

August 2018

Strengthening Services, Supporting Capacities and Expanding Access to services and protection

Turkey's comprehensive legal framework provides access to a broad range of services (education, health, social, and employment) for beneficiaries of temporary protection, international protection applicants and refugees upon registration with the authorities. UNHCR works on strengthening access to quality services for all refugees, in particular persons with specific needs, through public systems and national and local institutions.

UNHCR advocates for and supports the inclusion of refugees into national systems by working towards strengthened cooperation with line ministries and national institutions. Through engagement at provincial and local levels, UNHCR provides technical and capacity development support. At the same time, UNHCR, in close cooperation with partners of the Regional Refugee and Resilience Plan (3RP) 2018-2019, aims to provide humanitarian assistance and temporary services to address urgent needs of the most vulnerable refugees. Specifically, UNHCR is focused on enhancing the identification of people with specific needs, enhancing protection monitoring and strengthening referrals to public service providers to ensure effective protection of the most vulnerable refugees.

With particular focus on enhancing child protection and preventive and response services for survivors of sexual and gender-based violence, UNHCR is collaborating with local partners to provide services complementary to those provided by the relevant state institutions.

Working with the Ministry of Labour, Social Services and Family

Social Service Centres

With the aim of increasing effective access to public services, UNHCR focuses on strengthening partnerships with line ministries, specifically with the Ministry responsible for Family and Social Policies with whom a Protocol of Cooperation was signed in January 2018. The Ministry is the key institution supporting refugees with acute vulnerabilities and specific needs, and has responsibility for social assistance schemes, women's shelters, accommodation for unaccompanied children, and community and service centres.

The Ministry has expanded its network of Social Services Centres (SSCs) to offer a broad range of assistance at the local level including cash assistance, institutional care, support for women and children, education and family counselling. UNHCR is focusing its efforts to support the Ministry and its provincial directorates in the provision of essential services through SSCs to asylum-seekers and refugees across the country.

43



Social Services Centres supported
in 8 provinces

data as of end of June 2018

UNHCR has supported the increase in the capacity of child care centres and women's shelters as well as psychosocial support and rehabilitation services. At the provincial level, UNHCR works with Provincial Directorates of Family and Social Policies, providing technical and logistical support with a special focus on SSCs to enable them to target and provide services to highly vulnerable and at-risk people and their families, including women at risk, SGBV survivors, vulnerable children and young people, persons with disabilities, and elderly people.

UNHCR's support to SSCs also comprises the provision of trained Turkish and Arabic speaking interpreters to work alongside their outreach teams and social workers; equipment; and relevant training on international protection, outreach work and psychosocial support in refugee contexts, as well as working with special needs groups. Structured Arabic language courses will also be offered to select SSC staff.

Identification of Persons with Specific Needs and Referrals to State Services

Community Centres

In line with its strategic priorities and support to public services, UNHCR and its partners will continue to identify cases of persons with specific needs and the most vulnerable through community centres. Particular attention is placed on unaccompanied children, survivors of sexual and gender-based violence and LGBTI persons to assess their protection situations, provide appropriate counselling and refer them to public service providers and specialized services for interventions.

Sexual and Gender-Based Violence (SGBV) Prevention, Mitigation and Response

In accordance with the 3RP protection sector strategy, UNHCR contributed to the development of inter-agency Standard Operating Procedures (SOPs) on SGBV prevention and response. UNHCR supports national institutions, including women's shelters and Social Service Centres, to enable inclusion of refugee women in their services including psychosocial support, counselling and referral to state services (such as health and legal assistance), access to education for women and their children and referral to livelihoods services such as vocational training . This includes accommodation of SGBV survivors in safe shelters, where needed. As a mitigation measure, UNHCR supports survivors and individuals at heightened risk of SGBV with targeted cash for protection support. UNHCR focuses on preventive measures against SGBV through community-based awareness-raising and information dissemination campaigns on child marriage, forced marriage and domestic violence, amongst others. UNHCR signed Letters of Understanding (LoUs) with several local authorities to support at-risk refugee women to learn Turkish and attend vocational training courses as a way to contribute to enhanced self-reliance and avoid recourse to negative coping mechanisms. UNHCR collaborates with local women's associations and others working with LGBTI persons and sex workers to improve outreach, identification of individuals facing protection risks.

LGBTI persons

UNHCR has expanded its partnership with local LGBTI organizations in Turkey and provided trainings on Sexual Orientation and Gender Identity (SOGI) for NGO staff and communities. UNHCR prioritises the identification of protection solutions, including referrals for resettlement consideration, for at-risk members of the LGBTI community among refugees.

Over



120

BID decisions taken
between January - July 2018

Nearly



930

BIA interviews conducted
between January - July 2018

Almost



300

Receiving Cash for Protection
by the end of July 2018

Child Protection

UNHCR works closely with the Ministry responsible for Family and Social Policies and the Directorate General of Migration Management (DGMM) in order to develop proper referral mechanisms to allow for prompt registration and accommodation of unaccompanied children. While continuing to conduct best interests procedures, both assessments (BIA) and determinations (BID) and chairing a BID Panel in Ankara with the participation of child protection partners, UNHCR intends to further strengthen its collaboration with the authorities in this area.

Protection Counselling

Protection counselling, provision of information and communication through individual and group counselling and the telephone helpline, including referral of individuals to service providers, remain an essential

element of UNHCR's strategy and activities.

Cash for Protection

UNHCR has been developing tailored financial support for persons with acute protection needs such as LGBTI persons, separated children, adolescents released from orphanages, individuals with disabilities, persons with a serious medical conditions, SGBV survivors and children involved in hazardous work and other forms of child labour as an alternative to negative coping mechanisms and as a way to strengthen their protection. UNHCR has already started to implement two cash for protection programmes, namely cash for LGBTI persons and adolescent released from orphanage. UNHCR intends to expand cash for protection programmes for all of mentioned specific groups in the future.

Over

170,000

Calls processed between
March 2017 - July 2018



Community-Based Protection

With 92 per cent of refugees and asylum-seekers in Turkey residing outside of temporary accommodation centres (TAC), outreach will continue to be an area of strategic priority. Two-way communication, supporting community self-help and improved access to information and to services in the national and local systems are at the forefront of UNHCR's outreach efforts through a community-based protection approach.

Outreach and communication

In addition to increasing the range and accessibility of UNHCR's communication channels and tools, outreach networks are expanded through targeted UNHCR missions, partner engagement and through broadening partnerships with and support to municipalities, community-led organizations, youth networks and local actors such as muktars, imams and local NGOs.

Outreach missions support identification of protection needs in the field; discussion with refugee communities and authorities on solutions; identification and support of capacities at the local level; they also largely facilitate communication between persons of concern, authorities and service providers and support community-based initiatives and projects to improve the quality of services and community participation.

Refugee participation and representation

Additionally, UNHCR supports refugee community structures including women, men, girls, boys, youth, elderly, refugees with disabilities and LGBTI committees in TAC and urban locations aiming at ensuring inclusive representation in local decision-making structures. The established fora allow refugee communities to come together and provide peer support, identify challenges and possible solutions to bring to the attention of UNHCR, partners or TAC management and other authorities and provide a platform for refugees to help themselves. UNHCR also supports refugee networks through dedicated initiatives to promote solutions targeting gaps identified and prioritized by the communities themselves and strengthen two-way communication. In certain larger urban areas, UNHCR has facilitated refugee participation in city councils, in close collaboration with municipalities where UNHCR has also established protection information desks to improve referrals on access to services and livelihoods opportunities.

Youth empowerment and Innovation

UNHCR, in close collaboration with partners, promotes youth-sensitive programming and supports youth-led and youth-targeted projects to empower refugee youth in decision-making and facilitates networking and information sharing between refugee and host community youth to identify, develop and utilize youth capacities and skills to support self-reliance. Within the ambits of the youth programme and ongoing consultative processes, refugee and Turkish youth are encouraged to develop innovative, youth-appropriate protection solutions to address challenges within their respective communities.

August 2018

External and Donor Relations

Thanks to UNHCR's donors for supporting our protection activities for people with specific needs in Turkey and for their unrestricted and regional funds in 2018:

European Union | Japan | United States | Canada | Norway | France | Germany | Private donors
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Australia | Switzerland | Private donors Republic of Korea | Italy | Belgium

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