

TURKEY

July 2020

Key Figures (as of 26 July 2020)

4 million

Refugees and asylum-seekers in Turkey including almost 3.6 million Syrian nationals and close to 330,000 registered refugees and asylum-seekers of other nationalities. Over 98% of Syrian refugees live across Turkey in 81 provinces

12,288

Households received one off COVID-19 emergency cash payments by end of July

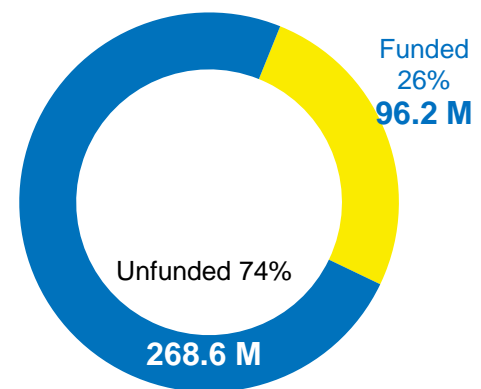
65,900

Hygiene kits delivered and distributed to refugee and host community households in 35 provinces through 61 partners in July

Funding (as of 4 August 2020)

USD 364.8 million

requested for UNHCR operations in Turkey



Key Developments in July 2020

The first **departure on resettlement** from Turkey took place in July, following the period of suspension of resettlement travel due to COVID-19. The departure concerned a medical case, with eight Syrian refugees departing to Denmark.

Identification and referrals for resettlement consideration are ongoing, and during July, interviews for resettlement using remote interviewing modalities, with requisite integrity measures resumed, in cooperation with the Directorate General for Migration Management (DGMM) and the respective provincial department in Ankara. Remote interviewing modalities will be expanded to other locations in subsequent months.

The Deputy Minister of Interior of Turkey, Mr. İsmail Çatakılı, attended the High-Level Meeting on 6 July, of the **Support Platform for the Solutions Strategy for Afghan Refugees** which calls for renewed partnerships, targeted investments and more international solidarity to address one of the world's longest-running displacement situations. The Deputy Minister joined UNHCR's High Commissioner, representatives of Afghanistan, Iran and Pakistan, the World Bank and the International Council of Voluntary Agencies (ICVA). During this intervention, the Deputy Minister highlighted the importance of solidarity with Afghan refugees, indicating that restrictive migration policies pose a risk to the lives and physical integrity. He highlighted that international cooperation was essential for the voluntary repatriation of Afghans and reconfirmed the interest of Turkey to join and engage in the solutions platform.

The distribution of the **COVID-19 Emergency Cash Assistance** through PTT continued during July, in close cooperation with the Directorate General for Migration Management: 15,255 households (72,182 individuals) have been identified as eligible for this one-off cash assistance, and 12,288 households have received the assistance. While identification of beneficiary households is continuing, post distribution monitoring has started.

Emergency cash-based interventions

UNHCR's distribution of the Covid-19 Emergency Cash Assistance in close cooperation with the Directorate General of Migration Management (DGMM) and through the Postal Service of Turkey PTT continues. By the end of July, 15,255 households (72,182 individuals) were found eligible as beneficiaries of the Emergency Cash Assistance. The overall implementation rate stands at around 81% of households and a total of 12,288 households have collected their assistance as of end of July.

UNHCR also finalised the Post-Distribution Monitoring in July through phone calls with the Covid-19 emergency cash beneficiaries. A total of 411 households were interviewed and will provide information on impact, coping mechanisms and on the cash assistance process.

Protection during times of COVID-19

UNHCR has been working closely with DGMM to strengthen anti-fraud measures for the **online appointment system** which was launched on 25 June, for international protection applicants and status-holders to enable online booking for various procedures at PDMMs including updating personal data, renewal of ID cards or requesting travel permits.

Legal clinics in Sanliurfa, Gaziantep and Hatay switched to rotational working arrangements from the beginning of July. During the reporting period, legal clinics provided legal assistance to 404 persons through telephone or video calls regarding international and temporary protection procedures (including registration, documentation, rejection of applications and withdrawal of decisions), matters of civil law (such as marriage, divorce, custody and guardianship), exit and re-entry procedures, family reunification and citizenship procedures.

Also in July, 129 legal aid cases were submitted by bar associations to the UNHCR-UTBA Commission for assessment of legal aid related to the coverage of attorney fees and other relevant expenses.

In order to provide information on accessing legal aid, over 14,400 leaflets were produced in seven languages (Turkish, Arabic, English, Farsi, Pashto, French and Russian) by UNHCR, DGMM, and UTBA to share with relevant municipalities, removal centres and partners in Izmir.

Communication with Communities

In July, the **UNHCR Counselling Line** responded to a total number of 26,781 calls. The majority of callers enquired about resettlement (42%) followed by financial assistance (31%) and assistance related to specific needs (7%). The calls were received from across the country but mostly from Istanbul followed by Gaziantep and Ankara.

Through its main digital communication platform **Help Advisor**, UNHCR shares information about rights, obligations and available services with refugees and asylum seekers. In July, the Help website which is available in English, Turkish, Arabic and Farsi, received approximately 38,300 users and 85,200 views. In July, UNHCR published information posts related to services available during COVID-19, the HES travel code as well as a quiz on the refugee definition and the global refugee and displacement situation. UNHCR has also continued to grow its audience on the **UNHCR Turkey Information Board** Facebook page and WhatsApp groups. The information board posts were related to UNHCR Turkey services in times of Covid-19, curfew announcements and recent regulations in education and the livelihoods sectors. In July, the page had approximately 72,430 likes and 75,200 followers (with a monthly reach of 527,325 impressions), while the WhatsApp links reached 60,211 clicks (and 11,269 receivers).

UNHCR published a **survey on usage of the Help website** conducted between December 2019 and February 2020 in four languages. Over 2,500 people completed the survey with the Arabic version being used the most followed by Farsi, then Turkish and finally English. The key findings of the survey showed that Syrians constitute the highest number of visitors of the website at 69 per cent.

Most users who responded to the survey were male adults and most were between 25 and 44 years old. The statistics shows that the Website's visitors are mostly Arabic speakers, followed by Farsi, though many users also search for information in Turkish. Almost all the requests were about the resettlement process, while other topics were related to complaint mechanisms, family reunification, statelessness, voluntary repatriation and education. Around 90 per cent of users found that the information was clear. However almost half of the respondents stated that the specific information that they were looking for was not on the Website. Some 56 per cent of the respondents felt they were more informed about obligations, rights and services after having visited the Website. Many users were looking for ways to contact UNHCR through the Website.

Also in July, and in coordination with DGMM, UNHCR produced and disseminated over 62,000 posters and leaflets to all PDMMs across Turkey. The printed materials, produced in Arabic, Farsi and Turkish, contained instructions and precautionary measures for refugees to take while accessing PDMM premises across the 81 provinces.

Engaging at the local level in the COVID-19 Response and Provision of Material Assistance

UNHCR cooperates with local authorities, municipalities and partners across the country to identify needs, provide assistance and support refugee initiatives mobilising themselves and their communities. By the end of July, UNHCR had delivered over 65,900 hygiene kits for refugee and host community households in 35 provinces through 61 partners including local authorities, municipalities and NGOs. Some 5,000 personal protective equipment (PPEs) and 38,000 latex gloves as well as goggles, thermometers and sanitizers were provided to the Turkish border authorities at the western borders in Edirne, Çanakkale, Izmir and Mugla and over 3,600 packs of food, water, blankets and hygiene items to Turkish border authorities in Izmir and Mugla.

A total of 75 wheelchairs were distributed to vulnerable refugees in 12 provinces in the Anatolian region through 13 partners. Over 125,500 core relief items and PPEs were distributed to the six temporary accommodation centres in South East Turkey for refugees residing there, as well as 500 hand sanitizers which were distributed in Kilis to households and public places. The distributions were undertaken through municipalities and partners and have benefitted both refugee and host community households. By the end of July, most of the items had been delivered and distributed to beneficiaries across the country.

UNHCR also supported the Ministry of Family, Labour and Social Services with 54,000 hygiene items including latex gloves, surgical masks and soaps for Social Service Centres operating in 81 provinces of the country, which were distributed in July.

By the end of July, UNHCR support to refugee initiatives for the production of soap bars and face masks in the Anatolian region had come to a close, however, many continued in cooperation with the local authorities and partners. UNHCR has directly supported 12 initiatives of refugees to produce soap bars and masks as well as protective shields for their communities, bringing together some refugees and Turkish citizens in a safe manner.



Wheelchairs are distributed across areas in the Anatolian region ©UNHCR

Durable Solutions

The first resettlement departure from Turkey since the start of the COVID-19 situation took place in July. It consisted of one case of eight Syrian refugees who departed to Denmark as part of Denmark's medical intake. Moreover, for the second consecutive month and in order to facilitate resettlement procedures, UNHCR has been conducting remote resettlement interviews. In July, 81 cases (310 refugees) were interviewed using remote processing modalities in cooperation with the Provincial Directorate for Migration Management (PDMM) Ankara. In coordination with DGMM and the respective PDMMs, UNHCR will be expanding remote interviews to other locations in Turkey.

As of end July 2020, UNHCR provided 4,681 resettlement submissions (3,859 Syrians and 822 refugees of other nationalities) to 14 countries; and 2,062 refugees (1,534 Syrian and 528 of other nationalities) departed for resettlement to 12 countries. Some 1,406 refugees were referred to UNHCR for resettlement consideration in July.



Turkish and Syrian women in Hatay produce local food through a vocational training initiative with UNHCR partner STL ©UNHCR

Thanks to donors for their support to UNHCR Turkey in 2020 as of 4 August 2020

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LINKS

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