION OF PUBLIC SERVICES THROUGH NATIONAL SYSTEMS

IMPACT 2.1:

**STRENGTHENED ESSENTIAL SERVICES FOR
EFFECTIVE DELIVERY TO VULNERABLE POPULATIONS
WITH FOCUS ON SYRIANS UNDER TEMPORARY PROTECTION
AND VULNERABLE MEMBERS OF HOST COMMUNITIES**

OUTCOME 2.1.1:

SYRIANS UNDER TEMPORARY PROTECTION ARE ENSURED EQUITABLE ACCESS TO QUALITY AND AFFORDABLE HEALTH SERVICES

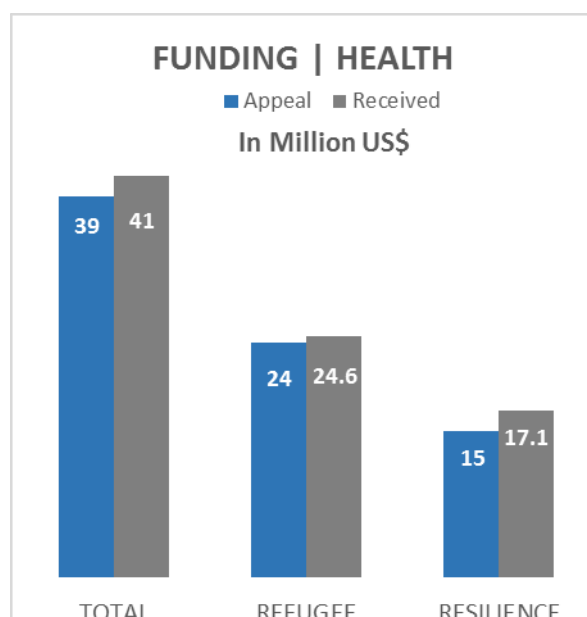


* In 2017, 86% of Syrian Women (UN Women, June 2018) expressed satisfaction with the health services provided. No follow-up survey has been undertaken, but strong evidence points to similar or improved levels, as utilisation statistics indicate a sharp 29% increase in consultations in Refugee Health Centres.

HIGHLIGHTS

- The Health Sector financial requirement was modest at US\$ 41 million and was fully funded in 2018 (105%). This funding complements bilateral funding received by the Ministry of Health.
- Health services have been scoring high in satisfaction with existing services recording a steady and significant increase in the number of consultations testifying to increased accessibility and quality.
- A new and successful model of provision for migrant and refugee health services through a network of 178 Migrant and Refugee Health Centres across Turkey with many Syrian health professionals trained was designed and implemented by Ministry of Health of Turkey, and involved the training of many Syrian health professionals.
- Additional progress has been made in provision of sexual and reproductive health services as well as on number of professionals trained in the clinical case management of GBV.
- It is recommended to continue work on the new health service provision model, and to undertake more strengthen information on the availability and benefits of health services, as well as on training and support for staff care and motivation.

FUNDING ANALYSIS



The Health Sector was 105% funded. The funds received arrived in time and as planned and were for the most part available at the beginning of the year. There are several reasons for the increased funding for health, and these range from realistic planning to increased donor interest to continue funding health activities.

However, the Health Sector financial requirement is smaller – with only USD41 million – compared to other sectors, which is a reflection of the fact that only a portion of the Syrians under temporary protection in Turkey need health services (as opposed to all needing food). In addition, the EU has provided the Ministry of Health (MoH) with a direct grant of EUR300 million Euros under the "Facility for Refugees in Turkey" to establish a

network of Migrant and Refugee Health Centres across Turkey. If all the funding that supports basic health needs for Syrians were pooled, the amount spent on health would be comparable with other sectors.

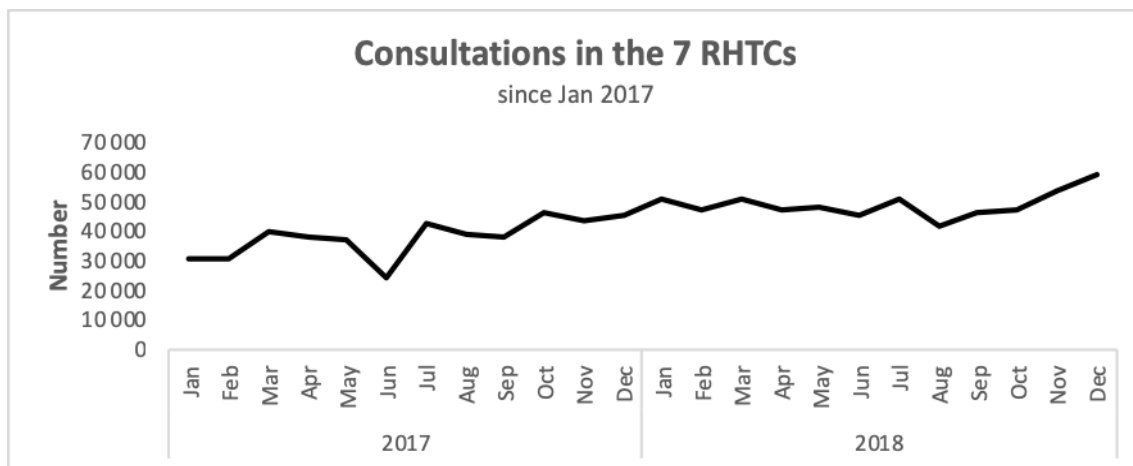
It should also be noted that, the funding requirements for 3RP Health Sector has been reduced by 10% from 2017 to 2018, primarily with regards to the resilience component. The financial requirements for 2019 and 2020 has increased based on the needs and donor interest in building upon achievements of the sector.

While funding for the Health Sector has been adequate for 2018, the issue of long-term sustainability is still valid due to the cyclic nature of appeals and funding of the current activities.

ACHIEVEMENTS AND CHALLENGES

Available primary health services have repeatedly scored high in perception surveys on both accessibility and satisfaction. Though no evidence could be generated on this outcome indicator during this reporting period,¹⁷ a sharp increase of 29% in utilization (compared to 2017) of health services in the seven refugee health training centres operated by the MoH gives an indication of increased access.

¹⁷ Preparatory work on the planned surveys continues. The draft report for one of the surveys conducted in 2017 by WHO and partners will be ready in early 2019 and then we can report on this indicator directly.



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

The Turkish Ministry of Health of Turkey designed and implemented a new model of provision for migrant and refugee health services by establishing a network of 178 Migrant and Refugee Health Centres across Turkey. The centres provide essential primary care services to all Syrians under temporary protection and operate under the auspices of the family physician scheme in Turkey. The model was initially tested in seven centres operated by the MoH in 2016-2017.

- The centres were renovated and, provided with equipment and additional staffing for non-medical operations;
- The centres are to be staffed by teams of Syrian doctors and nurses that have attended an 'adaptation' program that informs them about the new environment and setting of the Turkish health system and which leads to certification by the MoH;
- 427 Community Health Support Staff were trained at Migrant/Refugee Health Training Centres (MRHTCs) in seven provinces by MoH and partners to provide non-medical health services to communities, with a focus on the elderly and the disabled. (See more information under impact 4.1.)
 - The training program consisted of one-week of theoretical training and six weeks of practical training. Pre and post-tests were conducted before and after the theoretical training in an effort to measure the information and knowledge gained by the trainees.

The model tested in these seven centres works. The utilization of services is increasing, and this is a testimony to the improved health service provision for the Syrians under temporary protection in Turkey.

Additional progress has been made in the provision of sexual and reproductive health as well as on the number of professionals trained in the clinical case management of GBV. The most progress has been made in the number of units providing SRH services, primarily due to the expansion of the migrant health centres by the MoH/SIHHAT.

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). Within 2018, over 3,017 Syrian and Turkish doctors were trained by MoH and health partners. Additional training was provided to nurses and

other primary care personnel on topics ranging from Early Childhood Development (ECD) to suicide prevention, forensic interviewing and community mental health. The percentage of personnel trained in MHPSS (mhGAP and others) at the migrant health centres established by the MoH is close to 100%.

REFLECTIONS FOR FURTHER DISCUSSION

The reflections are focused on improving the sustainability of the actions taken so far.

At policy and strategic level:

- Increase information dissemination on the availability and benefits of health services, as well as training and support for staff care.
- More efforts concerning adaptation and integration to the Turkish health system: further analysis is warranted to explore the factors influencing the employment of the Syrian health professionals.

At operational level:

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

OUTPUTS CONTRIBUTING TO OUTCOME

Output indicator	Target	Result
# of consultations received by male and female refugees and impacted host community residents in primary health	991,950	587,274 59%
# of service delivery units providing SRH services	74	479 647%
# of male and female service providers trained in SRH and clinical management of GBV	930	1,401 151%
# of Syrian refugees and members of impacted communities who receive SRH services	291,060	218,417 75%
# of migrant health centres and host community clinics with at least two (2) health staff trained in MHPSS services including screening and referral *	322	41 13%
# of male and female Syrian health care providers trained	380	2,776 731%
# of male and female Turkish health care providers trained	30	241 803%

* The result is misleading as all trained health staff have been trained in MHPSS services

IMPACT STORY: *Supports for equitable access to quality health services (WHO)*

The arrival of over 3.6 million Syrian refugees in Turkey confronted the Turkish health system with the huge challenge of providing them with essential services in line with the Universal Health Care principle. Most of the Syrians under temporary protection have sought help directly from hospitals, and this has presented a challenge for Turkish hospitals. Language, cultural and financial barriers have further hampered the ability of Turkish personnel to provide quality health services to patients.

In response to this, a network of 178 Migrant and Refugee Health Centres (MHCs) was created across Turkey in order to provide essential primary care services to all Syrian refugees, operating under the auspices of Turkey's family physician scheme. This new model of provision of migrant and refugee health services was implemented by the Ministry of Health of Turkey (MoH), with the support of The World Health Organisation (WHO), the European Union, health sector partners and other humanitarian actors.

Within this scheme, Syrian doctors and nurses were trained by WHO and MoH to serve in the Turkish health care system across the network of MHCs. Syrian health care workers were taught how to navigate the system through a one-week theoretical training course and six weeks of on-the-job training. During the practical stage, the Syrian health care workers are guided and supervised by Turkish health care workers while providing health care services for other refugees in seven Refugee Health Training Centres (RHTCs) across the country (in Ankara, Izmir, Istanbul, Mersin, Gaziantep, Sanliurfa and Hatay). WHO also trains interpreters to serve as patient guides for Syrian refugees, so that language and culture is not an obstacle at any level of care.

During 2018, 261 Syrian doctors and 439 Syrian nurses completed the practical stage of the adaptation training and more than 600 Syrian doctors and nurses were hired by the Ministry of Health to serve in the MHC network. Additionally, 731 interpreters were trained to serve as patient guides. Training evaluation results indicated that there was a significant increase in the knowledge of doctors, nurses and patient guides (interpreters). This has been attributed to the WHO supported training program. The increase in knowledge was measured for over 1,250 doctors, 1100 nurses and 830 patient guides. The increases measured varied from 24% for doctors to 39% for patient guides.

As part of its commitment to extend linguistic and culturally sensitive specialized health services for Syrians, WHO also renovated and provided equipment for the seven RHTCs located in Ankara, Izmir, Istanbul, Mersin, Gaziantep, Sanliurfa and Hatay. Moreover, WHO hired additional staff to run the centres through its implementing partners, as well as hiring psychologists and social workers to respond to the increasing needs for mental health care and psychosocial support.

Thanks to all these efforts, these centres have seen a successful increase in use and their overall impact among the refugee population. The average number of health consultations per month rose by 28% from 2017 to 2018. The rise is clearly due to patients being able to access primary health care, maternal and child health, internal medicine and psychological support in their own language, and from their own compatriots.

Syrian health care staff in Turkey heal and bring hope to their fellow nationals

When Ahid's mother crossed the Syrian-Turkish border in December 2017 she did not know if her daughter would walk again. Some weeks before, a bomb has fallen on their house in Ar-Raqqa, killing her husband and her eldest son and leaving the young Ahid with a serious leg injury. The little girl underwent some minimal reconstruction surgery in Syria but by the time they reached Turkey, she was at high risk of losing her leg.

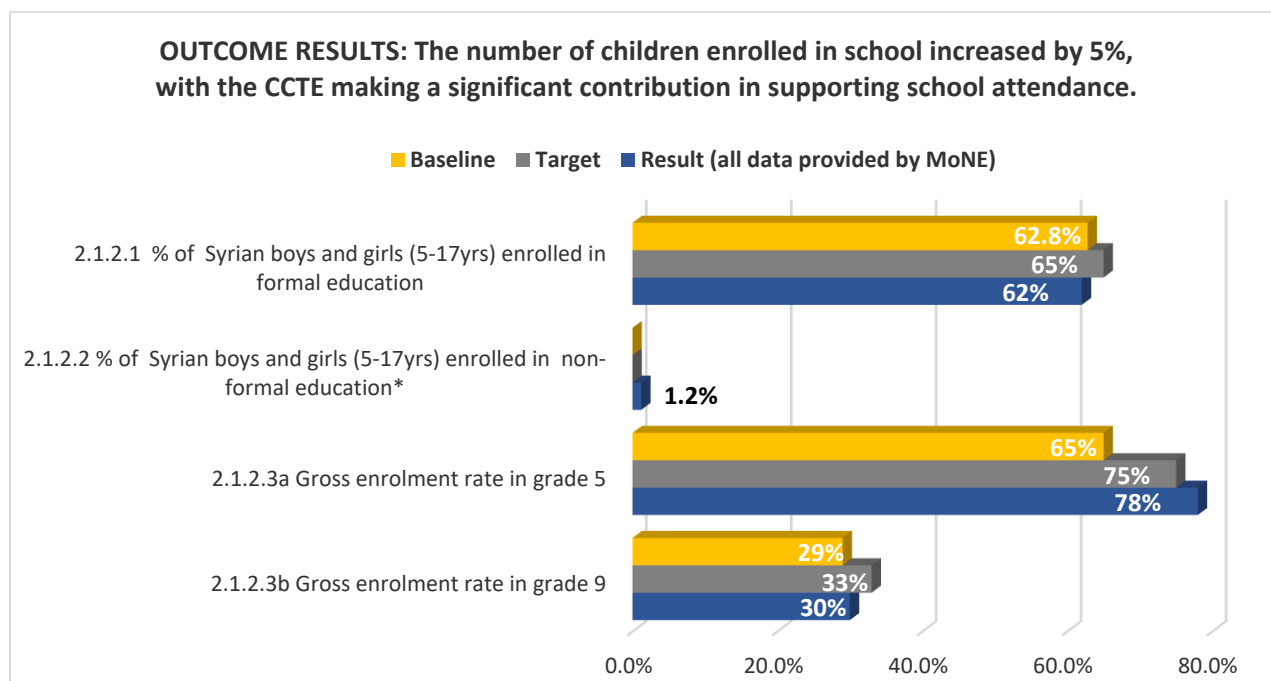


When the family reached the Refugee Health Training Centre in Ankara, a team of WHO-trained Syrian health care workers provided Ahid with the necessary treatment. Following this first intervention, Ahid was referred to a hospital with expertise in orthopaedic surgery, where she underwent two operations that finally saved her leg from being amputated. "When I came to Turkey, I did not know what to do to help Ahid", explains Safaa, the child's mother. "Finally some relatives brought us to this clinic where other Syrians took good care of my baby", she adds.

Now Ahid can run and play again, and a healthy future lies ahead of her. Turkish and Syrian health care workers at the Refugee Health Training Centre continue monitoring her through regular visits and outreach services. "I'm so thankful", Safaa says.

OUTCOME 2.1.2:

SUSTAINED ACCESS TO AND ENHANCED QUALITY OF FORMAL AND NON-FORMAL EDUCATION FOR SYRIANS UNDER TEMPORARY PROTECTION



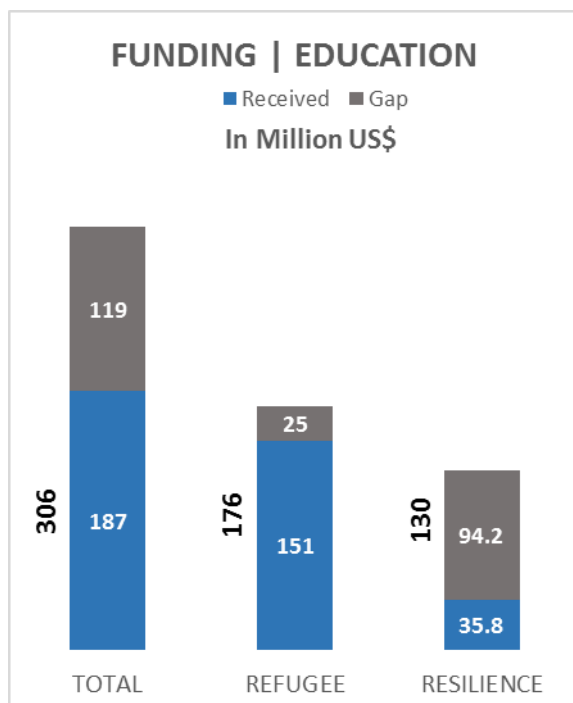
(Source: Ministry of National Education, Enrolment statistics, 2018)

HIGHLIGHTS

- At 61%, the funding level for the Education Sector seems low, but with respect to the funding channelled directly to the Ministry of National Education, the results achieved in 2018 were substantial. The number of children enrolled in formal education increased by 5% compared to the previous year. However, since the number of school-aged children in Turkey also increased, the actual overall enrolment level observed declined from 65% to 62%.
 - Non-formal education and early childhood education programmes, are highly needed to respectively address the needs of some 400,000 out of school Syrian children and ensure timely school entry and readiness among young Syrian children. Both areas are under-funded.
 - Higher education, particularly the provision of scholarships and language learning programmes for adults, remain under-funded in relation to the level of demand.
- A challenge faced by 3RP partners has been to obtain the necessary permissions to implement non-formal and informal education activities.
- The Conditional Cash Transfer for Education (CCTE) programme is playing a key role in supporting the attendance of children and adolescents in schools and is considered a best practice.
- Gender parity continues to be maintained for school enrolment with a small advantage for girls. However, reasons affecting school non-enrolment are different for boys and girls and vary by age.

- The main recommendations, among many others, are to continue and expand programmes supporting school retention (like the CCTE), and to obtain more information on the profiles of children not enrolled in schools in order to support cross-sectoral collaboration to design special programmes that can address learners' academic, health and psychosocial needs.

FUNDING ANALYSIS



As indicated in the funding graph, the 3RP Education Sector was underfunded, with only 61% of funding received against the amount for which the sector appealed for in 2018. However, the contribution of funding channelled directly to Ministry of National Education (MoNE) must also be considered when assessing overall financial support to the Education Sector. For example, MoNE received the highest amount of funding of all line ministries and state institutions receiving support through the EU and International Financial Institutions.

The funding provided to the sector supported increased levels of enrolment and the expansion of several support services, such as catch-up classes. The bulk of direct funding to MoNE was directed to supporting the formal education sector. Non-formal education programmes and early childhood education services, for which there is a great need, remain under-funded.

Higher education, particularly the provision of scholarships and language learning programmes for adults remain under-funded in relation to the level of demand, which is of concern given their contribution to the long-term resilience of refugee communities and their potential to support access to employment in professional positions and higher-income jobs.

ACHIEVEMENTS AND CHALLENGES

The number of children enrolled in formal education increased from 610,278 in the 2017/2018 school year to more than 640,000 in 2018/2019,¹⁸ a 5% increase. Nevertheless, the overall percentage of children enrolled in formal education went down as the number of school aged children increased from 976,200 in the 2017/2018 academic year to 1,047,536 in 2018/2019.¹⁹ More than 80% of those enrolled are attending Turkish public schools (TPSs). The gross enrolment rate is highest for children in primary school (96%), but decreases to 55% for children in middle school, and further decreases to 24% for learners at secondary level.

- The number of out-of-school children and adolescents increased to more than 400,000. This number includes children with disabilities, working children and those with child protection issues. These groups of children are the most vulnerable and hardest to reach as they require targeted multi-sectoral interventions to enrol and keep them in a relevant and flexible form of education.

¹⁸ MoNE data (as of 15 October 2018), gross enrolment rate; the number of boys and girls enrolled is nearly equal.

¹⁹ MoNE data (as of 15 October 2018), gross enrolment rate; the number of boys and girls enrolled is nearly equal.

- More than 45,000 children are enrolled in school, community and home-based Early Childhood Education (ECE) activities. Expanding access to ECE is key as it increases school readiness (particularly Turkish language proficiency) and enrolment in grade 1. For example, 90% of children benefitting from ECE summer school activities implemented by 3RP partners in the summer of 2018 are currently enrolled in formal ECE and Grade 1.

Enrolment in higher education remained level for two years, with the number of scholarships provided being far lower than the number of students needing support. The lack of available scholarships and difficulties in meeting language proficiency requirements for enrolment negatively affected increased higher education enrolment. Insufficient financial support for post-secondary education opportunities is expected to negatively affect the enrolment of Syrian adolescents in secondary education as adolescent boys and girls may not see the value of pursuing their education. The fact that only 24% of secondary school age adolescents are enrolled in school also negatively affects transition to higher education.

Access to formal education among Syrian boys and girls is relatively equal at national level, with gender parity showing a small advantage for girls over boys (GPI in 2018 is 1.067). However, reasons affecting school non-enrolment are different for boys and girls especially among adolescents.

The national education system continues to be overstretched, especially in areas with high concentrations of Syrians such as in the Southeast of Turkey and in Istanbul. This has reduced the ability of the education system to absorb an increasing number of school aged children with parents in some locations reporting that school management is refusing to accept their children due to limited capacity. Such pressure on the education system could also jeopardize the quality of education provided to both Syrian and Turkish learners alike.

As Syrian students are transferred from Temporary Education Centres (TECs) to Turkish Public Schools (TPSSs), Syrian Volunteer Education Personnel (SVEP) are also being transferred to TPSSs and other educational institutions like Public Education Centres (PECs), provincial directorates of National Education and Counselling and Research Centres (RAMs). New roles have been assigned to SVEPs in these education institutions to contribute to enhancing the integration, learning and adaptation of Syrian children within the Turkish national education system.

The conditional cash transfer for education (CCTE) programme is playing a key role in supporting the attendance of children and adolescents in schools (from ECE to Grade 12) with 411,000 refugee children (63.7% of those enrolled) benefitting from the CCTE programme. The programme was recently also extended to benefit adolescents enrolled in the Accelerated Learning Programme (ALP).

As a result of the increased competition over the education services available and the limited budgets at school level, social tensions are increasing between Syrian and Turkish communities. More cases of school bullying are being reported (both in school and on the way to school). While school bullying is expected to have an impact on children of all ages, it is reported mostly to affect boys and girls at middle and secondary school level, which in turn could be having an impact on middle and secondary school enrolment and retention rates.

While data on enrolment is available, additional information on education participation and on the quality of education, provided to Syrians under temporary protection, such as attendance and completion rates, is limited. Without such data it is difficult to fully assess the impact of the investments made by 3RP partners and other stakeholders in education for refugee children.

Syrian middle and secondary school aged adolescents and their families have limited knowledge about the education opportunities available in Turkey, including – but not limited to Technical and Vocational Education and Training (TVET) and the Accelerated Learning Programme (ALP). Outreach activities were conducted to share information about available education options directly with Syrian families.

Grades 1, 5 and 9 are the three grades of transition between school levels as per the Turkish education system (4+4+4). These grades are only taught in Turkish Public Schools (TPSs) where the language of instruction is Turkish. Children at these grade levels require a good level of Turkish language proficiency to be able to learn effectively. These grades are critical for the timely entry of Syrian children in the education system, and for completing school levels. Currently, enrolment in grades 1, 5 and 9 are monitored by MoNE with support from 3RP partners. MoNE managed to exceed the target for the grade 5 Gross Enrolment Rate in 2018, but not for grade 9. It continues to be more difficult to attract and retain children in school as they get older, both girls and boys. The Gross Enrolment Rate in secondary education remains low for many reasons including:

- 1) Economic factors: where adolescent boys (and to a lesser extent girls) are expected to work and contribute to the livelihood of their families;
- 2) Social and gender norms-related reasons: some families are reluctant to have their adolescent girls attend mixed-gender classes, and some families prefer their girls to be married off or to stay at home and look after their siblings rather than attending school. Security concerns of the family when the school location is far, or no transportation is provided also affect the attendance particularly of girls. In addition, some families do not value education;
- 3) Academic reasons: some adolescents are less interested in education as they have been out of school for a long period or are not proficient enough in Turkish language, which negatively affects their school performance. Disabilities also negatively affect enrolment and retention at all levels including secondary.

In terms of non-formal education, the number of children enrolled in non-formal education is still limited to those attending the ALP and certified Turkish language classes. This is due to many reasons including:

- 1) Policy: The lack of a policy framework for alternative pathways to learning;
- 2) Data: lack of data on the specific profiles and number of OOSC per province;
- 3) Programmes: limited learning programmes available to OOSC with no clear referral pathways (i.e. from basic literacy and numeracy to ALP);
- 4) Knowledge: lack of information about education opportunities available for OOS adolescents;
- 5) Economic factors: poverty preventing adolescent boys and girls from accessing education as they need to support the livelihood of their families;
- 6) Limited number of partners implementing education activities: Only a small number of NGOs have obtained the necessary authorization from MoNE in order to be able to implement education activities.

Certain education sector output targets were overachieved, including the number of CCTE programme beneficiaries, and the provision of student supplementary materials (school kits). Increased demand for and uptake of the CCTE programme enabled more children than planned to benefit from the programme. For school kits, the increase in coverage was mainly because the needs of vulnerable host community students for school supplies were met alongside those of Syrian students in order to support social cohesion.

Other targets were significantly underachieved including: the provision of Turkish language textbooks, and the provision of teaching support materials and support for informal vocational education. This was due to changes in context and/or needs, MoNE's ability to secure textbooks from non-3RP partners, a lack of funding for teaching support material, and challenges faced by 3RP partners in obtaining the necessary permissions to implement informal vocational education activities.

REFLECTIONS FOR FURTHER DISCUSSION

In order to maintain the considerable achievements made regarding school enrolment, programmes supporting school retention (like the CCTE) should continue. Additional specific programmes and activities to support the enrolment and retention of learners into middle and secondary education should be established and scaled up. This includes remedial classes, provision of classes in Turkish as a second language, and school transport. Moreover, students' school attendance data and completion data should be monitored.

At policy and strategy level:

- More information should be collected on the profiles of out-of-school-children (i.e. age, number of missed school years, last completed grade, addresses, etc.). Collection and analysis of their profiles should be used to lead a cross sectoral collaboration to design special programmes that can address learners' academic, health and psychosocial needs
- It would be important for a policy framework for NFE with relevant and flexible learning pathways and with clear referrals between different pathways to be established by MoNE.
- Strengthen the role of other partners in support to non-formal education and other supplementary activities in the Education Sector (including case management, outreach, and school transportation.
- Supporting MoNE's policy of having all 54-month old children enrolled in at least one year of ECE by 2020 is of strategic importance. Sustained and scaled up provision of ECE programmes is key to increase the readiness and timely enrolment of young learners in grade 1 and prevent late school entry. ECE is important not only for education purposes but also to facilitate the social and linguistic adaptation of young Syrian children and their families in Turkey.

At operational level:

- Continued and increased support for the provision of scholarships for higher education would increase the motivation of Syrian adolescents to enrol and complete secondary education and will allow for more Syrian youth to continue with higher education. Such support is significant not only for promoting education but also for enhancing the resilience of Syrian youth, their livelihood potential and their self-reliance. The demand for higher education preparation programmes that enable prospective students to meet language proficiency requirements for university admission also remains high and exceeds the current level of provision.
- Turkish language classes are important for supporting children's school access, school retention and for improving their learning achievement. For adolescents and youth, Turkish language classes are needed to enable students to obtain the 12th Grade diploma, to sit for the university entrance examination and enrol in higher education programmes.
- Addressing the economic factors preventing families from sending their children to school should continue in coordination with all relevant sectors like Livelihood and Basic Needs.
- Syrian volunteer education personnel should be retained and supported by assigning them to new roles to facilitate the enrolment, integration and learning of Syrian children in the Turkish national education system.
- Participation and quality indicators for both Syrian and Turkish learners, especially in provinces with high concentration of Syrians, should continue to be monitored.
- Social cohesion programmes using schools and Public Education Centres (PECs) as outlets should be implemented to reduce tensions within school communities and beyond. Moreover,

3RP partners should factor social cohesion into the design and implementation of all education activities.

- Addressing school bullying through activities that utilize Turkish national system mechanisms should be supported by both the Education and Protections Sectors. School transportation should also continue to be supported in order to protect children from bullying on the way to and from school. This is particularly important for girls, young children, and children with disabilities.
- Sharing information on education and education case management activities should be implemented to address the knowledge gaps in education. Syrian volunteer education personnel could play a key role, which will require well-coordinated efforts by all 3RP sectors.

One of the good practices being implemented in Turkey in the area of non-formal education is the utilization of Public Education Centres (PECs) courses and teachers beyond the physical capacity of PECs. This approach has supported different government institutions (and some NGOs) in implementing non-formal education activities in different geographical areas where multi-service provision has been made available for Syrian families. The utilization of this model should continue and be scaled up geographically. Moreover, extending and translating modules and/or technical content in some of the PEC courses could also be considered to make learning more accessible for Syrian families.

OUTPUTS CONTRIBUTING TO OUTCOME

Output indicator	Target	Result
# of children (3-5 g/b) enrolled in ECE and pre-primary education (school and community-based)	51,200	48,945 96%
# of Syrian children (5-17 years old g/b) enrolled in formal education (Grades 1-12)	650,000	645,140 (99%)
# of classrooms constructed, established or rehabilitated	1,694	270 (16%)
# of students (>18 years, f/m) enrolled in tertiary education	20,000	20,701 (104%)
# of students (m/f) participating in higher education preparation programmes	7,180	8,243 (115%)
# of students (m/f) receiving higher education scholarships	3,111	2,424 (78%)
# of children (5-17 years, g/b) supported by cash-transfers	326,900	411,070 (126%)
# of children (5-17 years, g/b) provided with school transportation	24,200	12,141 (50%)
# of children (5-17 years, g/b) enrolled in informal non-accredited education	30,610	8,497 (28%)
# of youth (14-17 years, g/b) benefiting from informal and accredited non-formal vocational education	2,000	935 (47%)
# of children (5-17 years, g/b) receiving textbooks	3,000	2,010 (67%)
# of schools receiving teaching support materials	50	0
# of children (5-17 years, g/b) receiving supplementary materials in formal and non-formal/informal settings	427,676	800,00 (187%)
# of teachers and education personnel provided with incentives	13,440	12,994 (97%)
# of children (5-17 years, g/b) enrolled in accredited non-formal education	36,200	15,515 (43%)

IMPACT STORY: *Syrian children improve their access to formal education (UNICEF)*

Of the almost 3.6 million Syrian refugees in Turkey, 1.6 million are children as of 2018. Providing access to education for school-age refugee children remains a key priority. Thanks to the efforts of the Government of Turkey, UNICEF and other partners, more than 640,000 children are enrolled in Turkish public schools and temporary education centres across the country.

Nevertheless, an estimated 400,000 Syrian children remain out of school in 2018. To help address this gap and encourage access to formal education, UNICEF, together with the Ministry of Family, Labour and Social Services, the Ministry of National Education and the Turkish Red Crescent Society, are implementing the Conditional Cash Transfer for Education (CCTE) Programme for refugee children.

Meymune, a 12-year-old Syrian refugee in Gaziantep, is in the third grade. She is one of more than 410,000 children who benefitted in 2018 from the CCTE Programme. Meymune's father works part-time as a mechanic to support the family, but they are only barely scraping by, and for several years they did not have enough money to send Meymune and her three younger brothers to school. Thanks to the CCTE Programme, Meymune and her brothers are now enrolled at their local Turkish public school and catching up on their education.

Launched in 2017, the CCTE Programme is an extension of an existing national programme for Turkish children designed to address the socioeconomic barriers facing refugee families in accessing education. It provides bi-monthly payments to vulnerable refugee children to encourage school enrolment and attendance, reduce drop-out and promote social cohesion between host communities and refugee children. It also includes a strategic child protection component, implemented by the Turkish Red Crescent Society, to help ensure that enrolled children's protection needs are identified and addressed, and are not impeding their academic learning.



Meymune, 12, holds up her finger during class in the province of Gaziantep. Meymune is one of over 400,000 refugee children in Turkey who benefitted from the CCTE Programme in 2018. @UNICEF 2018

The strategy contributes to ensuring access to a range of educational opportunities, from early childhood to higher education, as well as language learning and skills training programmes, intended to build individual and community resilience for Syrians under temporary protection.

Meymune loves the Turkish language and wants to go to university, so she can become a Turkish teacher back home in Syria. "All children should go to school," Meymune says. "There is a big difference between a child that goes to school and one that doesn't."

IMPACT STORY: Advanced Language Courses help Refugees access higher education opportunities - UNHCR

On a hot afternoon in Turkey's capital Ankara, Mohammed, 24, and his younger sister, Enas, 23, speak about how their lives have changed since learning Turkish. Since leaving Syria due to the ongoing conflict they have both learnt to speak Turkish fluently and spoke about their experiences and how learning a new language opened new educational and social opportunities for them. Both had the opportunity to learn Turkish after receiving a scholarship for a university preparation programme run by the Presidency for Turks Abroad and Related Communities (YTB) and supported by UNHCR.

Indeed, despite the generous waiver of university tuition fees for Syrian students by the Turkish government, the inability to meet the levels of Turkish language proficiency required for admission to Turkish universities remains a significant barrier to accessing higher education for many refugees. Several 3RP partners therefore offer university preparation programmes that offer certified, advanced level language courses up to the C1 level. The largest of these programmes is implemented through a partnership with the Presidency for Turks Abroad and Related Communities (YTB) and UNHCR.

Mohammed, originally from Raqqa, had to flee to Turkey alone in 2014, leaving his family of five behind. He had been studying to be a chemical engineer at university when intensifying conflict interrupted his education. Mohammed says "I left all my formal documents behind. I simply had no time to take anything with me." After having worked in part-time jobs for a while he decided to continue his education in Turkey, but not speaking Turkish was a significant disadvantage.

"Thinking of the times I could not speak Turkish; life was really tough. I could barely communicate with people; many times, I found myself resorting to sign language to communicate", says Mohammed. He first enrolled in private language classes and then applied for – and was awarded - a scholarship the YTB/ UNHCR higher education preparation programme. This programme provides refugee youth with the opportunity to attend a nine-month, intensive certified language tuition programme that will enable them to meet the language proficiency requirements for entry into a Turkish university.

Mohammed acknowledges that learning Turkish has been very demanding, but also at the same time was a very rewarding experience. He persevered as he was convinced that acquiring the language proficiency certificate would open the door to giving him a second chance to resume his university studies. His hard work paid off and once he felt confident in Turkish he applied for admission to university and was accepted into the translation and interpretation department at Yıldırım Beyazıt University in Ankara. "I went for translation-interpretation, as I thought it would open doors for me professionally, especially as there are a limited number of good Arabic-Turkish translators." He describes being inspired by the skills of a simultaneous interpreter at a conference he attended and even asked to watch her work.



His younger sister, Enas, was inspired by her brother's achievements. She completed high school in Syria and when she applied for the YTB/UNHCR higher education preparation programme she spoke no Turkish. She says that she was initially quite timid in class, but as her confidence grew, she started speaking more. Enas's main motivation for learning Turkish is to be able to attend university and eventually start working in Turkey. She has been accepted in Kirikkale University's Department of Social Work and has applied to the Arabic Translation and Interpretation Department at the same university as her brother.

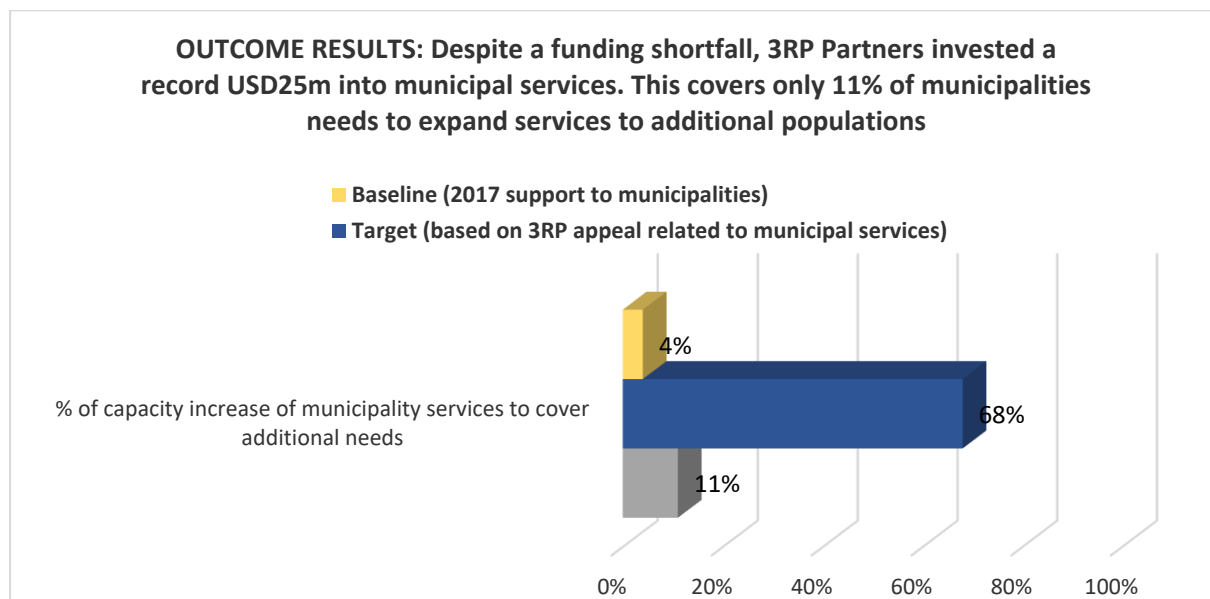
If she's accepted, she and her brother might establish a translation company and work together in the future. They already assist each other helping to interpret and assist family members resolve issues and carry out daily tasks.

Mohammed's newly acquired language skills have also allowed him to give back to his community by providing voluntary interpretation services for Syrian refugees at hospitals. "I love being active, meeting new people and making friends", he adds. He is an active member of his university's "Middle East Research Club", trying to contribute to strengthening the bonds between cultures and communities.

In 2018, 8,243 students participated in higher education programmes and 2,424 received higher education scholarships.

OUTCOME 2.1.3:

IMPROVED ACCESS TO SERVICES AT THE MUNICIPAL LEVEL



(Source: 3RP Inter-Agency, Strengthening municipal resilience in response to the impact of the Syria crisis in Turkey, 2018)

HIGHLIGHTS

- The support for municipalities has been increasing rapidly with USD25 million secured for 2018-2019, which is three times as much as the support provided in 2017, but still only around 20% of the response needs budgeted, having a direct impact on the progress made towards set targets:
 - The support of 3RP partners so far represents 11% of the additional capacity needs of municipalities due to the influx of Syrians under temporary protection.
- The main challenge has been limited funding which has limited the number of municipalities and districts reached; prioritising municipalities hosting large numbers of refugees in mainly south-east Turkey and Istanbul municipal areas.
- The main reflections for further discussion is to address the funding challenge with additional fundraising to meet the needs of municipalities and to increase the number of municipalities that can be supported. That the 3RP still has limited scope for raising funding for more long-term and resilience-based activities needs to be addressed, as it will in turn impact many other outcomes.

FUNDING ANALYSIS

Throughout 2018, the funding of USD25 million was secured mainly through the Basic Needs Sector. The amount of funding secured for 2018 was three times the support provided in 2017 indicating an increased focus on municipal support and services at the municipal level. Since 2014, USD53 million worth of support has been mobilized by the 3RP partners in support of municipalities.

That said, this represents only around 20% of what was required, with a direct impact on the outputs and thus the outcomes. Basic Needs partners are implementing a total of 18 interventions worth USD22 million in five municipalities, while the total 3RP support for 2018 comprises 55 projects worth

USD25 million in nine municipalities.²⁰ The municipalities were selected on the basis of refugee concentrations.

ACHIEVEMENTS AND CHALLENGES

Municipalities need an increased capacity proportional to the share of the refugee population they host to be able to absorb this additional population in their delivery of services. For municipalities supported by 3RP partners, this represents a 20% increase of their budget, or over USD215 million. The support of 3RP partners so far represents 11% of the additional capacity needs of municipalities, while the initial appeal target was to cover 68% of those needs.²¹

The support to municipalities in 2018 focused on projects to:²²

- Increase capacity in Solid Waste Management. This represented the main share of support from Basic Needs;
- Increase capacity in other key municipal services, such as water, waste water, and fire-fighting.
- Increase capacity in communal spaces: parks, playgrounds, and launderettes.

The municipal infrastructure is increasingly used as an entry point to support municipal management systems by 3RP partners through:

- Engagement with three municipalities in South East Turkey to provide dedicated project management support to help them with internal processes and strategic planning, while also achieving optimization gain in service delivery and developing project proposals for external funding;
- Organization of an Istanbul-Marmara Region Municipal Coordination Platform Meeting with municipal representatives from İstanbul, Kocaeli, and Bursa. Metropolitan and district municipalities came together in a panel platform where they shared their respective good practices and reiterated their commitment to support refugees. This led to a declaration which sets forth metropolitan and district municipalities' commitments in refugee response and protection which was provisionally approved and will serve as a reference document for the inclusion of supporting refugees in strategy documents.

Limited funding has set back the number of municipalities and districts that were targeted, thus focusing on municipalities hosting high numbers of refugees. Substantial amounts of funding have gone to infrastructure and hardware support. Some delays occurred in the tendering process. Limited availability of resources including human resources has had an impact on the number of municipalities that were supported with coordination support.

That said, the support provided to date in 2018 is three times more than in 2017, when the total capacity increase of supported municipalities was limited to 4%. Moreover, this progress only reflects the direct investments in municipal infrastructures and equipment and does not account for efficiency gains, coordination support, and participatory processes on how basic municipal services are delivered. This 3RP support will be better quantified in 2019.

²⁰ Other sector contributing are: Livelihoods and Protection with 4 projects with budgets totalling over USD11.5 million and 11 projects with budgets totalling close to USD1.

²¹ For details, see <https://data2.unhcr.org/en/documents/download/66188>, Annex 3, calculation of base-line and targets, p.37-39.

²² In terms of funding: Municipal infrastructure projects: 55%; Waste management: 23%; Fire-fighting: 14%; Water and Sewer: 9%

While it is hard to measure the outcome indicator, direct outputs and technical support for project management and coordination have contributed to increased capacity at selected municipalities.

REFLECTIONS FOR FURTHER DISCUSSION

At policy and strategic level:

- Additional fundraising will be essential to meet the needs of municipalities and to reach a greater number of municipalities. This is estimated to equate to a 20% increase in their budgets (proportional to population increase due to the Syrian situation), or over USD215 million. For example, limited human resources in Istanbul mean that district coordination platforms are limited to two locations, rather than the 20 targeted. Increased funding and partnerships (with WALD, for example) will be needed to overcome these shortcomings.

At operational level:

- Large infrastructure projects are obliged to go through rigid tendering processes, so careful future planning is recommended to avoid delays in the implementation. Smaller infrastructure projects (parks etc.) could be done by or through local NGOs which enjoy greater flexibility.

OUTPUTS CONTRIBUTING TO OUTCOME

Output indicator	Target	Result
# of municipalities strengthened in terms of technical capacities to deliver municipal services	59	3 5%
# of municipal infrastructures newly established to expand capacity for service delivery	22	27 123%

* Refers to the cumulative (not unique) number of training participants as some personnel attend more than one training session covering different subjects.

IMPACT STORY: *Resilient Southeast Municipalities respond to additional demands for services (UNDP)*

As 94% of the 3.6 million Syrians under temporary protection in Turkey are located within host communities, municipalities have been among the primary responders in addressing the impact of the Syria Crisis, and have played an essential part in increasing resilience through strengthened capacities to respond to the increase in demand for services.

While the Government of Turkey has demonstrated remarkable national ownership of the response by providing a solid and comprehensive rights-based legal framework, the large increase in the population has placed local institutions under considerable strain. Municipal services are automatically affected by any sudden population increase such as may arise due to a refugee influx. The municipalities in South-East Turkey collectively host over 1.3 million refugees, representing over 20% of their pre-crisis population. This increase in numbers has led, among other things, to the consumption of 70 billion litres more water and the generation of 1 million tons of additional solid waste per year.

As early as 2014, the municipalities of Gaziantep, Sanliurfa, Hatay and Kilis received additional equipment such as fire-fighting and solid waste vehicles. To date, municipalities and UNDP have been implementing almost 40 projects, including the provision of over 70 vehicles. Eleven waste water and solid waste management facilities together with associated infrastructure were either constructed or renovated. The municipalities concerned have built on this early support and begun to work gradually towards introducing comprehensive changes in municipal service delivery management. UNDP support has allowed the municipalities to allocate corresponding amounts of resources to meet other needs.

Initial infrastructural support soon set a virtuous circle in motion, with additional benefits in terms of the environment, public health and livelihoods of local communities.

In Kilis, the municipality faced overwhelming pressure on its waste disposal infrastructure, limiting its ability to maintain a healthy and clean environment for the host community and Syrians alike. The provision of a solid waste compactor has extended the existing solid waste storage capacity by two years, and UNDP is now establishing a leachate treatment and evaporation system within the Kilis sanitary landfill site to eliminate contamination risks.

In Sanliurfa, investments in Solid Waste Transfer Stations has greatly improved the transfer of waste from district to central facilities. The transfer stations have significantly improved the environment by preventing the use of wild dump sites while generating economic benefits through recycling and cost savings. The municipality and UNDP then analysed the solid waste management system to identify efficiency gains able to sustain these improvements. By re-allocating solid waste vehicles across districts and replacing private contractors with municipal staff and linking districts to alternative transfer stations, the municipality was able to reduce its annual expenditure for the transfer of solid waste from TL2.2 million to TL1.3 million – a saving of TL 920,000, or 42.7% of the municipal solid waste budget.

Gaziantep, Hatay and Sanliurfa municipalities are now using new project management approach supported by UNDP to take proactive and preparatory steps prior to the submission of projects to international donors. In Gaziantep, an examination of the municipal fire-fighting department showed how re-allocating emergency equipment such as fire-fighting vehicles across the municipality, based on an analysis of population size (including the refugee population) and the occurrence of incidents, would extend the coverage of the emergency department from 800,000 people to 1,000,000 without any increase in resources. Such support is therefore bringing major change in their operational culture and enabling municipalities to increase their capacities beyond the pre-crisis levels.

However, these impacts need to be scaled up geographically and thematically. So far, UNDP has invested over USD 30 million in the capacities and services of the four municipalities with the support of the governments of Japan and Korea, the BPRM (United States), the KfW (Germany) and the EU Regional Trust Fund for the Syria Response (MADAD), as the four border municipalities in South-East Turkey in which 85% of investments have so far been concentrated host only one-third of the refugee population. Furthermore, most of the support has focused on solid waste, waste water and emergency services, whereas municipalities have a far wider range of competencies including transport, local infrastructure, as well as poverty reduction and social assistance.



The Reyhanlı waste transfer station facility in Hatay in South East Turkey transports 120 tons of solid waste per day. With the waste transfer station and services supports in Hatay, Southeast Turkey, Hatay is host to with over 447,000 Syrians, making up that makes around 28 % of its population. As a result of the support provided for the waste transfer station and related services, 1 one out of 4 four people of its inhabitants now live in a healthier environment. 2018 © UNDP

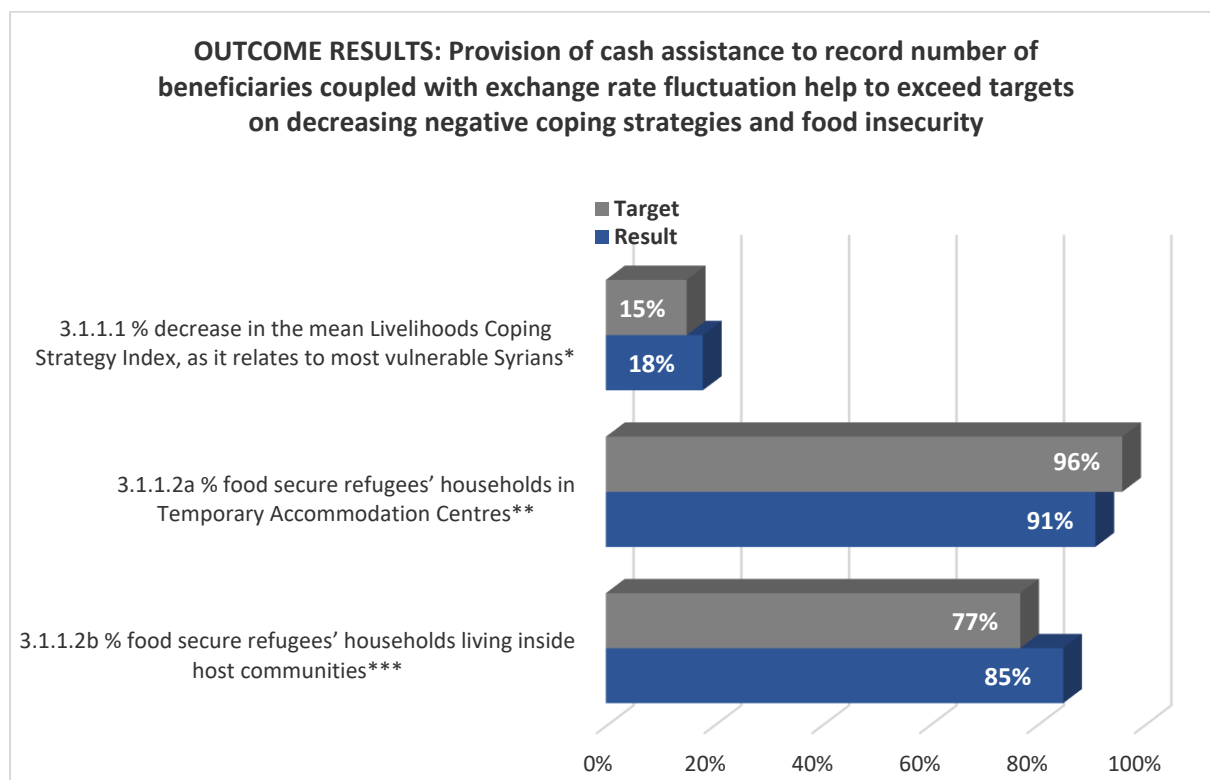
3. PROVIDE IMMEDIATE ASSISTANCE TO VULNERABLE INDIVIDUALS AND REDUCE EXPOSURE TO THE EFFECTS OF POVERTY AND DISPLACEMENT

IMPACT 3.1:

**IMPROVED LIVING CONDITIONS FOR SYRIANS UNDER
TEMPORARY PROTECTION THROUGH THE DELIVERY OF
COMPLEMENTARY AND TEMPORARY SERVICES**

OUTCOME 3.1.1:

REDUCED NEGATIVE COPING STRATEGIES AS SYRIANS UNDER TEMPORARY PROTECTION ARE ASSISTED TO MEET THEIR BASIC NEEDS



* Source: WFP/TRC ESSN Post Distribution Monitoring (PDM) 3 Report, September 2018.

** Source: WFP/TRC Q3 Camp Report (PDM, PMM, OSM) December 2018;

*** Source: WFP/TRC ESSN Post Distribution Monitoring (PDM) 3 Report, September 2018. The Pre-Assessment Baseline (PAB) proportion of households with acceptable food consumption was 77%, whereas the proportion of ESSN and non-ESSN beneficiary households with acceptable food consumption is 85% as per WFP/TRC ESSN PDM 3, September 2018. While the food consumption score (FCS) has improved in comparison to the PAB (77%), it has deteriorated over the most recent ESSN PDMs – likely due to high rates of inflation. However, as no impact analysis has been conducted, changes in household FCS cannot be attributed to the provision of food assistance.

HIGHLIGHTS

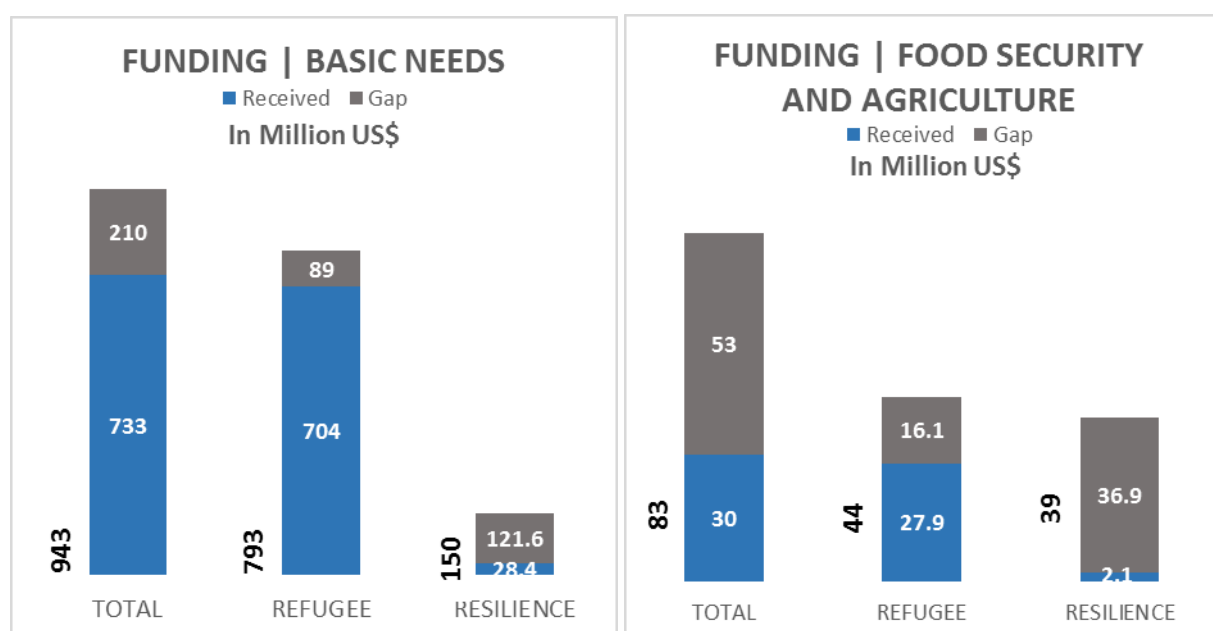
- The 78% funding for the Basic Needs Sector can largely be attributed to the Emergency Social Safety Net (ESSN) programme. The full ESSN requirement of USD711million has been met resulting in an 18% decrease in the Livelihoods Coping Strategy index - three points above target.
- Similarly, the food assistance response²³ has remained high assisting refugees living in Temporary Accommodation Centres (TACs) with the majority of the 3RP funding requirements attributed to the Food Security and Agriculture (FSA) Sector. However, the resilience

²³ Food assistance came under the FSA sector until January 2019 when it was moved to the Basic Needs Sector. This includes food assistance for out-of-camp populations based upon vulnerability as well as within the TACs.

component under the FSA sector is severely underfunded with an adverse impact on agricultural activities and on more long term and sustainable solutions for food security.

- Recent high levels of inflation (25.24% in October according to the Turkish Statistical Institute Consumer Price Index) have negatively impacted the outcome results with refugees resorting to negative coping strategies, which is a concerning trend expected to continue in 2019.
- With an active DGMM policy to close the tented Temporary Accommodation Centres (TACs) and decongest the others, requests for support for in-camp populations have been sharply reduced and funding has been reallocated.
- Considering the rising cost of living and the negative effects it has on the coping index, it is recommended to continue cash-based interventions like ESSN assistance which in 2018 reached more than 1.5M. Complementary programmes for non-ESSN beneficiaries such as winterization support to meet rising fuel costs should also be continued.
- Efforts to build strengthened linkages between the Basic Needs and Livelihoods Sectors remain a priority so as to work towards sustainable solutions which improve employability and empower refugees to eventually generate their own income.

FUNDING ANALYSIS



As of 31 December 2018, USD733 million has been received for the Basic Needs Sector, which mainly contributes to this outcome – and in particular the results of outcome indicator 3.1.1.1. The funding percentage is 96% in the refugee component, and 4% in the resilience component.

- The ESSN programme's full requirement of USD711 million (USD683 million for the refugee component and nearly USD28 million for the resilience component) was completely met for 2018 – accounting for the high achievement under both outputs (1,530,030 beneficiaries in 2018) and the key outcome of a reduced mean Livelihoods Coping Strategy Index.²⁴

²⁴ LCSi: livelihoods coping strategy index measures the extent of longer-term household coping mechanisms employed by households, acting as an indication of their productive capacities and ability to meet their basic needs.

The Food Security and Agriculture sector was 36% funded, having received USD30 million out of USD83 million requested. In total, 63% of the refugee component requirements were funded against only 5% of the resilience component.

- Under the refugee component, the food assistance response has remained high reaching almost 97% of target, with 96% of the 3RP funding requirements under the FSA.
- The requirement for the resilience components was mainly to cover the agricultural livelihoods activities. Under the 3RP financial requirements, resilience activities have consistently been the most underfunded priority area, with the shorter term, immediate needs being prioritized over longer -term development.
 - Limited funding, as low as 4%, for activities supporting refugee participation in agriculture and the farming sector (including the support of value chains) means that identified needs and targets have not been met.
 - Without predictable funding, FSA partners are unable to provide a dignified protection environment for refugees. This reduces refugees' ability to build their resilience, whilst also increasing the likelihood of refugees resorting to harmful coping mechanisms (begging; borrowing, leading to an accumulation of debts; forced migration in search of jobs; sale of productive assets; and families withdrawing their children from school) with irreversible longer-term impacts on household levels of food security, nutrition and livelihoods.

ACHIEVEMENTS AND CHALLENGES

Improved Targeting in 2018: During 2018, ESSN stakeholders jointly led efforts to refine the ESSN targeting systems. This included addressing exclusion and inclusion errors through the implementation of the SASF Discretionary Allowance and household visits. The SASF Discretionary Allowance is an additional targeting mechanism, designed to complement the demographic criteria. Activated in November 2018, this allowance enables each SASF to select a small number of very vulnerable households who do not meet the demographic criteria, and make them eligible for ESSN assistance, thus reducing the exclusion error. Additionally, household visits also helped ESSN stakeholders reduce inclusion errors by removing households who SASF social workers determined to be less vulnerable and not in need of assistance.

To date, the mean Livelihoods Coping Strategy Index for most vulnerable Syrians, has decreased (i.e. improved) by 18%, which is 3 points higher than the target and can largely be attributed to the ESSN programme, which reached 1.530.030 beneficiaries in 2018. This decrease – showing the improvement - is observed to be greater for ESSN beneficiaries than for non-ESSN beneficiaries. However, the living conditions of both ESSN beneficiary and non-ESSN beneficiary households have significantly improved in the last year.

- The Livelihood Coping Strategy Index declined by 11% for non-ESSN beneficiary households but 28% for ESSN beneficiary households by July 2018 (or an average 18% for all Syrians across categories)²⁵ – although the latest ESSN Post-Distribution Monitoring data (report forthcoming) shows that when faced with recent high levels of inflation (25.24% in October, 21.62% in November and 20.30% in December according to the Consumer Price Index, Turkish Statistical Institute Consumer Price Index), refugees are increasingly forced to resort to negative coping strategies once again in order to meet their basic needs, including through household

²⁵ WFP/TRC, ESSN Post distribution Monitoring Report, September 2018

borrowing, withdrawing children from school, sending children to work, and reducing health expenditure.

- While the results after quarter two remain better than the pre-assistance baseline (2017), the recent decline in results explained in the most recent report, is a concerning trend. It is expected that the impact of inflation will be observed more clearly in 2019.
- Moreover, according to recent ESSN PDM surveys, the total debt figures for beneficiaries show a clear trend: a steep decline between the baseline (captured in May 2017) and January 2018, followed by a gradual increase during the rest of 2018. The latest increase in beneficiary debt levels brought the median value back to where it was in October 2017, when the first ESSN PDM survey was completed. However, for non-beneficiaries, the median accumulated debt spiked during the second half of 2018, reaching 1000 TL – double the debt levels of beneficiaries. This increase again corresponded with the sharp rise in inflation rates in the Turkish economy during the second half of the year. At the baseline, the median debt for non-beneficiaries was marginally smaller than that of non-beneficiaries. As such, the results indicate that the ESSN assistance may be protecting the beneficiaries from a much worse deterioration in their overall debt levels.²⁶

However, the expenditure on basic needs remain high with the results of the ESSN Post distribution Monitoring (PDM) in July showing that around 75% of household income was spent on food, rent and utilities. This is confirmed by the IOM-led Winter Task Force's Post-Distribution Monitoring exercise for 'winter assistance' provided during the winter season 2017-2018. Findings demonstrate that most cash beneficiaries chose to spend their cash assistance on food, rent and utilities, whereas e-voucher beneficiaries purchased winter clothing, fuel/coal and blankets. In fact, according to ESSN PDM Round 3 (September 2018), the share of expenditure used to cover food needs has increased from 37.6% in May 2017 to 44.8% in July 2018. This reflects the growing cost of food commodities, which has affected the ability of households to cover other basic needs.

Other immediate assistance interventions have also contributed to the overall result/outcome. Most of these interventions were (originally) focused on/targeted at in-camp populations. With a reduced focus on Temporary Accommodation Centres and – since August 2018 – an active DGMM policy to close tented centres and decongest others, assistance to/requests for in-camp populations have been drastically reduced.

- This was most visible in in-camp shelter support. Government counterparts have not requested sector support to improve or maintain the quality of (tented) shelter and since September 2018, tented camps have been closed. This has led to an additional focus on out-of-camp support in terms of shelter kits and rehabilitation of sub-standard accommodation (affecting nearly 20% of the out-of-camp households). The budget for support to camps has been reallocated in line with the reduced demand.
- A similar situation occurred with hygiene and dignity kits. While requests for kits for in-camp populations declined, allocations to out-of-camp populations increased. To date 25,000 kits have been distributed in camps and over 167,000 to in-need out-of-camp populations.

For out-of-camp populations, further assistance by 3RP partners includes:

- Out-of-camp shelter support for more than 15,000 beneficiaries to provide protection against weather, contribute to safety and privacy, and increase sanitation. This has been done in consultation with the selected beneficiaries (selection based upon a set of socio-economic data) to ensure appropriate rehabilitation. The Basic Needs Sector finalized Inter-Agency

²⁶ ESSN Post Distribution Monitoring (PDM) 6, December 2018. The report is forthcoming.

Shelter Programming Guidelines which includes a livelihoods perspective on relevant modalities of such activities, notably through Cash for Work.

- Core-relief items (CRI) have targeted camp residents, but few requests have been received. CRIs have been provided in the Mediterranean Sea Initiative (MSI) for those needing support after interceptions or rescue at sea and apprehended in border areas; targets are much lower than for in-camp populations.

Food Consumption Scores (FCS) in TACs: Syrians under temporary protection living in Temporary Accommodation Centres (TACs) receive support for accommodation, utilities and other services as well as e-vouchers to meet their food needs provided by the Directorate General of Migration Management (DGMM), with the support of 3RP partners. This assistance may have contributed to improved food consumption results; While 91 percent of households in TACs now have acceptable food consumption, versus only 9 percent with unacceptable (poor and borderline) food consumption, these results are not as strong as planned, likely reflecting the impact of rising food prices due to inflation.²⁷

Food security consumption score (FCS) outside TACs: Syrians under temporary protection living outside the TACs and not benefitting from the full support by the DGMM, still have acceptable levels of food consumption whereas this applies to only 81% of non-beneficiary households as of July 2018. However, when looking at beneficiaries and non-beneficiaries combined, outside of TACs, there has been an increase in households with acceptable food consumption of 14.5% when compared with Pre-Assistance Baseline (2017) figures (figures are indicative of ESSN applicants irrespective of their nationality).²⁸ Note that while the food consumption score has improved in comparison to the Pre-Assessment Baseline (77%), it has deteriorated over the most recent PDMs – most likely due to high rates of inflation.

- By the end of 2018, FSA Sector partners had supported 166,413 individuals among Syrians under temporary protection and host communities with food and agricultural assistance through various food assistance modalities (vouchers, e-cards, assistance in kind). Of these, 144,953 are persons living in the Temporary Accommodation Centres (TACs), which are located) mainly across the Southeast of Turkey in Gaziantep, Sanliurfa, and Hatay. These persons receive monthly or regular assistance with 3RP Partners sharing the provision of this support with the Government in some camps. In addition, 21,460 people living in the host community also received assistance: a small part of this assistance was seasonal support rather than regular monthly assistance (including, for example, Ramadan-related assistance).
- In addition, 2,314 Syrians under temporary protection and members of the host population have received agriculture support, mainly in provinces in the South East where the concentrations of Syrians under temporary protection and agricultural market needs are both highest. In the distribution of this kind of assistance, emphasis has been placed on supporting hosting community members too, with a view to enhancing social cohesion in the areas in question.
- In the agriculture sector, FSA Sector partners have implemented skills development programmes and production-oriented activities (distribution of seeds and fertilizers) in order to meet the high demand of agriculture labour in Turkey. Agricultural interventions have

²⁷ WFP/TRC Q3 Camp Report (PDM, PMM, OSM), December, 2018.

²⁸ As there has been no impact analysis conducted, changes in household FCS cannot be attributed to the provision of food assistance. The PAB percentage was 77% whereas the average FCS for ESSN and non ESSN beneficiaries is 85% as per PDM 3, 26 September 2018.

primarily been in kind, although cash and vouchers have also been used by partners to facilitate access to inputs or protect assets.

The main obstacle to the achievement of the targets for supporting refugee participation in agriculture and the farming sector has been the limited level of funding, which has been as low as 4% of required funds.

The Food Security and Agriculture working group serves as a coordination mechanism at national and provincial levels. The FSA²⁹ is one of the main platforms in Turkey for coordinating effective food security and agriculture interventions for refugees.

The FSA sector has focused on strengthening its coordination function to improve the effectiveness of food security and agriculture interventions, boost the capacities of the government and the humanitarian community, and strengthen the operational coordination of relief and recovery responses. The FSA Sector collects (age- and sex-disaggregated) data from all stakeholders, which has enabled a harmonized response, helped identify gaps and enhanced discussions on sustainable ways to address the refugees and hosting communities needs in the country effectively.

REFLECTIONS FOR FURTHER DISCUSSION

Impact of Inflation: It is clear that inflation affects all Syrian refugees whether ESSN or non-ESSN beneficiaries and it is important that the 3RP strategy addresses both:

- For the over 1.5M ESSN beneficiaries (December 2018), the loss of purchasing power and decreasing job opportunities (given these are also becoming scarcer under the current economic situation), the transfer value needs to be increased in a way that does not jeopardize social cohesion.
- For the population in TACs, a similar logic applies. Their access to alternative sources of income is even more restricted and, as the TAC population reduces significantly, those left behind are increasingly households unable to participate in the labour market for a variety of reasons.
- For the non-ESSN beneficiaries, alternative measures such as standardized winterization should continue to help provide additional support during this time when the weather means many casual labour opportunities are not available.

Rising costs of living and the negative effects which it is already having on the negative (livelihood) coping strategy index requires the Basic Needs sector to:

At policy and strategy level:

- Consider increase the ESSN transfer value in a way that takes social cohesion concerns into account to meet the rising costs and to prevent further erosion of the coping strategy index.
- This also applies to basic needs assistance for non-ESSN beneficiaries such as winterisation as well as for beneficiaries in TACs.³⁰
- Efforts to build strengthened linkages between the Basic Needs and Livelihoods Sectors should be prioritised to promote the transition of beneficiaries from basic needs support towards self-reliance through more joined up programming and planning. This also includes ensuring ESSN assistance provides incentives for beneficiaries to participate in employability schemes and to eventually find work.

²⁹ In 2018, the FSA was co-led by WFP and FAO. From 2019, after the shift of the food assistance component to the Basic Needs Sector, the FAO alone will lead the FSA Sector.

³⁰ From 2019 onwards, food assistance in TACs will be coordinated through the Basic Needs Sector. See below footnote.

- The Food Security and Agriculture sector should focus on other more long-term or medium-term aspects of food security including building resilient food security and nutrition capacities, markets and production systems, and adopt a multidisciplinary approach to achieve resilience for both Syrians under temporary protection and host communities.³¹

At operational level:

- Continued MPC assistance (like ESSN and complementary programmes) to support the most vulnerable in meeting their basic needs and to avoid an increase in negative coping mechanisms. Continue ESSN in line with Government strategy and advocate to increase the transfer value in a way that does not jeopardize social cohesion. For non-ESSN beneficiaries, alternative measures such as standardized winterization to continue to help them meet their additional expenses at this difficult time of year.

OUTPUTS CONTRIBUTING TO OUTCOME

Output indicator	Target	Result
# of Syrians under temporary protection benefitting from access to adequate shelter solutions*	175,070	15,228 9%
# of persons benefitting from transportation services**	25,000	-
# of Syrians under temporary protection benefitting from cash-based interventions	2,130,650	1,907,911 90%
# of Syrians under temporary protection benefitting from CRI	206,000	192,263 93%
# of persons benefitting from gender appropriate hygiene, dignity or sanitary items***	600,000	193,266 32%
# of persons participating in hygiene-awareness sessions	21,000	6,126 29%
# of Syrians under temporary protection receiving food assistance within TACs	150,000	144,953 97%
# of Syrians under temporary protection receiving food assistance within host communities	35,000	21,460 61%
# of Syrians under temporary protection provided with the inputs, tools, and knowledge to establish micro-gardens	6,730	14
# of Syrians under temporary protection benefitting from awareness sessions and/or cooking demonstrations on good nutritional practices and/or food safety	7,875	0
# of Syrians under temporary protection benefitting from access to income-generating opportunities through green-house construction and/or management	21,350	415 2%

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

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

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

³¹ Food Security and Agriculture sector agreed to transfer food assistance from FSA to Basic Needs Sector with all food assistance (and related activities) being coordinated under Basic Needs Sector from 2019 onwards. This will allow improved coordination and gap filling of assistance covering immediate needs under Basic N sector (and partner support due to improved coordination). This reflects the need to align with overall strategy of meeting immediate needs under Basic Needs.

IMPACT STORY: Innovative cash assistance programme brings effective relief to refugees in Turkey (WFP)

Over one and a half million of the most vulnerable refugees in Turkey have been able to restore some normalcy and stability to their shattered lives thanks to the monthly cash assistance provided by the Emergency Social Safety Net Programme (ESSN).

Refugees typically spend their ESSN cash on rent, electricity, food and health needs, according to surveys by WFP and its project partner, the Turkish Red Crescent (TRC). Since the ESSN scheme was launched at the end of 2016, there have been substantial improvements in the lives of families receiving this support.

For [example](#), the number of beneficiary parents withdrawing their children from school has dropped by more than 50 percent, and the number of parents, who say they have to eat less themselves in order to ensure their children eat enough, has dropped by 45 percent. In addition, the proportion of recipient families who say they have to cut health spending to make ends meet fell from 44 percent in May 2017 to 36 percent in July 2018.

In addition to the broad support mechanism, ESSN also contains special provisions aimed at refugee families with specific needs. The severe disability allowance – an additional allowance on top of the basic ESSN assistance – is one such measure. Launched in August 2018, it is currently benefiting around 6,600 severely disabled individuals are currently benefitting from the measure. This allowance, which already existed for Turkish nationals within the national system, now includes the eligible refugee population as well.

The impact of the disability allowance becomes abundantly clear with the example of the Al Bouz household. Amani, 32, was born with cerebral atrophy. Her disability, classified as severe, has entailed additional hardships – both physical and monetary -- for the Al Bouz family.

Amani's disability, for example, means she often needs to use a wheelchair. That in itself leads to an increase in the family's expenditure on a range of issues such as transport. For Ali, Amani's brother, the special allowance made quite an impact when added to the regular ESSN assistance which the family has been receiving since July 2018. One result is that he can now take one day off work, instead of having to work seven days a week. This gives him precious time to spend in the company of his 2two-year-old daughter.

Just seeing her smile again -- thanks to the small treats the family can now afford -- has restored smiles to the faces of the entire extended family. Samira, Amani's mother and her primary care-giver, summed it up succinctly when she said that, just as much as besides providing them a lifeline, the disability allowance has also gave given them hope amid the gloom.

As well as assisting vulnerable families such as that of Amani and Ali, the ESSN cash also ends up assisting local business and shops. The programme has to date so far injected over half a billion Euros into the Turkish economy. The ESSN programme is implemented by WFP and TRC, with vital support from the Government of Turkey. Statistics published in September 2018 showed that around 75 percent% of household expenditure was spent on food, rent and utilities.

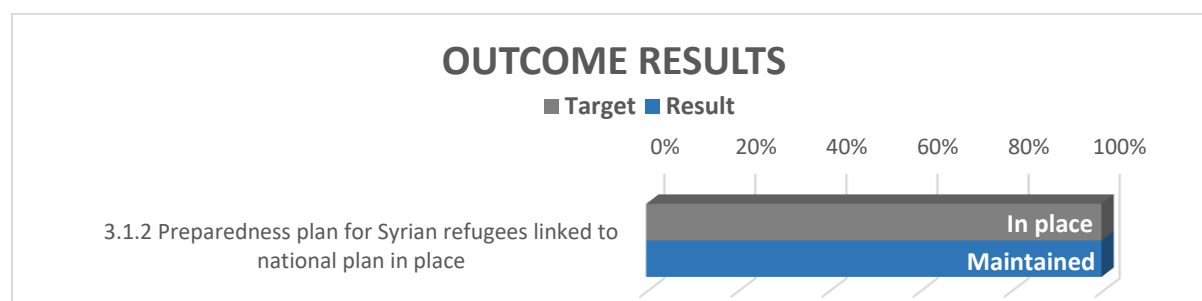
Among other things, families receiving ESSN support are eating a better, more varied diet since the programme started. In May 2017 only 77 percent% of households were found to have acceptable food consumption. By July 2018, this had increased to 85 percent% among beneficiary households.



“Amani Al Bouz sits outside her modest home with her brother Ali and her niece Samira. They all feel relieved thanks to a special disability allowance they now receive” © Suraj Sharma/WFP, Istanbul, 2017

OUTCOME 3.1.2:

INCREASED READINESS AND CONTINGENCIES TO ADDRESS POTENTIAL CRISIS SITUATIONS PERTAINING TO SYRIANS UNDER TEMPORARY PROTECTION



ACHIEVEMENTS AND CHALLENGES

The Contingency Plan was updated in 2018 and is ready. The update mainly concerns the preparedness and response plan for population movements across the border, using a modular approach with a base population of 10,000. The details of prepositioned stock-in-place of emergency medical kits and supplies are entered into a database and should complement the government capacities in the field.

REFLECTIONS FOR FURTHER DISCUSSION

The Contingency Plan should be updated annually.

OUTPUTS CONTRIBUTING TO OUTCOME

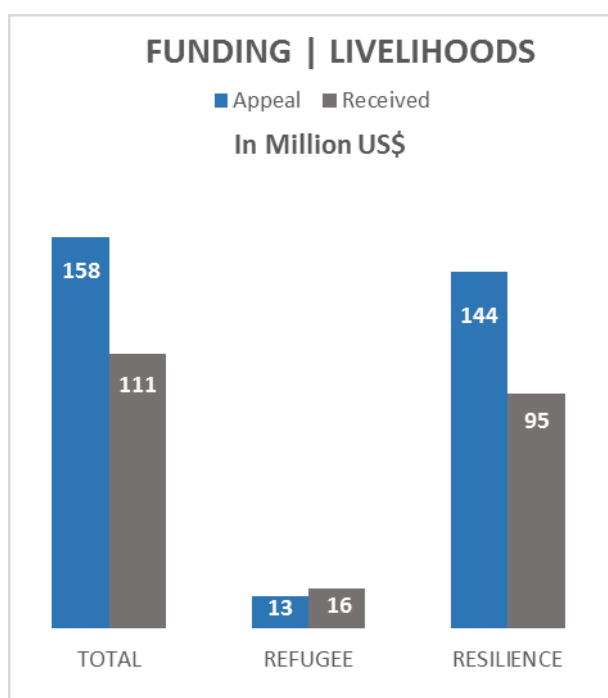
Output indicator	Target	Result
# of provinces with access to (adequate) contingency stock	16	5
# of provinces with outbreak response teams trained and equipped	8	0

4. EXPAND LIVELIHOOD AND JOB OPPORTUNITIES FOR PEOPLE IN NEED

IMPACT 4.1:

INCREASED SELF-RELIANCE FOR SYRIANS UNDER TEMPORARY PROTECTION AND VULNERABLE MEMBERS OF HOST COMMUNITIES

FUNDING ANALYSIS



The required amount for 2018 was USD194 million (USD158 million for Livelihoods and USD36 million for the Food Security and Agriculture resilience component) and the amount of funding received was USD125.5 million (USD123 million- 70% funded, for Livelihoods, and USD2.5 million- 7% funded, for FSA). The Livelihood Sector is funded up to USD95 million for the resilience component (66% of the required funds), while the refugee component, with a significantly smaller requested amount, is funded with USD16 million (123%).

The substantially larger resilience funds required are in line with the type of activities being undertaken to increase livelihoods opportunities, which emphasise longer-term, resilience-focused training. The main activities funded were vocational and skills training sessions and job counselling.

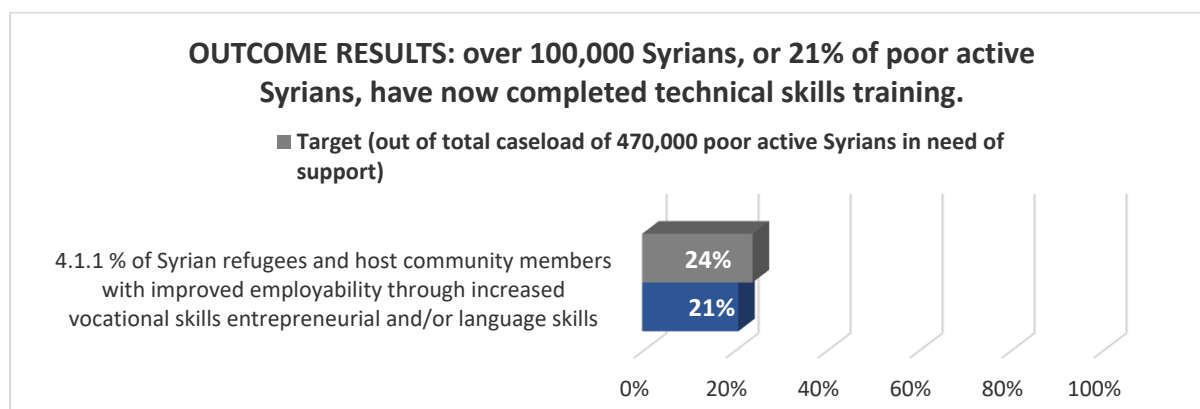
Substantive multi-year funding related to job creation and related activities has been received. However, as such programmes require a long preparation phase, early results are expected in 2019, at best, which may have an impact on the outcome results.

The limited level of funding (as low as 7% in December 2018) through the FSA Sector on resilience related activities in agriculture, which include agricultural livelihood activities and support for value chains, means that targets for those activities have not been met (see funding analysis under 3.1.1)

Livelihoods partners are also discussing a further focus on job creation for 2019-2020. 3RP partners will focus on providing technical and financial support to Small and Medium Enterprises (SMEs) and start-ups to facilitate job creation, which will require continued support through longer-term funding.

OUTCOME 4.1.1:

INCREASED EMPLOYABILITY OF SYRIANS UNDER TEMPORARY PROTECTION AND VULNERABLE MEMBERS OF HOST COMMUNITIES



(Source: Activity Info)

HIGHLIGHTS

- With the Livelihood sector funded to 70%, and with contributions from the Food Security and Agriculture partners, more than 53,000 Syrians under temporary protection and host community members have received skills training in agricultural and non-agricultural livelihoods including health care.
- Efforts are ongoing for vocational and skills training to be developed with the goal of accessing employment opportunities, including self-employment through start-ups or the expansion of small businesses. Additional support is required in terms of job placements, which involves better skills matching and the need to address literacy levels and gender parity among Syrians under temporary protection.
- 55% of the beneficiaries within the Livelihood sector were female, and for health care workers up to 85% were female.
- It is recommended that a broader strategy should be developed to support the transition of beneficiaries who have completed degrees or technical and vocational training into the Turkish labour market.

ACHIEVEMENTS AND CHALLENGES

The level of employability of Syrians under temporary protection and community members was improved in 2018. More than 53,000 Syrians under temporary protection and host community members (10% of those identified as being in need)³² received skills training in agricultural and non-agricultural livelihoods, including health workers, and 55% of the beneficiaries were female.

Some partners did not receive the funds required to undertake planned activities. However, compared to the previous year, the amount of multi-year funding increased, which means that partners have more time to do market and needs analysis, to train the trainers and to design the curriculum.

³² Of the 487,000 persons identified as being in need of skills training to increase their employability, 15% have received training since 2017.

The Livelihoods Sector, the FSA Sector and the Protection Sector are working on the development of a referral mechanism for vulnerable individuals. However, identification of vulnerable cases is difficult.

As mentioned under Impact 3.1., in addition to agricultural production-related activities such as the distribution of seeds and fertilizer, Food Security and Agriculture sector partners have also focused on skills development in the agriculture sector in order to meet the high demand for agricultural labour.

Health Sector partners have implemented training programs focused on the adaptability of Syrian health professionals to the Turkish health system. Once trained and certified by the MoH, the Syrian health professionals were positioned by the MoH to serve in the network of refugee/migrant health professionals.

- In addition, 427 Community Health support staff were trained in seven provinces to provide non-medical health services to communities, with a focus on the elderly and disabled. 85% of the trainees were females of around 30 years of age with a post-primary level of education.
- The over-achievement of the results for the training of health care providers and professionals is attributable to the expansion of the Continuous Medical Education component of the training activities implemented/supported by partners, which were not initially included in the targets.

REFLECTIONS FOR FURTHER DISCUSSION

A broader strategy and harmonization of the modalities should be discussed and developed to support the transition into the Turkish labour market of beneficiaries who have obtained degrees or completed technical and vocational training.

At operational level this requires:

- Better follow-up of the trainees is needed to support them at the job placement stage.
- A database should be established to track the trainees and graduates for job placement purposes as well as to establish a referral mechanism between the sectors in order avoid trainees' complete trainings without an endpoint of decent work.
- Continued development of job matching, and short-term employment programmes is recommended in order to avoid having many graduates of the training sessions fall back into inactivity, and to give them experience of working life, as it is acknowledged that only some beneficiaries are able to find formal jobs.
- A system is needed to identify people with skills acquired before the crisis but who lack formal certification, in order to validate and certify their skill sets and/or professions.
- Comprehensive needs assessments are needed to improve understanding of the agricultural and non-agricultural labour gap so as to better align vocational and skills training with employment opportunities, existing skills, and capacities within target communities.
- Continued medical education training is required for health professionals in order to build on the training programme experience through refresher courses and to provide updates on new diagnostic and therapeutic protocols.

OUTPUTS CONTRIBUTING TO OUTCOME

Output indicator	Target	Result
# of Syrian men and women or host community members completed training sessions (e.g. technical vocational, language, skills, and all types of livelihoods skills training sessions).	115,555	50,722 44%
# of Syrians under temporary protection and affected members of host communities benefiting from agriculture-related vocational skills training and/or job placements	7,124	1,461 21%
# of actors (individuals) provided with training and other technical support to bolster general or sector-specific capacities, disaggregated by sex	100	85 85%
# of male and female Syrian health care providers trained	380	2,776 731%
# of male and female Turkish health care providers trained	30	241 803%

IMPACT STORY: *Workplace pairing to foster a better environment for different communities (ILO)*

Challenges related to obtaining a work permit, as well as the language barrier and social tensions, are often cited as obstacles to accessing formal employment.

The “Workplace Adaptation Programme” is a mentorship programme provided by ILO that seeks to support the integration of Syrian refugees into their host communities while at the same time sensitizing Turkish workers to the situation of Syrian refugees. The Workplace Adaptation Training is contributing to better relations between Turkish and Syrian workers and increasing Syrian workers’ sense of belonging. In the framework of the cooperation between ILO and a textile company partnering in the programme, Syrian and Turkish workers are paired to engage in intercultural dialogue so as to make the workplace adaptation process easier for the Syrian refugees. In 2018, 79 Syrians and 74 host community members in 16 workplaces benefitted from the Workplace Adaptation Programme.

Hasan, aged 25, left Syria and moved to Şanlıurfa and then to Mersin. Hasan initially felt excluded because of the language barrier. Three years ago, he started to work at the textile company and recently, he joined the “Workplace Adaptation Programme”. Now he feels more settled and part of the workplace. Before the programme, there were some tensions between Hasan and his Turkish colleagues, especially with the one who became his peer in the mentorship programme. Now they have become very good friends and they are socialising together.

It is important to underline that the impact of the Syria crisis is coinciding with a deceleration in the pace of job creation in the economy. However, the situation of increasing needs and tensions related to employment in a deteriorating economic context provides a wider basis for stepping up efforts related to employment and job creation under the 3RP.

IMPACT STORY: *Syrians and host communities' access to employment services and job matching in the agriculture sector (FAO)*

The scale of the need for access to employment has led the 3RP partners to increase their focus on supporting refugee self-reliance, particularly through an ongoing increase in livelihoods-related programming, with a focus on actual job creation and support for job placements. However, the response plan also needs to maintain a sensitive balance in supporting host communities as well. The combination of rising unemployment and the refugee influx has increasingly led to tensions surrounding perceptions of competition for jobs and other economic opportunities.

In response to this challenge, unemployed Syrians and the members of host communities benefitted from increased labour market information and contact opportunities through one-day job fairs organized in five provinces by the FAO in close coordination with the Ministry of Agriculture and Forestry (MoAF), the Ministry of Family, Labour and Social services (MoFLSS), the General Directorate of Migration Management (DGMM), and the Turkish employment agency İŞKUR. This programme was jointly implemented with UNHCR. The fairs aimed at gathering bring employers and applicants together in an interview interview-and-and-information format to allow job seekers to interview potential employers. The number of private companies participating at in each job fair varied from 12 to 30, with around 70 to 170 Syrians and host community job-seekers. All of the latter had previously completed three-month training programmes, where they received practical, on-the-job training on farms and in private companies in the food and agriculture sector, in Mersin, Adana, Gaziantep, Sanliurfa, and Izmir.

The job fairs started with a half-day seminar targeting for the potential employers and the trainees. The seminar involved presentations by MoFLSS and the Provincial provincial Directorate directorate of the Social Security Institution. In order to enhance access to formal employment and social security, and in order to avoid any form of exploitation, the seminars focused on the right to work, work permit requirements for Syrians under temporary protection, work permit application procedures and exemptions for seasonal agricultural workers, as well as social security requirements for seasonal agricultural workers and active labour force market services.

In the afternoon, groups of trainees visited the employers' representatives to introduce themselves and to receive obtain information on potential employment opportunities from the employer representatives. Interpreters were assigned to each group to facilitate communication between the trainees and potential employers. The Provincial Directorate of Labour and İŞKUR opened a stand to provide information for trainees on the active labour force market practices of implemented by İŞKUR. İŞKUR representatives provided information on the available services available to both to the employers and to the trainees. They also distributed relevant information materials in both Turkish and Arabic. As a result of the job fairs, 628 trainees were registered with İŞKUR during the job fairs, entitling them to employment services. This will be the key to their access to employment.



Importantly, the opportunities for interaction also helped to change the perceptions of the 93 participating businesses about the potential of Syrian job applicants. All in all, the job fairs proved successful in fostering cooperation between key stakeholders and in lifting some of the main obstacles affecting the self-reliance of Syrians under temporary protection, namely their lack of awareness on the specificities of the labour market and, their lack of access to employment services, as well as the reluctance of some employers to hire Syrian workers, even in the agricultural sector.

³³ TURKSTAT, November 2018

in the nature of the jobs created. The recent high levels of inflation will further affect the situation.

- Another important point is to increase capacities of institutions providing job counselling services such as İSKUR (Turkey's public employment agency) to provide services, particularly in provinces that host a large share of the refugee population.
- Support for agricultural livelihoods is severely hampered by a shortfall in funding for long-term agricultural interventions, as well as access to land.
- In addition to supporting İSKUR, the main recommendations are to engage with the private sector, in order to provide support for small and micro enterprises, to promote long-term employment opportunities and to better assess the labour market and value chains in order to identify sectors with high employment potential.

ACHIEVEMENTS AND CHALLENGES

During 2018, efforts were made to increase the income of Syrians under temporary protection by improving their access to jobs through job placement, job counselling and job creation and by supporting them in starting businesses and developing their entrepreneurship skills.

- Following the adoption of the Regulation on Work Permits for Foreigners under temporary protection in January 2016, the number of work permits granted to Syrians (including Syrians with residence permits – not under temporary protection) is 60,822 as of December 2018.
- In 2018, Livelihoods Sector partners trained, counselled and supported business start-ups for a total of 54,597 Syrians under temporary protection and host community members.
- Overall, the efforts of Livelihoods, and Food Security and Agriculture partners contributed to placing 3,334 beneficiaries into jobs or income opportunities and to supporting another 1,879 to start businesses.
- This is a slight increase compared to 2017, when these numbers reached 1,667 and 2,180 respectively. The overall job placement and job creation efforts of 3RP partners supported 27,100 jobs when the secondment of staff to public institutions and support for volunteer teachers is included.

Access to employment for both Syrians under temporary protection and members of host communities is facing challenges due to unemployment, which reached 11.4% across Turkey in October 2018,³⁴ meaning that 3.9 million people were out of work. The lack of formal job opportunities is a key factor driving high poverty rates among the Syrian population and largely perpetuating their reliance on external support. Lack of employment opportunities increases competition and social tensions as well. Moreover, the combination of the poor economic outlook with the unemployment rate is affecting both job creation and the sustainability of the jobs created. The Syrian Economic Forum (SEF) stated that 30% of the micro enterprises established in the implementation of phase 1 of the SEF programme have already closed down.

Although interventions for job creation exist, they are very limited and need to be increased to absorb the current unemployed work force. Other challenges faced by the sector include the lack of awareness of the work permit system and work permit exemptions among both Syrians under temporary protection and employers, employers' lack of information about the educational and professional skills and experience of Syrians under temporary protection, and administrative restrictions on refugees accessing the labour market outside the provinces in which they are registered.

³⁴ www.turkstat.gov.tr.

- Language barriers, the lack of incentives for employers to apply for work permits, and the fact that refugees cannot receive both unconditional cash support and work permits are the main barriers between Syrians under temporary protection and employment in formal jobs.
- The service providing capacity of institutions such as İŞKUR (Turkish employment agency) information systems, infrastructure, and human resources need to be supported in order to increase their capacity and to improve their operating processes, particularly in provinces that host a large share of the refugee population.
 - İŞKUR has recruited 1,000 additional Jobs and Vocation Counsellors, partly to absorb the caseload of Syrians. Partners are supporting İŞKUR to train these new staff and put in place the necessary systems to improve its processes, including digitalization, in order to help it deal with the larger caseload.

There are ongoing programmes to support public institutions such as İŞKUR. In May 2018 İŞKUR conducted the largest labour market survey in the history of Turkey. The results are very critical for the Livelihood Sector to design its programmes according to the needs in each province. İŞKUR collected data from 1,000,000 companies and determined the vacancies by sector and province as well as the skills and levels of education that are most in demand. It emerged that 12.6% of companies have vacancies. The largest number of vacancies was in the manufacturing, wholesale and retail trade and construction sectors.

The efforts of the FSA Sector partners to support increased employability and increased income levels for Syrians under temporary protection and vulnerable members of host communities through formal jobs or other income generation opportunities, were severely hampered during 2018 by significant funding shortages.

In the agriculture sector, in addition to skills development (see 4.1.1), the FSA Sector partners have:

- Placed 250 Syrian and Turkish beneficiaries in agricultural jobs, and supported 415 families in starting up new agriculture projects/businesses.
- Provided 1,143 individuals from both Syrian refugee and host communities with small and medium-scale agricultural project support – for example, for greenhouses, open field activities, school gardens, value chains and food processing activities – in order to support them in securing a sustainable source of income and to reduce their use of negative coping strategies while also promoting social cohesion between the Syrian and Turkish communities.
- Conducted 12 awareness-raising sessions on the regulations concerning the work permit exemption for seasonal agricultural labour, in order to meet the high demand for agricultural labour.
- Carried out an assessment of agricultural livelihoods, with initial findings indicating low human, financial and natural assets and highly seasonal availability of jobs.

Besides low funding, other challenges impeding the efforts to increase agricultural livelihood opportunities identified by the FSA sector partners are:

- Difficulty of access to agricultural land, resources, and materials/ equipment.
- Lack of understanding of regulations and of registration processes relating to work permits.
- Mismatched skills and non-recognition of previous qualifications.
- Travel authorization issues for agricultural workers among the Syrians under temporary protection.
- Lack of the larger agriculture investments and agriculture-related infrastructure needed for sustainability; these require long-term funding.
- Language barriers.
- Lack of comprehensive needs assessments in the agriculture sector.

Conversely, well-funded training programmes for health professionals have been able to generate employment for Syrians under temporary protection with relevant skill sets. Once trained and certified by the Ministry of Health (MoH), Syrian health professionals have been placed by the MoH to serve in the network of refugee/migrant health professionals. The increased employability of Syrian health professionals has also led to increased access to services provided free of charge, resulting in increased utilization of services by refugees. In addition, the increased employability of Syrian health professionals has contributed to social cohesion and integration over the long-term.

- A total of 427 Community Health support staff (CHSS) were trained in seven provinces to provide non-medical health services to communities with a focus on the elderly and the disabled. The first 50 CHSS were hired in Hatay to provide outreach services for refugees in the province. Work permit applications have been submitted for another 40 CHSS in Izmir, and they are expected to start soon. These staff will reach out to Syrian refugee communities and will assist in increasing health literacy, measuring blood pressure, measuring blood glucose levels, and providing basic public health information on immunization programs, healthy lifestyles, disease prevention and protection of health.

REFLECTIONS FOR FURTHER DISCUSSION

At policy and strategic level:

- In order to promote long-term employment opportunities in the formal economy, cooperation with the private sector should be strengthened and small and micro-sized enterprises should be supported in order to maintain jobs.
- Continued support for İŞKUR is crucial in order to expand its capacity to match beneficiaries to formal jobs.
- Increased efforts need to be made to raise the awareness of both employers and Syrians under temporary protection about the regulations concerning work permits to support access to decent work, including access to social security and the minimum wage. Incentive schemes should be further scaled up and harmonized between agencies.
- Advocating for funding for the resilience components of the FSA sector (agricultural livelihood interventions) is essential, as funding is a major factor in not being able to reach the targets.
- Explore options for greater flexibility in addressing some barrier to employment, such as greater movement for Syrians under temporary protection working in the agricultural sector, and possibility to temporarily cumulate ESSN benefits and formal employment to facilitate transition in line with the Turkish social assistance approach.

At operational level:

- Support should be provided to relevant public institutions including Ministry of Industry and Technology, Ministry of Family, Labour and Social Services as well as Chambers of Commerce to enhance understanding and application of labour law to promote decent work opportunities.
- Assess labour market and value chains to identify sectors with high employment and growth potential.
- Increase support to unpaid care work to increase refugee women's opportunities to be self-reliant and have access to employment.
- Strengthen the role of the private sector with regards to investing in agriculture and enhancing employability for both Syrian refugee and host communities.
- Develop financial services for the agricultural sector, that can support larger agriculture investments and agriculture-related infrastructure that require long-term funding.

- Increase targeting of youth and women in the agricultural sector while stepping up measures to prevent and mitigate the risk of child labour as well as to ensure a safe environment and access to basic services (including health and education)
- Explore options for increasing the sustainability of the training and employment programs for health professional and invest in increasing the motivation and performance of Syrian and Turkish health professionals.

OUTPUTS CONTRIBUTING TO OUTCOME

Output indicator	Target	Result
# of pilot initiatives launched or alliances formed to increase public/private sector engagement aimed at creating livelihoods opportunities for impacted communities.	31	87 281%
# of Syrians under temporary protection and host community members started/ developed entrepreneurship/ business.	16,392	1,464 9%
# of male and female refugees and affected host community members increased income through job placement, self-employment and business opportunities (whether long or short term).	25,920	2,191 8%
# of male and female impacted community members assisted with individual counselling, job counselling and business mentoring/coaching	95,050	2,709 3%
2.1.1 # of Syrians under temporary protection benefiting from access to income-generating opportunities through greenhouse construction and/or management	6,750	1,143 17%
2.1.2 # of Syrians under temporary protection and affected host community members provided with inputs and other support for the establishment of agri-businesses	4,125	415 10%
2.2.2 # of Syrians under temporary protection and affected members of host communities benefiting from climate smart agricultural technologies (e.g. small-scale solar powered irrigation units)	250	458 183%

IMPACT STORY: Successful job placement in the agricultural sector (FAO)

Due to the lack of jobs available on the labour market, skills training and other employability programmes have struggled to ensure that the beneficiaries are successfully placed in employment after the completion of training.

A total of 865 Syrians and host community members, including 448 women, were given the opportunity to overcome this challenge through blended agricultural training programmes in Mersin, Adana, Gaziantep, Sanliurfa, Kilis and Izmir – provinces where agriculture provides employment opportunities on a large scale. As a result, 180 of the beneficiaries, or 21% - a very high success rate for such programmes - have now gained employment.

The training programmes were conducted by FAO and the Ministry of Forestry and Agriculture and jointly implemented with UNHCR. They involved one month of theoretical training and two months of on-the-job training. The focus was on livestock care and herd management; the cultivation and harvesting of apples, grapes, olives, pistachios and stone fruits; the harvesting and post-harvest processes for peppers, citrus fruits and pomegranates; greenhouse vegetable production, and farm management and food hygiene. In addition to the technical vocational topics, all beneficiaries were also informed about general topics such as occupational health and safety, personal and food hygiene, work ethics, basic life skills, and basic work-related language skills. On the on-the-job training took place in companies, on farms or in the research stations of the partner institutions.

One of the key factors for success was the use of market assessments to identify shortages of agricultural skills in South and South East Turkey. The strong partnership between FAO and the provincial directorates of Agriculture and Forestry in the six provinces was critical for ensuring that suitable trainees were identified both among Syrian refugees and among the host communities. In particular, efforts were made to select the Syrian trainees from among individuals from rural areas with a background in agriculture. FAO and its partners developed a set of criteria (unemployed, physically fit to work, aged over 18, legally registered in the province in question, willing to acquire new skills in agriculture, etc) and liaised with all potential local actors for the identification of interested Syrian and local candidates for the training courses. The local actors included mukhtars, district governorates (Social Assistance and Solidarity Foundations), municipalities, provincial directorates of Migration Management, offices of the public employment agency İŞKUR, Syrian NGOs and communities, and local agricultural unions and chambers of agriculture.

This needs-based approach, the strong partnerships and the clear selection of beneficiaries are the key lessons learnt that will guide Food Security and Livelihoods partners in scaling up of the impact of their sectors on self-reliance and access to employment.



IMPACT STORY: Businesses and start-ups grow and develop, enabling vulnerable refugees to find jobs (UNHCR)

Access to livelihoods opportunities, especially formal job opportunities, remains critical, as most Syrians under temporary protection have lost or exhausted their assets. The increasing need for additional employment opportunities has required 3RP partners such as UNHCR to expand their partnerships and collaborations with private sector actors to provide incentives and to raise awareness of the possibilities for formally employing Syrians and facilitating connections between job seekers and employment opportunities in the private sector.

Syrian entrepreneurs were supported in opening businesses through UNHCR start-up grants which include covering the costs of registration and work permit fees, as well as mentoring and legal support. Entrepreneurs were supported in different sectors depending on the provinces in which they were located. The sectors supported included services, retailing (small supermarkets and shops), textiles, information management, energy (solar panels), agriculture, forest products, media, trade and livestock.

The grants programme was implemented through a vigorous training programme and competitive selection process. UNHCR partner NGOs were involved both in outreach activities and in protection referrals. After the training programme, the beneficiaries developed a detailed business plan, and received a support grant tailored to the specific needs of each business plan, ranging from TRY2,000 to TRY15,000. Since 2016, more than 3,400 refugees have received entrepreneurship training, over 500 have received business grants and more than 140 have registered their businesses. Businesses have been established in fields such as infrastructure, fashion, travel, creative industries, technology, fashion, web design, marketing, construction and cleaning services. Most of the beneficiaries were male but some woman beneficiaries were also supported in launching home-based businesses in 2016.



To ensure that these efforts to engage the private sector and boost job creation also benefit the most vulnerable, UNHCR has also been implementing a job placement programme since 2016. This has benefitted 3,600 refugees who have gained formal employment thanks to the UNHCR referral mechanism, including 1,400 who received direct work permit assistance and over 500 who were supported with İŞKUR registration. This was made possible thanks to the UNHCR private sector network through which 1,000 international and national private companies received training, briefing and counselling services. Companies also benefitted from follow-up support for recruitment and work permit procedures, and received referrals of graduates of vocational training courses.

IMPACT STORY: Syrians and host communities build positive relations through Cash-for-Work project (GIZ)

In any refugee or displacement situation, fostering social cohesion between the refugee population and the host communities is a big challenge. The 3RP social cohesion framework identifies both frustrations over job opportunities and lack of interactions between communities as key drivers of tensions. Temporary employment projects are a good way to address these issues by encouraging interaction between Syrians and host communities at work. For example, Turkish and Syrians were able to work side by side on reforestation activities in the municipalities of Sarıyer and Beykoz in Istanbul as well as in Gaziantep. This programme was implemented by GIZ, which chose forestry as a field of activity as the planting of saplings is very labour-intensive process, so maximizing the number of workers employed as well as having a positive effect on the environment.

Basel Hamoud was one of the beneficiaries. He came from Raqqa with his wife and three children. In Syria, he acquired an engineering degree and was employed as an assistant civil engineer. For the past 2 years, he had been doing miscellaneous jobs. Yet working as a driver and cleaner at a kindergarten barely paid enough to cover his rent.

At the Cash for Work project, he was able to find work, he says, which is a bit closer to his original profession. Here he has been working in fields on the planting project and is especially happy with the stability and better income, which has enabled him to move to a better home. Thanks to the project's integration work, he has also found opportunities to practise the Turkish skills he acquired on a language course. He is happy to have made friends among his Turkish colleagues and that his kids are all enrolled in school. Basel is certain his future will be in Turkey, where he hopes to acquire citizenship, and one day achieve the serenity that a stable profession would bring.



Since 2016, 3,166 persons have benefitted from this project in different locations in Istanbul and Gaziantep, working up to 5 days a week depending on the weather conditions. All the beneficiaries attended safety training courses, opened bank accounts, and earned the minimum wage. One unique aspect of this project was its blend of activities: it also provided Turkish language training to tackle the language barrier and foster social interaction. The municipalities provided the saplings, allocated the land and constructed the necessary roads for the areas involved, and fenced the plantation fields for protection. In total 5.2 million saplings were raised, and 2.2 million trees planted.

The project was implemented by the General Directorate of Forestry in close cooperation with the respective municipalities, as well as the German NGO Internationaler Bund, its branch in Turkey IB Eğitim ve Toplumsal Hizmetler Limited Şirketi (IBETH) and the Darülaceze Foundation. Following this successful experience, GIZ has extended the programme and provided vocational training and on-the-job-training in private companies to increase employability further.

IMPACT STORY: Engaging the private sector to increase SME productivity for new employment opportunities (UNDP)

The Syrians under temporary protection in Turkey live in urban areas concentrated in the south-eastern provinces and the metropolitan areas of İstanbul, Ankara, İzmir and Bursa, where they have a significant impact on the local labour markets. Existing job opportunities are insufficient to meet the increase in labour supply. This is a pressing concern considering increasing rates of unemployment.

Promoting start-ups and entrepreneurship is the key to harnessing the potential of Small and Medium-sized Enterprises (SMEs) to create new jobs for host community members and Syrians under temporary protection. In particular, Transformation and Innovation Centres have the potential to boost local economic growth. UNDP has supported these centres in order to create a better environment for sustainable job creation. This has involved increasing the productivity of the SMEs through lean manufacturing and supporting entrepreneurs, start-ups and SMEs in developing innovative and added-value products and processes.

Engaging the wider private sector is also essential not only as a way of disseminating information but also for exploring other channels for the employment of refugees and regularizing informal employees and businesses. UNDP therefore established local and national networks with the private sector in order to promote refugee employment and to integrate the informal workforce and businesses into the formal economy. The referral pathways which the UNDP has helped to establish between the private sector, vocational training schools, NGOs, UN agencies, İŞKUR and other relevant partners at the provincial level are making it possible to refer refugees to potential employers for job placement, refer companies that would like to be registered to the authorities and streamline applications for the necessary work permits.

In Adana, 20 members of refugee and host communities were placed in jobs through the Task Force for the Automotive Sector, which was supported by UNDP in order to bring all relevant stakeholders (companies, representatives of the Chamber of Commerce, the Provincial Directorate of National Education, İŞKUR and NGOs) together, and to identify, screen and refer eligible refugees and host community members for existing apprenticeship vacancies.

These initiatives demonstrate that in order to create jobs, whether through sophisticated interventions such as Transformation and Innovation Centres or by establishing referral pathways, close contact with private sector

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

Leontine Specker

leontine.specker@undp.org

Kerstin Karlstom

karlstro@unhcr.org