

TURKEY

November 2019

Key Figures (as of 03 December 2019)

4 million

Refugees and asylum-seekers in Turkey including over 3.6 million Syrian nationals and close to 400,000 registered refugees and asylum-seekers of other nationalities. Over 98% of Syrian refugees live across Turkey in 81 provinces

10,268

Refugees departed for resettlement in 2019 as of end of November, 79 per cent of whom are Syrians

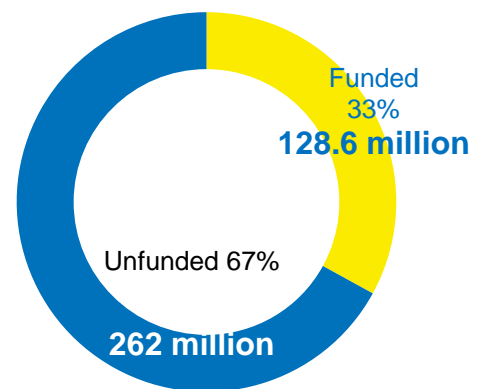
22,369

Calls answered on the UNHCR counselling line in November with a 95% answer rate for queued calls

Funding (as of 03 December 2019)

USD 390.6 million

requested for UNHCR operations in Turkey



Key Developments in November 2019

A **Migration, Security and Social Cohesion Regional High-Level Workshop** covering eight Turkish provinces of the Aegean region was held on 28 November in Izmir, bringing together high-level provincial officials who inform Turkey's migration management with the aim of encouraging actions that foster social cohesion, identifying local challenges and discussing solutions in terms of social cohesion. About 240 participants attended. In his opening remarks, Turkey's Minister of Interior acknowledged the harmonisation efforts carried out jointly with UNHCR, and stressed the role played by stakeholders, such as line ministries and municipalities, in Turkey's migration management, adding that prejudices could be overcome with adequate information-sharing and awareness-raising. The event attracted wide media coverage.

The Turkish Coast Guard in cooperation with UNHCR organized the **official inauguration of the Kuşadası Turkish Coast Guard Processing and Screening Centre** established at Aydin Kuşadası Marina with the support of UNHCR and in collaboration with the Kuşadası District-Governorate and Aydin Provincial Directorate of Migration Management. Officials attending the opening including the Kuşadası District Governor and Chief Prosecutor. The screening and processing facility is managed by the Turkish Coast Guard. It supports the pre-screening capacity of the border authorities to facilitate identification, assistance and referral of individuals with protection and other humanitarian needs, to support adequate and dignified reception conditions for, and timely processing of, intercepted, apprehended and rescued individuals.

The **Stakeholders Roundtable**, which concluded the planning process for the **Regional Refugee and Resilience Plan (3RP) 2020-2021 for Turkey**, was organized on 22 November. Some 100 senior government officials as well as representatives of donor, UN, International Financial Institution and civil society engaged in the refugee response participated. The main strategic directions and priorities of the 3RP for 2020-2021 were presented, while endorsement of the strategic priorities as well as feedback from all stakeholders was sought ahead of the finalization of the plan. For the Government of Turkey, Ambassador Hatun Demirer, DG Consular Affairs of the Ministry of Foreign Affairs provided the opening speech.

The **International Forum on Local Solutions to Migration and Displacement** (the **Municipal Forum**) ‘From Emergency to Resilience and Development’, took place on 26-27 November in Gaziantep and was co-organized by the Gaziantep Metropolitan Municipality, UNDP, UNHCR, IOM, the World Academy For Local Government and Democracy (WALD), the Union of Municipalities of Turkey, and the United Cities and Local Governments Middle East and West Asia Section (UCLG-MEWA). The Forum brought together mayors and local development actors from various countries to share good practices and facilitate city-level partnerships. The Municipal Forum contributed to existing networks of relevant actors in migration and forced displacement contexts. It also highlighted approaches in light of the Global Compact on Refugees (GCR) and the Global Compact on Safe, Orderly and Regular Migration (GCM). A key outcome of the Municipal Forum was the **Gaziantep Declaration** reflecting good practices on local solutions to migration and forced displacement. The Gaziantep Declaration was signed by 37 stakeholders including mayors and representatives of local development actors, civil society and UN agencies.



Notable officials, mayors and development actors gather at the International Municipal Forum in Gaziantep. ©UNDP

Promoting Access to and Provision of Protection

Support to registration and development of the national asylum system

UNHCR continued its cooperation with DGMM in the strengthening of the international protection status determination procedures, supporting **International Protection Bureaux (Decision Centres) and the Mobile Decision Teams** established by DGMM. Support included interviews and recommendations to support case-processing at the Ankara Decision Centre and the Eskişehir PDMM through a mobile decision team mission arranged by UNHCR in coordination with DGMM.

As part of UNHCR’s cooperation with DGMM for the reinforcement of Turkey’s national asylum system, more than 280,000 information leaflets and 10,000 posters on legal aid have been distributed in 81 provinces through the support of the European Union. The content of the materials was jointly developed by DGMM, the Union of Turkish Bar Associations (UTBA) and UNHCR and have been translated and printed in seven languages (Turkish, English, Arabic, Farsi, Pashto, French and Russian).

A workshop on Country of Origin Information (COI) and its latest developments took place in Ankara on 26 November with the participation of 16 DGMM/PDMM personnel. UNHCR and DGMM discussed the COI Method Guide jointly drafted by a technical team from DGMM and UNHCR and shared findings of COI-related study visits to Germany and Belgium. Discussions also covered principles and standards when using COI, as well as current practices and opportunities for further improvement.



Cover of Legal Aid leaflets produced through UNHCR’s cooperation with DGMM

Strengthening access to justice by refugees

The Şanlıurfa Legal Clinic provided legal assistance to 49 individuals in November regarding international and temporary protection procedures (including registration, documentation, rejection of applications and withdrawal of decisions), access to rights, civil issues (such as marriage, divorce, custody and guardianship), deportation, exit and re-entry procedures, family reunification, resettlement and citizenship procedures.

Similarly, 232 individuals benefitted from legal assistance provided by the Gaziantep Legal Clinic, while the Hatay Legal Clinic provided legal assistance to 177 individuals.

UNHCR cooperates with the **Department of Victims' Rights of the Ministry of Justice** and with UNDP to enhance access to justice and legal aid for refugees in Turkey. In November, four trainings and awareness-raising activities in Istanbul (1-2 and 29-30 November), Adana (8-9 November) and Izmir (22-23 November) were conducted. The trainings targeted individuals involved in refugees' access to justice in Turkey, specifically when they are victims of crimes, such as judges, prosecutors, lawyers, and judicial support experts (social workers) who help victims during the delivery of their testimonies. The training focused on increasing awareness on international protection, legal status within the scope of Law on Foreigners and International Protection, rights of persons in need of international protection and referral mechanisms, as well as improving knowledge on cultural awareness and the implementation of judicial meeting rooms and Judicial Support and Victim Rights Directorates. The sessions were conducted by a team comprised of staff of the Ministry of Justice, UNHCR, UNDP and external experts.

Strengthening Protection and Access to Quality Services of Refugees with Specific Needs

The **UNHCR Counselling Line answered 22,369 calls in November**, providing counselling on services, procedures, referrals and existing support mechanisms. The answer rate for queued calls reached 95% in November. In South East Turkey, the Refuge Call Centre in Şanlıurfa received 353 calls, 326 of which were resolved and focused mainly on medical and financial support, risk of expulsion and registration.

Child protection, Sexual and Gender Based Violence (SGBV) prevention and response, identification of and social support to refugees with specific needs

On 13 November, UNHCR facilitated a full-day training on **Inter-Agency Sexual and Gender-Based Violence Response, Prevention and Risk Mitigation** with the support of UNFPA in Istanbul. Some 37 persons from civil society organizations and UN agencies participated in the training, while trainers from the Istanbul Bar Association, Istanbul Centre for the Prevention and Monitoring of Violence, and the Istanbul Security Directorate observed the sessions which focused on gaps in SGBV response, mitigation and prevention. The training also included a practice session on SGBV mainstreaming based on the IASC Guidelines on Integrating the prevention of GBV in Humanitarian Action.

Cooperation with the Ministry of Family, Labour and Social Services (MoFLSS)

UNHCR commemorated the annual 16 Days of Activism against Gender-Based Violence in November with community events across the country, many promoting social cohesion and harmonisation. In Adiyaman, for example, a breakfast gathering and visit to historical sites was organized, bringing together women and children from the refugee and host communities as well as the staff of the provincial directorate of MoFLSS and the social service centres. A panel discussion was organised in cooperation with Adiyaman University to tackle the root causes of SGBV.

UNHCR facilitated a five-day training (25-29 November) on the Implementation of Counselling Measures for 60 Social Service Centre and six NGO staff in Istanbul. The aim of the training was to increase the knowledge, skills and capacity of SSC staff on counselling which is one of the protective and supportive measures foreseen under the Child Protection Law, and which includes children from both refugee and local communities in need of protection. Increasing SSC personnel's capacity on counselling will in turn strengthen refugee children's access to quality protection services.

Communication with communities (CwC)

Through its main **digital communication platforms**, Help and Services Advisor, UNHCR shares information about rights, obligations and available services for refugees and asylum seekers. Help has surpassed the 600,000 mark reaching approximately 616,000 unique visitors since its launch in August 2017. The Services Advisor received approximately 206,000 unique visitors. UNHCR's followers continue to grow on the CwC Facebook page with approximately 43,500 followers.

Promoting Social Cohesion and Harmonization

A **Neighborhood Gathering** was organized in Samsun on 14 November reaching 46 refugees and 44 host community members and service providers. The gathering, the sixteenth of its kind, was advertised through various government venues and covered in the media. The Metropolitan Mayor and Deputy Governor of Samsun, as well as the Deputy Director General of DGMM and DGMM's Head of Harmonization and Communications Department participating in the event committed to the concept of harmonization in their messages and underlined the importance of providing social stability and protection to refugee and host communities.

The tenth **Engaged Conversation** was held in Malatya on 21-22 November. The event reached around 250 refugees and host community members with focus group discussions focusing on social cohesion. The events were covered on government websites and the media. The Head of Harmonization and Communications Department of DGMM and the Governor of Malatya emphasized the need to further harmonization efforts and called for empathy of refugee and host communities to foster understanding between both communities.

Four **Social Cohesion Workshops** for the personnel of the Presidency of Religious Affairs and the Ministry of National Education were organized in November in Trabzon, Samsun, Elazığ and Malatya. A total 1,273 local religious officers and personnel from the provincial directorates of National Education attended the workshops which were publicized on DGMM's website. The Governor of Trabzon, Deputy Governor of Samsun, Deputy Governor of Elazığ and the Deputy Governor of Malatya attended the workshops. Additionally, high level representatives from the Provincial Directorate of National Education, the Provincial Mufti Office, the Directorate General of Lifelong Learning (from the Ministry of National Education) and Presidency of Religious Affairs contributed to the workshops.

UNHCR organised an **art exhibition** at the Ulucanlar Sanat Sokagi-Kent Muzesi in Ankara where artists from host and refugee communities publicly displayed their artwork. The exhibition, entitled "The Migration of the Artist, the Power of Art" took place from 22 November to 6 December showcasing works of 19 artists, 13 of whom are refugees.

Engaging at the local level (municipalities, governor offices, imams, mukhtars)

On 6 November, UNHCR and WALD organized the third **Municipal Coordination and Social Cohesion meeting** in Istanbul under the theme, "Cities Empowered with Refugees". Around 100 representatives of metropolitan and district municipalities of the Marmara Region and international organizations attended the event which explored technical and potential financial support and coordination mechanisms. In his opening remarks, UNHCR's Deputy Representative emphasised the multi-stakeholder approach of the Global Compact on Refugees and welcomed the endorsement of the Declaration of Municipal Coordination Platform within the Context of Refugees, encouraging other municipalities to join.



Cycling event in Manisa, Izmir where refugee youth cycled alongside experienced cyclists. ©UNHCR

A cycling event was organized in Izmir by UNHCR for refugee and local youth in cooperation with Manisa's Yunusemre district municipality. The event brought together 26 youth from refugee and host communities to support youth engagement and promote social cohesion among communities. UNHCR provided bicycles to the youth who cycled alongside experienced cyclists from the Manisa Cycling Sports Club Association.

Working towards Durable Solutions

Education

UNHCR continues to support access to tertiary education for the 2019-2020 academic year through DAFI supporting 680 Syrians and 71 refugees of other nationalities. UNHCR also supports between 400-500 refugees of other nationalities through cash grants.

Self-reliance and livelihoods support

UNHCR conducted an “International Labour Policies Training” for the Directorate General of International Labour Force of the Ministry of Family, Labour, and Social Services (MoFLSS) in Antalya on 16-17 November. The Director General of International Labour Force attended the training, at which some 115 staff of the Directorate participated, and delivered a presentation on international labour policies and future work trends.

Resettlement and complementary pathways

As of end of November, close to 15,747 submissions for resettlement of refugee cases (65 per cent Syrian and 35 per cent refugees of other nationalities) were made to 18 countries. Over 10,250 refugees departed for resettlement (79 per cent of them Syrian).

A resettlement workshop took place in Ankara from 29 November to 2 December. The workshop was facilitated by DGMM and UNHCR and focused on the roles of DGMM and UNHCR in the identification of refugees in need of resettlement, a basic understanding of resettlement process from Turkey to resettlement countries, and resettlement submission categories. A total 94 participants from provincial directorates of migration management across the country took part.

Donor and External Relations

UNHCR organized a field visit to Istanbul with donors PRM, DFID, Canada, Ireland, Switzerland, the Netherlands, Germany, Norway, and Denmark. The donors were briefed by the Istanbul team, and visited a Social Service Centre, a Social Protection Desk (run by UNHCR partner WALD), and the child protection efforts of Mavi Kalem. Donors had the opportunity to interact with refugees in a roundtable discussion. Furthermore, in South East Turkey, UNHCR met with the Ambassador of the Republic of South Korea and representatives of the Korean Embassy in Ankara to share updates on the refugee operation in the South East. Also in November, UNHCR briefed representatives of the embassies of the Netherlands and New Zealand on the refugee situation in South East Turkey.



Participants come together in the Istanbul Municipal Coordination and Social Cohesion meeting (page 4) under the theme “Cities Empowered with Refugees” to discuss potential support and coordination mechanisms in the Marmara Region. ©UNHCR

Thanks to donors [for their support to UNHCR Turkey and their](#) unrestricted and regional funds in 2019 as of 03 December

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LINKS

[Regional Portal - Syria Regional Refugee Response](#) | [Regional Portal - Mediterranean](#) | [UNHCR Turkey website](#) | [Facebook](#) | [Services Advisor](#) | [UNHCR Help](#)