

**Introductory Remarks of Henrik Nordentoft  
Deputy Director of the Division of Programme Support & Management**

Thank you, Mr. Chairman.

Distinguished delegates,

Ladies and Gentlemen,

As Mr Corliss just mentioned, the results achieved against the GSPs needs to be seen in the context of the dramatic increase in displacement witnessed throughout 2015. Many of the GSP indicators are measuring the degree to which a percentage of the population has access to adequate assistance and protection – and with the number of refugees rising across many situations – operations are struggling to keep pace as new investments – and more services are required to respond to the growing needs - just to maintain last year's levels.

Seen in this light, the results reported by field operations against the GSPs are quite remarkable as many operations – against the odds - have continued to achieve progress across a wide range of the areas covered by the GSPs. As mentioned, details and illustrative examples of field action as well as Headquarters actions are set out in the Progress Report – as well as at a glance results on page 3 for operational GSPs and page 31 for Support and Management GSPs, but I would like to highlight some of the key trends we have noted in our analysis.

In the area of health response, almost 98% of the monitored sites, including in the operations responding to the new refugee crisis in Burundi, Nigeria and Yemen, achieved to maintain mortality rates among children under five years old within acceptable standards for humanitarian situations. In line with UNHCR's *Global Strategy for Public Health*, rigorous disease surveillance, reinforced technical capacities and timely and robust responses – were the key ingredients for this achievement.

While mortality rates improved, UNHCR continued to face difficulties to fully address situations of Global Acute Malnutrition among the infant population in several refugee situations, including in longstanding protracted situations in Cameroon, Ethiopia, South Sudan to mention a few. UNHCR together with its partners is adopting a multi-sectorial approach for GAM Interventions in order to counter the host of complex factors giving rise to nutrition problems, such as drought, food insecurity, frequent reduction of rations due to WFP funding shortages, limited access to quality health care, and lack of livelihood opportunities which also contribute to widespread overall poverty amongst the refugee population.

Refugees' health also depends on the availability of safe and portable water. In 2015, levels of water supplies increased or were maintained in conformity with standards in the majority of situations monitored and this was realized through investments in maintenance and development of additional water sources and distribution networks. A new WASH toolkit was developed last year to strengthen the emergency response by UNHCR and its partners.

Yet, the investments could not always keep pace with the higher number of refugees, leading to a drop in the average level of water availability in some operations.

Within the area of protection, continued progress has also been achieved in the area of support to survivors of sexual and gender-based violence as well as in the involvement of the communities in prevention. An increasing number of operations have developed specific SGBV strategies and reinforced identification of risk analysis and development of risk mitigation strategies coupled with strengthened outreach programmes. The evolution of criticality views (page 11 in the GSP Report) shows that the continued investment and focus is having a positive impact with an increased percentage of operations reporting having reached the level of standards with strong engagement of communities as well as comprehensive provision of support to all identified survivors.

Specifically with regard to the protection situation of children, operations are reporting that through close engagement and collaboration with Governments and local authorities, there is a noticeable increase in the access of refugee children to national child protection services.

While UNHCR continues to invest considerable efforts in protecting unaccompanied or separated children including through undertaking Best Interests assessments, and many operations report continued progress, as noticed on page 12 – we have witnessed a deterioration in the overall coverage. The analysis undertaken by the child protection unit in the Division of International Protection shows that the underlying cause for this change is linked to an increase in the number of UASCs overwhelming existing capacities, but several operations also reported a trend of onward movement amongst young population that hampered identification and continued follow-up.

2015 also saw progress in the issuance of birth certificates with almost all of the reporting situations noting improvements in this level of issuance. UNHCR improved birth registration through supporting mobile registration, facilitating access to civil registration offices and constructing new ones and capacity-building and awareness-raising efforts. For example, in Zambia, the introduction of mobile registration units resulted in a fivefold increase in birth registration. Despite great achievements in several operations, many refugees still struggle to obtain birth certificates due to weak civil registration systems, birth deliveries outside of health facilities and the sheer lack of understanding among refugees that birth certificates are in fact a passport to protection.

About half of the world's refugees are children. Including them within national education systems is a key objective of UNHCR's *Education Strategy* and the *Policy on Alternatives to Camps*. We are making progress. Refugee children are increasingly attending public schools. In Cameroon, the national education authorities and UNHCR increased the enrolment of newly arrived refugee children from Nigeria from 61% to 90% by establishing three additional primary schools using the national bilingual curriculum and with national teachers working side by side with teachers from the refugee community. Access to secondary education, however, remains very problematic for many young refugees, who cannot afford to pay the fees.

While taking satisfaction in the results delivered, UNHCR must also acknowledge the areas where progress fell short of expectations. A priority for the future is clearly to redouble our efforts to provide solutions to refugees and others of concern. While more details will be provided in today's up-coming session on solutions, let me just say this: Global displacement totals were higher than ever but the number of people able to find a solution was very low. The GSP results highlight that the needs for solutions significantly surpasses the opportunities for refugees to return in safety and dignity and to be placed in a third country. More needs to be done to keep pace with the growing numbers of acutely vulnerable.

Let me now turn briefly to the support and management GSPs, which focus on the functions provided by headquarters and regional offices.

The daunting statistic of massive movements of people fleeing violence and persecution in Syria, Iraq, Afghanistan, Yemen, South Sudan, the Central African Republic, Nigeria, Somalia and Burundi, called for rapid emergency response backed up with additional resources. We did well. In 2015, the level of donor support reached over USD 3.3 billion. The private sector contributed with USD 284 million to this total, which represent a 35% increase from the previous year. We delivered over 11,000 metric tons of emergency core relief items to people in need and deployed over 460 trained staff from emergency standby rosters. In addition, we released the new Digital Emergency Handbook, providing staff with updated and needed guidance for an effective response in emergency settings.

The expanded needs of refugees and our subsequent engagement also increased the need for rigid administration and standards in other GSP areas, notably in terms of financial and result-based management. UNHCR issued a new High Level Internal Control Framework which sets out the financial processes, functions and respective roles and accountabilities in the area of financial management. We also completed our first organization-wide enterprise risk assessment and captured the results in a corporate risk register.

A new Programme Manual was launched through regional workshops with 150 participants, provided staff across operations with updated guidance on the application of rules and procedures for effective management and coordination of our programmes.

With regard to the situation of displaced people, 2015 saw a total of 40.8 million internally displaced people - the highest number on record – and an increase of 2.6 million from 2014. The Global Protection, Shelter and Camp Coordination and Camp Management (CCCM) Clusters, led or co-led by UNHCR, effectively supported the 83 country-level clusters or cluster-like mechanisms with training, tools and guidance and the deployment of numerous sector experts, cluster coordinators and information management officers.

Finally, the evolving demands on UNHCR also directly impacted on the wellbeing of our staff. To mitigate negative impacts, we developed a five-year *People Strategy* aimed to improve the way UNHCR recruits, cares for, supports and develops its staff.

Operations across the world are now working on 2018-2018 GSPs as much still needs to be done.

I would look forward to hearing the Committee's views and responding to any questions that you may have.

Thank you.