# UNHCR’s Results Areas

## Impact Areas

### Protect
- **1. Attaining favourable protection environments**
  - Intended changes in the enjoyment of rights for forcibly displaced and stateless persons as a result of increasingly favourable protection conditions, including due to changes in law and policy in areas such as access to asylum, registration, status determination, documentation, human rights and provision of international protection.

### Respond
- **2. Realizing rights in safe environments**
  - Intended changes in the well-being of forcibly displaced and stateless persons due to shifts in access, quality and coverage of basic services, particularly in humanitarian and emergency settings irrespective of whether these needs are met through humanitarian assistance, the inclusion into national service delivery or other means.

### Empower
- **3. Empowering communities and achieving gender equality**
  - Intended changes in protection and solutions for forcibly displaced and stateless persons as a result of community empowerment, strengthened gender equality and increased livelihood opportunities.

### Solve
- **4. Securing solutions**
  - Intended changes in the enjoyment of durable and alternative pathways to solutions for forcibly displaced persons. This includes resettlement, voluntary return, naturalization, local integration, relocation for internally displaced persons (IDP) and complementary pathways.

## Outcome Areas

### Access to territory, registration and documentation
- **1. Access to territory, registration and documentation**
  - Access to territory, reception conditions and reception/transit centres, identification, registration and profiling, legal identity and documentation.

### Status determination
- **2. Status determination**
  - Status determination interventions, information provision, assistance to government processes, asylum system strengthening, handover of procedures.

### Protection policy and law
- **3. Protection policy and law**
  - Administrative institutions support, promotion of international and regional instruments, strategic litigation, law and policy enhancement, public attitudes.

### Safety and access to justice
- **4. Safety and access to justice**
  - Specific needs service provision, legal assistance to individuals and families, freedom of movement, alternatives to detention, interventions addressing security, crime, trafficking and smuggling.

### Community engagement and women’s empowerment
- **5. Community engagement and women’s empowerment**
  - Community sensitization, peace education, peaceful coexistence projects, community-based complaint mechanisms, community self-management structures, gender equality interventions, women’s empowerment.

### Health care
- **6. Health care**
  - Primary health care, secondary health care, preventative health programmes, reproductive health and HIV, mental health, nutrition, other health-related interventions, advocacy and support for inclusion in national health services.

### Well-being and basic needs
- **7. Well-being and basic needs**
  - Primary education, secondary education, additional/higher/tertiary education, support for inclusion in the national education system.

### Sustainable housing and settlements
- **8. Sustainable housing and settlements**
  - Housing, emergency shelter, transitional and sustainable housing, settlement and urban planning, energy, environmental and natural resource management.

### Children
- **9. Child protection**
  - Community-based child protection structures, best interest determination, prevention and response services for adolescents and children, children associated with armed groups.

### Education
- **10. Education**
  - Primary education, secondary education, additional/higher/tertiary education, vocational training, advocacy and support for inclusion in the national education system.

### Clean water, sanitation and hygiene
- **11. Clean water, sanitation and hygiene**
  - Water systems, sanitation including toilets, bathing areas, hygiene promotion.

### Self-reliance, economic inclusion and livelihoods
- **12. Self-reliance, economic inclusion and livelihoods**
  - Business and employment (self, wage), agriculture, fishing, economic opportunities promotion, job creation, entrepreneurship programmes, resilience programmes, advocacy and support for economic inclusion.

### Voluntary repatriation and sustainable reintegration
- **13. Voluntary repatriation and sustainable reintegration**
  - Preparations, organization and assistance of voluntary return, work in country/area of origin to create conditions for return and sustained reintegration.

### Resettlement and complementary pathways
- **14. Resettlement and complementary pathways**
  - Resettlement preparation and management, emergency resettlement, relocation, private or community sponsorship programmes, humanitarian visas, humanitarian corridors, family reunification, student visas, other complementary pathways.

### Local integration and other local solutions
- **15. Local integration and other local solutions**
  - Naturalisation, durable legal status, permanent residency, other local solutions.

## Enabling Areas

### Systems and processes
- **16. Systems and processes**
  - Systems renewal, partner management, budgeting and financial management systems, results and resource information management systems, operational data management systems, planning and implementation management systems, digital transformation, data governance.

### Operational support and supply chain
- **17. Operational support and supply chain**
  - IT support, travel, finance, vehicle fleet management, warehousing, supply chain processes and procedures, procurement, supply workforce development, transport, inventory management, greening the blue, emergency preparedness and response capacity, security management architecture.

### People and culture
- **18. People and culture**
  - Human resources management, learning and development, organizational legal and technical counsel, policy oversight and coordination, risk management and ethics.

### External engagement and resource mobilization
- **19. External engagement and resource mobilization**
  - Communication and advocacy, public and private sector fundraising and strategic partnership management, including through operational partnerships and inter-agency coordination.

### Leadership and governance
- **20. Leadership and governance**
  - Executive direction, governance liaison and coordination, evaluation, audit, IGO.

*Updated December 2023*
UNHCR’s Core Indicators

**CORE IMPACT INDICATORS**

1. **Attaining favourable protection environments**
   - 1.1 Proportion of people seeking international protection who are able to access asylum procedures
   - 1.2 Proportion of people who are able to move freely within the country of habitual residence
   - 1.3 Number of persons who are reported refugee

2. **Realizing rights in safe environments**
   - 2.1 Proportion of people living below the national poverty line
   - 2.2 Proportion of people residing in physically safe and secure settlements with access to basic facilities
   - 2.3 Proportion of people with access to health services

3. **Empowering communities and achieving gender equality**
   - 3.1 Proportion of people who have the right to decent work
   - 3.2a Proportion of children and young people enrolled in primary education
   - 3.2b Proportion of children and young people enrolled in secondary education
   - 3.3 Proportion of people feeling safe walking alone in their neighborhood after dark

4. **Securing solutions**
   - 4.1 Number of refugees who voluntarily return in safety and dignity to their country of origin
   - 4.2a Number of people who departed on resettlement
   - 4.2b Number of people who departed through complementary pathways
   - 4.3a Number of stateless people for whom nationality is granted or confirmed
   - 4.3b Number of refugees for whom residency status is granted or confirmed

**CORE OUTCOME INDICATORS**

1. **Access to territory, registration and documentation**
   - 1.1 Proportion of refugees and asylum seekers registered on an individual basis
   - 1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority
   - 1.3 Proportion of people with legally recognized identity documents or credentials

2. **Status determination**
   - 2.1 Average processing time (in days) from registration to first instance asylum decision
   - 2.2 Proportion of people undergoing asylum procedures who have access to legal representation
   - 2.3 Proportion of people undergoing asylum procedures who have access to an effective appeal mechanism after first instance rejection of their claim

3. **Protection policy and law**
   - 3.1 Extent national legal framework is in line with the 1951 Convention and/or its 1967 Protocol
   - 3.2 Extent national legal framework is in line with the 1961 Convention on the Reduction of Statelessness

4. **Gender-based violence**
   - 4.1 Proportion of people who know where to access available GBV services
   - 4.2 Proportion of people who do not accept violence against women
   - 4.3 Proportion of survivors who are satisfied with SGBV case management services

5. **Child protection**
   - 5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure
   - 5.2 Proportion of children who participate in community-based child protection programmes
   - 5.3 Proportion of unaccompanied and separated children who are in an alternative care arrangement

6. **Safety and access to justice**
   - 6.1 Number of people arrested or detained related to immigration control or legal status

7. **Community engagement and women’s empowerment**
   - 7.1 Extent participation of displaced and stateless people across programme phases is supported
   - 7.2 Proportion of people who have access to safe feedback and response mechanisms
   - 7.3 Proportion of women participating in leadership/management structures

8. **Well-being and basic needs**
   - 8.1 Proportion of people that receive cash transfers and/or non-food items
   - 8.2 Proportion of people with primary reliance on clean (cooking) fuels and technology

9. **Sustainable housing and settlements**
   - 9.1 Proportion of people living in habitable and affordable housing
   - 9.2 Proportion of people that have energy to ensure lighting

10. **Healthy lives**
    - 10.1 Proportion of children aged 9 months to five years who have received measles vaccination
    - 10.2 Proportion of births attended by skilled health personnel

11. **Education**
    - 11.1 Proportion of young people enrolled in tertiary and higher education
    - 11.2 Proportion of children and young people enrolled in the national education system

12. **Clean water, sanitation and hygiene**
    - 12.1 Proportion of people using at least basic drinking water services
    - 12.2 Proportion of people with access to a safe household toilet

13. **Self-reliance, economic inclusion and livelihoods**
    - 13.1 Proportion of people with an account at a bank or other financial institution or with a mobile-money-service provider
    - 13.2 Proportion of people who self-report positive changes in their income compared to previous year
    - 13.3 Proportion of people (working age) who are unemployed

14. **Voluntary repatriation and sustainable reintegration**
    - 14.1 Proportion of returnees with legally recognized identity documents or credentials

15. **Resettlement and complementary pathways**
    - 15.1 Number of refugees submitted by UNHCR for resettlement
    - 15.2 Average processing time from resettlement submission to departures under normal priority
    - 15.3 Number of people admitted through complementary pathways from the host country

16. **Local integration and other local solutions**
    - 16.1 Proportion of people with secure tenure rights to housing and/or land
    - 16.2 Proportion of people covered by national social protection systems

*Updated December 2023*
## UNHCR’s Core Indicators

### 1. Access to territory, registration and documentation
- **1.1.1** Number of people registered on an individual basis
- **1.2.1** Number of people supported to obtain civil status, identity or legal status documentation

### 2. Status determination
- **GLOBAL: Number of individual asylum applications processed by UNHCR**

### 3. Protection policy and law
- **3.1.1** GLOBAL: Number of countries where UNHCR has engaged in legislative and judicial processes to strengthen laws and policies for the protection of refugees, IDPs, returnees and stateless people and/or the reduction and prevention of statelessness
- **COUNTRY: UNHCR has provided capacity development support to strengthen the national status determination system(s), in accordance with international standards**

### 4. Gender-based violence
- **4.1.1** Number of people who benefitted from specialized GBV programmes

### 5. Child protection
- **5.1.1** Number of children and caregivers who received child protection services

### 6. Safety and access to justice
- **6.1.1** Number of people who received legal assistance

### 7. Community engagement and women’s empowerment
- **7.1.1** Number of people consulted through Participatory Assessments
- **7.2.1** Number of people who used UNHCR-supported feedback & response mechanisms to voice their needs/concerns/feedback
- **7.3.1** Number of people who received protection services

### 8. Well-being and basic needs
- **8.1.1** Number of people who received cash assistance
- **8.2.1** Number of people who received non-food items
- **8.3.1** Number of people supported with improved cooking options

### 9. Sustainable housing and settlements
- **9.1.1** Number of people who received shelter and housing assistance

### 10. Healthy lives
- **10.1.1** Number of individual consultations in UNHCR-supported health care services
- **10.2.1** Number of consultations in UNHCR-supported mental health and psychosocial support services

### 11. Education
- **11.1.1** Number of people who benefitted from education programming

### 12. Clean water, sanitation and hygiene
- **12.1.1** Number of people supported with access to water and/or sanitation services

### 13. Self-reliance, economic inclusion and livelihoods
- **13.1.1** Number of people who benefitted from livelihoods and economic inclusion interventions

### 14. Voluntary repatriation and sustainable reintegration
- **14.1.1** Number of people who received counselling and/or information on voluntary repatriation

### 15. Resettlement and complementary pathways
- **15.1.1** GLOBAL: Number of countries that issue machine-readable travel documents
- **COUNTRY: Country issues machine-readable travel documents**

### 16. Local integration and other local solutions
- **16.1.1** GLOBAL: Number of countries where Government Social protection systems are inclusive of forcibly displaced and stateless people
- **COUNTRY: Government Social protection system is inclusive of forcibly displaced and stateless people**
- **16.2.1** Number of people supported by UNHCR to acquire nationality, permanent residency status or to access naturalization procedures