UNHCR
The UN Refugee Agency

2019

GLOBAL STRATEGIC PRIORITIES

PROGRESS REPORT

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INTRODUCTION

The Global Strategic Priorities (GSPs) for the 2018-2019 biennium set out areas targeted by UNHCR to enhance protection for people of concern and find solutions for them.

The GSPs are divided into two categories: operational priorities for field operations and support and management priorities for core organizational functions.

The operational priorities influence the development and implementation of country-level plans by field operations and take into account the 2030 Agenda for Sustainable Development. The support and management GSPs reflect UNHCR's 2017-2021 Strategic Directions, as well as commitments made at the World Humanitarian Summit and under the Grand Bargain.

In line with the Global Compact on Refugees, UNHCR continued strengthening broad range of partnerships within the humanitarian and development fields and the private sector.

UNHCR's operations collected and analysed programme implementation information and communicated progress and results through Focus, as well as through the organization's integrated refugee health information system.

ACHIEVEMENTS

Continued efforts across core GSP areas prompted significant improvements in several areas. At the end of 2019, 149 States were party to the 1951 Convention relating to the Status of Refugees, its 1967 Protocol, or both. The first Global Refugee Forum encouraged many States to address refugee protection in a more comprehensive manner. UNHCR led efforts to reinforce collaboration aimed at addressing internal displacement, including through the improvement of legislation and national policies in Ethiopia, Mali, the Philippines, Somalia and Syria. Angola acceded to the 1954 Convention relating to the Status of Stateless Persons and the 1961 Convention on the Reduction of Statelessness, while Colombia and Malta acceded to the 1954 Convention. This brought to 94 the number of States party to the 1954 Convention, and 74 States to the 1961 Convention. Furthermore, the Kyrgyz Republic became the first country to resolve all known cases of statelessness on its territory, having granted nationality to 13,700 stateless persons over the last five years.

UNHCR registered over 8.8 million refugees in its digital population registration and identity management ecosystem (PRIMES) and strengthened its identity management capacity to achieve a 38%

expansion in coverage compared to 2018. Some 15,200 refugee housing units (RHUs) were deployed to 15 operations, 219,000 people of concern, (including some 90,020 IDPs) living in them by year's end.

UNHCR supported new and ongoing emergencies, dispatching $30 million-worth of emergency core relief items from seven global stockpiles to 23 emergency-affected countries. Approximately $650 million in cash assistance was distributed, an increase of 13% compared to 2018 and 50% compared to 2015. Of the cash provided by UNHCR, 95% was unrestricted in use.

UNHCR launched the Refugee Education 2030 strategy, and supported the launch of the Tertiary Refugee Student Network, a global network of refugee students committed to enabling 15% of all refugee students to access higher education by 2030. Supporting community empowerment and self-reliance, UNHCR invested in the capacities and skills of people of concern. UNHCR expanded its MADE51 multi-stakeholder initiative to provide refugee artisans with access to international markets developing refugee-made product lines in 15 countries.

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CHALLENGES

Throughout 2019, UNHCR staff and partners planned, budgeted, implemented and adjusted strategies and plans tailored to their local context, applying those GSPs which were relevant, and reprioritizing in the face of unexpected developments. In some instances, reprioritization forced operations to address certain essential needs over others, due to a limited availability of resources. The main challenge, however, remained that of accommodating a comprehensive response with limited budgetary resources which, in 2019, left a 44% funding gap.

Limited resources resulted in cuts across the range of planned services and activities. They affected lifesaving assistance and support to basic needs, with cuts to food and nutritional assistance and a rise in food insecurity in places such as Chad, Cameroon, Malawi, Ethiopia, Kenya and South Sudan. They also hampered progress achieved by both UNHCR and partners on the prevention, risk mitigation and response to sexual and gender-based violence in emergencies and protracted situations, with challenges such as lack of funding, access to justice for survivors, insecurity and limited and geographically-fragmented services in certain locations. It affected as well UNHCR's work to promote solutions. In 2019, 63,726 refugees referred by UNHCR were resettled to 29 countries, a modest increase from 2018 which surpassed the target of 60,000 set out in the 'UNHCRs Three-Year Strategy'. Still, this represents less than 5% of the 1.4 million refugees estimated to be in need of resettlement. Although other durable solutions, such as local integration or repatriation, had some successes, none of them kept pace with needs, and in only in very few situations did conditions allow for voluntary return in safety and dignity.

LEGISLATION ON REFUGEES

SEEK IMPROVEMENTS TO NATIONAL LAW AND POLICY IN 80 COUNTRIES SO AS TO BE CONSISTENT WITH INTERNATIONAL STANDARDS CONCERNING REFUGEES AND ASYLUM SEEKERS

IMPROVEMENTS IN 16 COUNTRIES   (total of 80 countries)
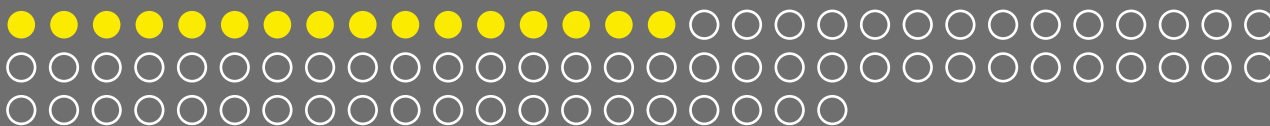
RESULTS AND ACTIONS

The adoption of laws and legislative changes was reported in 34 countries, with 16 showing improvement in legislative processes. In addition, in approximately 89 countries, legislative and policy processes are ongoing with the active involvement of UNHCR.

At the end of 2019, 149 States are party to the 1951 Convention relating to the Status of Refugees, its 1967 Protocol, or both. In 2019, no new State parties signed the convention or the protocol, however after its accession in December 2018, both treaties entered into force for South Sudan on 10 March 2019.

Several States have expressed interest or were recommended through the Universal Periodic Review (UPR) process to accede to the 1951 Convention and its 1967 Protocol. Some States, already party to these treaties, are considering withdrawing their reservations. Concretely, Sweden withdrew some considerations and now accords refugees the same treatment as nationals in respect of State pensions.

Following the adoption of the Global Compact on Refugees in December 2018 and the first Global Refugee Forum in December 2019, the need for strong law and policy frameworks grounded in international and regional refugee and human rights law instruments was reaffirmed. Several States pledged to reform their legislation in line with international standards, including Chad, Liberia, Mauritania, Niger and Zambia.

Notwithstanding conflict, political unrest, sensitive public and political debates or protracted legislative processes, many States engaged in advancing domestic legal frameworks on subjects including eligibility for international protection, asylum procedures and access to rights such as health care, labour market participation and others.

Further, the African Union with support from UNHCR, organized a range of events marking the 50th anniversary of the 1969 OAU Convention Governing the Specific Aspects of Refugee Problems in Africa. These events underscored the ongoing importance of this regional Convention, because of its broader refugee criteria, its focus on finding solutions for person of concern, and its strong call for solidarity and inter-State cooperation.

OPERATIONAL HIGHLIGHTS

- In **Argentina**, **Brazil**, **Mexico**, **Paraguay** and **Uruguay**, laws and policies promoting the application of the regional refugee criteria as outlined in the Cartagena Declaration for Venezuelans seeking international protection, was adopted.

- In **Ethiopia** the entry into force of a new Refugee Proclamation No. 1110/2019 which generally meets international standards, took place. One of its main objectives of the Proclamation is to provide a comprehensive legal framework to better protect refugees and to promote sustainable development

in the spirit of the Comprehensive Refugee Response Framework. The Proclamation provides an enabling environment for the implementation of the Government's Nine Pledges (2016) to comprehensively respond to refugees needs, and for the National Comprehensive Refugee Response Strategy to enhance self-reliance, resilience and socioeconomic integration of refugees and host communities.

- In **Thailand** the country promulgated a regulation on the screening of foreigners entering the country who are unable to return home. While not a conventional asylum law, it provides a screening process for people in need of international protection and delivers a temporary right to stay in the country for those granted 'Protected Person' status. The regulation further provides such status holders with access to education and healthcare.

MEETING KEY CHALLENGES

High arrivals of refugees and migrants continued to be a source of public and political debates and tension around State sovereignty and national security in many countries throughout the world. A small number of countries adopted more restrictive laws and policies negatively affecting refugee rights. For example, States adopted policies and practices involving mandatory periodic assessments of refugee status as part of the process of renewal of residence permits, and restricted access to social services. In addition, asylum procedures in many countries are becoming more complex with the introduction of border procedures, the application of safe country concepts and the use of diverse case processing modalities, putting a strain on procedural fairness. Finally, encampment policies, restrictions on family reunification and limited enjoyment of socioeconomic rights is hampering the search for durable solutions.

While States continued to solicit UNHCR's views on proposed law and policy changes, frequently UNHCR was given limited time to respond to changes, thus constraining its ability to exercise its supervisory responsibility effectively. Moreover, on several occasions when UNHCR submitted recommendations on a legislative proposal, they were not always followed, leading to the adoption of legislation with reduced protection safeguards or with provisions that could be at variance with international and regional legal obligations. In some countries, electoral processes or other national political developments

delayed progress on enacting legal instruments and amendments in 2019.

For UNHCR to work towards creating a more favourable protection environment, a thorough understanding of the legislative framework in place is needed. It is thereby crucial to examine asylum laws alongside a myriad of other laws affecting the rights of refugees such as administrative laws, penal laws, and specific subject-matter laws in areas such as education, health care, housing, labour and social security. In some countries, laws are not aligned.

For example, a penal code may criminalize irregular entry of asylum-seekers in contravention of the domestic asylum law and international law. UNHCR's law and policy advocacy work is directed at a wide range of stakeholders, including parliamentarians and policy-makers, the judiciary and legal community, as well as civil society and academia.

Work on legislation includes providing authoritative legal guidelines and tailored advice, including commenting on legislative and policy proposals, engaging in constructive dialogue and training and supporting strategic litigation.
Importantly, engagement with National Human Rights Institutions and Ombudman offices has gained prominence.

Further, in 2019 UNHCR intervened in 17 judicial proceedings in 10 different jurisdictions across the world. These interventions covered a wide range of issues, including family reunification and family unity; application of the 'internal flight alternative'; procedural fairness and due process guarantees; search and rescue at sea; detention and reception of unaccompanied and separated children; eligibility for international protection based on persecution related to membership in a particular social group; statelessness; as well as the cardinal international legal principle of non-refoulement.

In keeping with UNHCR's role as amicus curiae, UNHCR does not comment on the facts or merits of the specific underlying cases or on evidentiary matters, but rather provides UNHCR's interpretation of the relevant principles of international refugee and human rights law to assist the respective courts in their deliberations.

GLOBAL AND REGIONAL INITIATIVES

- The 1951 Convention, complemented by the 1967 Protocol and regional instruments, has proven to be a living and dynamic instrument, demonstrating its relevance in ensuring international protection for persons fleeing a wide range of socio-political events. Further, the adoption of the Global Compact on Refugees in December 2018 and the first Global Refugee Forum in December 2019 have inspired many States to take a more positive and progressive approach to refugee management and protection. UNHCR saw an increased interest in advancing domestic legislation from States hosting a significant number of refugees. In addition, other countries continued to put in place and implement further structures to improve protection, including strengthening the fairness and efficiency of decision-making and improving access to socioeconomic rights.

- The end of 2019 marked the finalization of UNHCR's five year Global Strategy - Beyond Detention which aimed at ending child detention, ensuring alternatives to detention are available and promoting conditions of detention that meet international standards. Legislative and policy reform have contributed to progress towards these goals in many of the Strategy's focus countries.

- In 2019, UNHCR's law and policy work affected a wide range of issues concerning the protection of refugees and achieving durable solutions for them. Importantly, a new edition of UNHCR's Handbook and Guidelines on Procedures and Criteria for Determining Refugee Status was released, thus ensuring further support to the full and inclusive application of international and regional refugee law instruments.

- UNHCR also continued to issue protection considerations and guidance for specific situations and groups including in Iraq and Venezuela (Bolivarian Republic of), and on returns to specific areas affected by conflict and violence in the Democratic Republic of the Congo, Mali and South Sudan. UNHCR further urged States to take into account the progressive development of international human rights law in interpreting and applying relevant refugee instruments. In 2019, UNHCR continued to contribute to the Universal Periodic Review, as well as to annual reports of special procedures and to other United Nations human rights mechanisms. UNHCR's engagement

focused on themes including strengthening asylum-seeker registration activities, legal aid services, the accommodation of refugees and upholding freedom of movement standards.

- Countries in Africa continued to deal with protracted legislative processes, compounded by new outbreaks of conflict and displacement which were exacerbated by the adverse effects of climate change. Although restrictive approaches have been taken by some countries in the Americas region on the entry of persons seeking international protection, the protection space for Venezuelans was expanded by several countries, through the application of the broader refugee criteria as outlined in the 1984 Cartagena Declaration on Refugees. Furthermore, sub-regional processes focusing on the Venezuelan situation and the violence in countries in the north of Central America remained important platforms for harmonizing domestic laws and policies and in improving access to rights for displaced persons.

- In the Asia-Pacific region, Central Asian Republics continued to build on UNHCR's analysis of legal protection regimes. Elsewhere, countries that are not party to the 1951 Convention have shown a growing interest in supporting refugee protection through greater engagement and collaboration with UNHCR on developing laws and policies.

- In Europe, the reform of the Common European Asylum System has reached a stalemate, with further progress expected under a new European Commission in 2020. Many European States continued nevertheless to adopt legislation on measures designed to help them deal with influxes of refugees, for example, by expanding safe country rules and fast-tracking refugee status determination. In these cases, UNHCR worked to ensure legislation is compliant with international and European Union standards. In the Middle East and North Africa region, numerous legal initiatives by governments continued to be hampered due to war or political unrest. Even so, countries made progress towards improving protection through the drafting and implementation of legislation, with technical and legal support from the UNHCR. Further, efforts in the Middle East are largely focused on incrementally expanding the asylum space, by encouraging countries of asylum (including non-Contracting States party to the 1951 Convention) to include refugees in laws regarding access to labour, education, and health care.

LEGISLATION ON REFUGEES (according to the weighted criteria provided in the Indicators Guidance)

30% Satisfactory	**49%** Needs improvement	**21%** Unsatisfactory
≥85% Extent law consistent with international standards relating to refugees	Between 85% and 50%	Less than 50%

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LAW AND POLICY ON IDPs

SEEK IMPROVEMENT TO NATIONAL LAW AND POLICY IN 17 COUNTRIES, SO AS TO BE CONSISTENT WITH INTERNATIONAL STANDARDS CONCERNING INTERNALLY DISPLACED PERSONS

IMPROVEMENTS IN 5 COUNTRIES   (total of 17 countries)

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RESULTS AND ACTIONS

At a national level, UNHCR reported legislative and policy improvements for internally displaced persons (IDPs) in the following five countries: Ethiopia, Mali, Philippines, Somalia and Syrian Arab Republic.

UNHCR continued to advocate for the participation of affected communities in the development and implementation of legislative and policy changes, and invested in supporting consultations with them, for

example in Somalia.

At a regional level, UNHCR worked closely with the African Union (AU) to organize a series of events under the AU theme for the year: "Refugees, Returnees and Internally Displaced Persons: Towards Durable Solutions to Forced Displacement in Africa". This event aimed to promote the ratification, domestication and implementation of the AU Convention for the Protection and Assistance of Internally Displaced Persons in Africa (the Kampala Convention), in commemoration of its tenth anniversary.

Globally, UNHCR continued to co-chair the GP20 Initiative, launched in 2018 in response to the General Assembly's call to mark the twentieth anniversary of the Guiding Principles on Internal Displacement. Through a three-year Action Plan, UNHCR, together with the United Nations Office for the Coordination of Humanitarian Affairs and the Special Rapporteur on the Human Rights of Internally Displaced Persons, is spearheading efforts to galvanize and intensify collaboration in addressing the global challenge of internal displacement, including through national laws and policies.

OPERATIONAL HIGHLIGHTS

- In **Ethiopia,** at the end of 2019, there were an estimated 2.5 million IDPs.[1] Therefore, UNHCR promoted the ratification of the Kampala Convention and supported the Government in developing a draft IDP law for domestication. The Ethiopian Council of Ministers approved the ratification of the Kampala Convention on 14 December 2019. Thanks to the support of Chaloka Beyani, former Special Rapporteur on the human rights of IDPs, and his facilitation of two law and policy workshops jointly organized by the Ministry for Peace and UNHCR with relevant national and regional stakeholders - a draft IDP Proclamation was developed by the end of the year.

- In **Mali**, where over 170,000 people were internally displaced as of mid-2019.[2] UNHCR continued to promote awareness-raising around the Kampala Convention and to support the Government in leading a consultative law-making process, including through the work of an expert deployed to assist the national Technical Committee for the domestication of the Convention. A draft law on internal displacement was validated by the relevant authorities in August and was pending adoption at the end of 2019.

- In the **Philippines**, UNHCR continued to engage with key policymakers at both national and regional level in order to strengthen existing policies and mechanisms supporting IDP protection by ensuring their alignment with international standards. UNHCR also promoted the adoption of an IDP law both at national level and regional legislative level.

- In **Ukraine**, UNHCR continued to advocate with a variety of stakeholders, including central state authorities, parliamentary committees, the Ombudsperson's Office and the diplomatic community, to ensure that adequate by-laws and procedures are adopted to fully guarantee the rights of IDP. Partly as a result of UNHCR efforts, several positive steps were taken, including: the adoption of an Electoral Code to ensure that IDP have the right to vote in local elections; the amendment of the State Budget to increase the sums allocated for the affordable housing programme benefiting IDP; and the creation of new procedures for crossing the contact line.

MEETING KEY CHALLENGES

Changes in government authorities, institutions and the lack of coordination between them is a key challenge for developing and implementing national laws and policies on IDPs. In El Salvador, for example, post-electoral rotation and change of public officials undermined efforts to build capacity regarding internal displacement and to adopt the Special Law for the Protection of IDP. The presence of alternate priorities in the legislative agenda was also a challenge as in the case of Honduras, where the adoption of the draft IDP law stalled. In order to mitigate this, UNHCR worked closely with municipalities, as local governments can be key advocates for a national framework, which is instrumental in determining how resources are allocated.

Indeed in many countries, the lack of an overall coherent and comprehensive framework on internal displacement is a challenge in itself. For example, in the Syrian Arab Republic, despite the various laws passed and decisions taken to address the legal issues arising from the crisis, IDPs continued to encounter a variety of legal problems caused by their displacement, which constitute a major issue for UNHCR and its partners when addressing their legal needs.

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[1] For more information see UNHCR's Global Focus on Ethiopia, available at: http://reporting.unhcr.org/node/5738?y=2020#year.

[2] For more information see UNHCR's Global Focus on Mali, available at: http://reporting.unhcr.org/mali.

GLOBAL AND REGIONAL INITIATIVES

- At a global level, UNHCR continued to co-chair the Global Protection Cluster Task Team on Law and Policy, managing and updating its global database on IDP laws and policies; and the Agency also co-led the law and policy workstream of the GP20 initiative. In collaboration with the Special Rapporteur on the human rights of IDP and the International Institute of Humanitarian Law, UNHCR organized three global courses on internal displacement law – two in English and one (for the first time ever) in French. It also initiated a joint study with the International Organization for Migration on legal frameworks governing responses to internal displacement due to conflict and disasters.

- At a regional level, UNHCR supported the African Union throughout the year in organizing a series of events to mark the tenth anniversary of the Kampala Convention, culminating in a continental consultative meeting in December to promote its ratification, domestication and implementation in the Member States.

At a sub-regional level, in March, UNHCR together with the Economic Community of West African States (ECOWAS) organized an exchange between ECOWAS Members of Parliament and national IDP experts from the 15 ECOWAS Member States in order to share experiences regarding the domestication and implementation of the Kampala Convention in their respective contexts under the GP20 initiative. This event was followed by an interactive session in May 2019 on the same subject, and was jointly organized by the ECOWAS Parliament and the UNHCR. During this session, UNHCR also led a Training-of-Trainers session on IDP law and policy in Pretoria, with participants from a variety of Southern African countries affected by internal displacement due to different causes.

LAW AND POLICY ON IDPs (according to the weighted criteria provided in the Indicators Guidance)

75% Satisfactory	**25%** Unsatisfactory
≥66% Extent law and policy consistent with international standards relating to internal displacement	Less than 40%

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LEGISLATION ON STATELESSNESS

SEEK IMPROVEMENT TO CITIZENSHIP LAWS IN 40 COUNTRIES TO BRING THEM INTO LINE WITH INTERNATIONAL STANDARDS ON THE PREVENTION OF STATELESSNESS

IMPROVEMENTS IN 9 COUNTRIES   (total of 40 countries)

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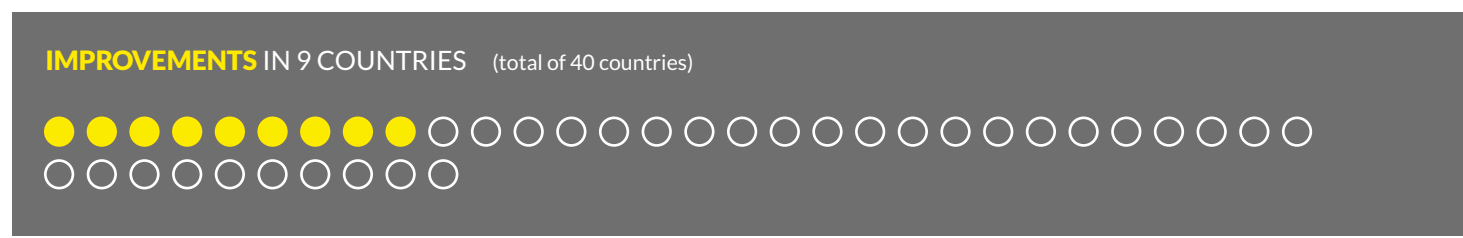
RESULTS AND ACTIONS

Nine countries took steps to improve their citizenship laws to bring them more closely in line with international standards for the prevention of statelessness. UNHCR focused its advocacy efforts and technical advice on promoting the introduction of safeguards against statelessness at birth and later in life.

The introduction of these safeguards includes one of the goals of the #Ibelong Campaign to End Statelessness by 2024 as well as the Global Action Plan to End Statelessness 2014-24 (GAP) - which aims to resolve existing situations of statelessness, to prevent new cases of statelessness from emerging, and works towards identifying and protecting stateless populations.

Significant progress was made under the GAP in 2019, which was the mid-point of the #Ibelong Campaign to End Statelessness. The High-Level Segment on Statelessness that was convened as part of the seventieth session of the UNHCR Executive Committee resulted in an unprecedented 360 pledges submitted by States, international and regional organizations and civil society organizations.

SEEK TO INCREASE THE PERCENTAGE OF STATELESS PEOPLE WHO ACQUIRE OR CONFIRM NATIONALITY IN 14 SITUATIONS

At least 81,100 stateless persons or those with undetermined nationality acquiring or having their nationality confirmed globally.

RESULTS AND ACTIONS

A number of States took significant steps in granting nationality to stateless persons, with at least 81,100 stateless persons or persons of undetermined nationality acquiring or having their nationality confirmed globally. UNHCR collaborated with local non-governmental organizations and Governments in several countries, including Albania, Bosnia and Herzegovina, Colombia, Finland, Kazakhstan, Kyrgyzstan, Malaysia, North Macedonia, Norway, Philippines, Republic of Moldova, Russian Federation, Serbia, Sweden, Tajikistan, Uzbekistan and Viet Nam, to identify, register and assist stateless persons or persons of undetermined nationality to apply for nationality or to obtain documents confirming their nationality. The Agency also advocated for stateless people and provided technical advice on law and policy reforms to enable them to acquire nationality in countries hosting significant stateless populations.

OPERATIONAL HIGHLIGHTS

◢ In **Angola**, the Government acceded to both the 1954 Convention relating to the Status of Stateless Persons (1954 Convention) and the 1961 Convention on the Reduction of Statelessness, while **Colombia** and **Malta** acceded to the 1954 Convention. This brings the total number of States party to the 1954 and 1961 conventions to 94 and 74 respectively. Additionally, Sweden officially withdrew its reservations to Article 8 and Article 24(1)(b) of the 1954 Convention.

◢ The **Central African Republic**, **Kingdom of Eswatini**, **Madagascar**, **Namibia**, **Niger** and **Turkmenistan** were supported by the UNHCR in developing and launching National Action Plans to end statelessness.

The National Action Plans set out detailed strategies and indicate detailed country-level goals and milestones to complete selected actions from the UNHCR Global Action Plan to End Statelessness 2014-2024.

◢ **Kyrgyzstan** became the first country to end statelessness on its territory by granting nationality to the last 50 known stateless persons in a ceremony on 4 July. In the five years since the #IBelong Campaign was launched, Kyrgyzstan resolved a total of 13,700 cases of statelessness, becoming the first country to meet the deadline of the #IBelong Campaign to End statelessness by 2024.

◢ On 5 August, the President of **Colombia** announced the adoption of a temporary measure to grant Colombian nationality by birth to children born in the territory to Venezuelan parents. The measure is expected to benefit over 20,000 newborns in Colombia.

◢ In **Panama** and **Argentina**, UNHCR supported in establishing statelessness determination procedures that serve to identify stateless persons among the population, and to ensure that these persons enjoy the rights to which they are entitled until they acquire a nationality. In addition, Argentina established procedures for the facilitated naturalization of stateless persons.

MEETING KEY CHALLENGES

UNHCR's advocacy to end statelessness and to ensure citizenship for all has been negatively affected by the rise of xenophobia and pernicious forms of nationalism in many parts of the world. Going forward, it will be critical to continue to make the strongest

possible case for inclusive societies, specifically the removal of discriminatory provisions in nationality laws, civil registration laws and related procedures and practices. In addition, the risks of statelessness remains significant in countries hosting large refugee populations; and in many countries hosting long-term stateless populations, strengthening the political will to resolve cases of statelessness remains a major challenge.

GLOBAL AND REGIONAL INITIATIVES

�totic On 7 October, UNHCR convened a High-Level Segment on Statelessness as part of its seventieth Executive Committee session, which resulted in an unprecedented 360 pledges submitted by States, international and regional organizations and civil society organizations. A total of 66 States made 252 pledges to accede or to ratify the United Nations Statelessness Conventions, to facilitate the naturalization of stateless persons, to prevent statelessness by removing gender-discriminatory provisions in nationality laws, to ensure universal birth registration, to afford protection to stateless persons and to enhance or initiate data collection on stateless populations. These pledges will give a strong boost to the #IBelong Campaign and to the implementation of the Global Action Plan to End Statelessness 2014-24.

▸ Azizbek Ashurov, a lawyer from Kyrgyzstan, received the UNHCR 2019 Nansen Award for his work to end statelessness in the Kyrgyz Republic. He runs [Ferghana Valley Lawyers Without Borders](#), organization that teamed up with the Kyrgyz Government to identify all stateless persons within the territory and to provide legal support to resolve their situation as of July 2019. He was praised for his outstanding 16-year commitment to ending statelessness in Kyrgyzstan and to ensuring that those left stateless by the break-up of the former Soviet Union finally have citizenship.

▸ Between April and August 2019, six regional meetings were organized or supported by UNHCR which resulted in a set of country-specific pledges towards improving statelessness. UNHCR together with the Government of Kenya and the International Conference of the Great Lakes Region (ICGLR) convened a Ministerial Conference on the Eradication of Statelessness in the Great Lakes. Second regional workshop of the West African region was supported by 14 member States of the Economic

Community of West African States (ECOWAS) and the Economic and Monetary Community of Central Africa; and a preparatory meeting for Southern Africa that brought together ten States in Pretoria, South Africa. In Asia and Pacific region, 16 States convened in Bangkok with the support of the Royal Thai Government; and in Europe, the Ministry of Foreign Affairs of Spain held the International Conference on Addressing Statelessness in Europe in Madrid which was attended by 34 countries. Lastly, in the Middle East and North Africa (MENA) the Kingdom of Morocco hosted a preparatory meeting for the MENA region which was attended by 11 countries, as well as representatives from the League of Arab States.

▸ A key priority for UNHCR in 2019 was improving data on statelessness situations. Current statistics on stateless persons cover only 76 countries and record a total of 4.2 million stateless persons. The true global figure remains unknown but is estimated to be significantly higher. To this end, UNHCR supported many statelessness studies such as a groundbreaking new study into the socioeconomic implications of statelessness among the Shona minority group in Kenya (in partnership with the World Bank), while questions on statelessness featured for the first time in the national censuses in Kenya and Niger. UNHCR and UNFPA co-convened a global expert meeting on improving official statistics on statelessness in Thailand with the aim of enhancing the capacity of national statistics offices to collect data on stateless persons.
Work to develop a handbook with recommendations on the production of statistics on statelessness will continue in 2020.

▸ As part of the Coalition on Every Child's Right to a Nationality, UNHCR and the United Nations Children's Fund established a new joint operational strategy to address statelessness both in Lebanon and regionally, with the first regional strategy including Kenya, the United Republic of Tanzania and Uganda. Thus, the total number of country strategies is 18 in addition to the regional one.

▸ Inter-agency partnerships were strengthened with The United Nations Children's Fund, UNHCR of the United Nations High Commissioner for Human Rights, the United Nations Special Rapporteur on Minority Issues, United Nations Population Fund, the Inter-Parliamentary Union and the World Bank.

UNHCR also partnered with the "Friends of the #IBelong Campaign", a group of States represented by their Geneva-based Permanent Missions that raise awareness about statelessness, including through their participation in the Universal Periodic Review. At a regional level, UNHCR joined forces with many important partners such as: in Africa - the Commissioner for the African Union on Refugees, Displaced and Stateless Persons, Economic Community of West African States, International Conference of the Great Lakes Region and the Pan-African Parliament; in the Americas - the Universal Civil Identity Program in the Americas of the Organization of American States and the Latin America, and Caribbean Council of Civil Registry, Identity and Vital Statistics acted as partners; in Asia - the United Nations Economic and Social Commission for Asia and the Pacific; in Europe - the Organization for Security and Co-operation: High Commissioner on National Minorities, UNHCR for Democratic Institutions and Human Rights, the Council of Europe and the European Union, and lastly the League of Arab States in the MENA region.

UNHCR and the International Institute of Humanitarian Law (IIHL) organized two dedicated courses on statelessness to build the capacity of government officials and civil society actors to address statelessness. Together with the IIHL, the League of Arab States and the Arab Interior Ministers Council, UNHCR organized an advanced capacity building session on statelessness in Tunis. It also organized a course on nationality and statelessness with the University of Cape Town and held a training session on childhood statelessness in Pretoria, South Africa, with the United Nations Children's Fund and the Coalition on Every Child's Right to a Nationality. UNHCR also organized the eighth regional course on statelessness in San Jose, Costa Rica, and supported an intensive course on statelessness at the University of Melbourne, Australia, as well as a dedicated course at Tilburg University in the Netherlands.

Finally, UNHCR produced a number of tools to advocate for reform to eradicate statelessness and to support States in undertaking such reform. Among other publications, UNHCR and UNICEF jointly produced an advocacy brief on Ending Childhood Statelessness in Europe, and an updated Background Note on Gender Equality in Nationality Laws

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BIRTH REGISTRATION

SEEK AN INCREASE IN THE SYSTEMATIC ISSUANCE OF BIRTH CERTIFICATES TO NEWBORN CHILDREN IN 53 SITUATIONS

INCREASED IN 21 AND **MAINTAINED** IN 12 SITUATIONS (total of 53 situations)

RESULTS AND ACTIONS

Twenty-one UNHCR operations reported an increase in the number of systematic recording of birth and issuance of birth certificates, with a further 12 operations not experiencing any fluctuations in birth registration. This reflects the tireless efforts of UNHCR, State authorities and other relevant stakeholders to improve access to civil registration for refugees and other persons of concern to UNHCR in both urban and encampment settings. UNHCR and its partners addressed barriers to birth registration by building the institutional capacity of civil registration authorities to deliver services, by establishing services in camps and hard-to-reach areas, by formulating appropriate policies and by running awareness-raising campaigns for persons of concern to UNHCR on how to register children's births.

OPERATIONAL HIGHLIGHTS

� In **Cameroon**, UNHCR supported the National Bureau for Civil Registration (BUNEC) to establish 225 civil status registers in Douala and 1,200 birth certificate registers at the BUNEC Regional Representation in the Far North. This has resulted in the issue of 972 birth certificates. To ensure asylum seekers' and refugees' access to birth registration, UNHCR worked jointly with Plan International and FAIRMED (community-based protection and health) to run 15 awareness-raising sessions targeting asylum seekers and refugees in Douala, which resulted in the registration of 604 children under one year old in Yaoundé and Douala.

▪ In **Malawi**, UNHCR continued to engage with the National Registration Bureau to ensure that all refugee children born in the country are automatically registered in the civil registry and issued with birth certificates free of charge.

▪ In **Pakistan**, a total of 22,093 newborn refuge children were registered by the National Proof of Registration Card Modification Centres, run by the National Database and Registration Authority, with the support of UNHCR. In support of refugees who were unable to access existing national centres, UNHCR deployed three mobile registration teams in the Khyber Pakhtunkhwa, Punjab and Balochistan provinces.

▪ In **Yemen**, 413 children in Sana'a received birth certificates as a result of the UNHCR and Civil Registry Authority collaboration to facilitate birth registration for refugee and asylum-seeking children. In the Aden and Kharaz camps a total of 928 children were provided with birth certificates.

MEETING KEY CHALLENGES

Although the challenges identified differed from one situation to another, several common obstacles hindered the achievement of universal birth registration for children of concern to UNHCR. Firstly, in some settings, refugees and internally displaced persons live in areas where even the host communities have limited access to birth registration services. Lengthy, unharmonized and restrictive civil registration procedures disproportionately restrict access to birth registration services for persons of concern. For example, requirements at civil registration services to present marriage or divorce certificates restrict the registration of children whose parents do not have these documents, including for those born outside wedlock or as a result of rape. In addition, refugees, internally displaced persons and stateless persons face specific barriers due to a lack of policies and resources to extend civil registration services to cover the needs of person of concern. Other significant challenges include language barriers, lack of knowledge of the procedures in the country of asylum, lack of awareness among communities and parents disregarding the importance of birth registration and birth certificates.

In order to increase the rate of birth registration and birth certificate issuance for children of concern, UNHCR adopts a multi-pronged approach in collaboration with States, United Nations agencies, non-governmental organizations and civil society stakeholders. This includes advocacy with States to comply with obligations under the Convention on the Rights of the Child, technical and financial support for national civil registration services to facilitate access to standardized, well-resourced civil registration, and simplify procedures for refugees lacking the required documentation. UNHCR and partners continue working with communities to address social barriers to birth registration. In many operations, UNHCR continues to collaborate with authorities and health partners to record birth notification and to provide legal assistance for persons of concern wishing to register births.
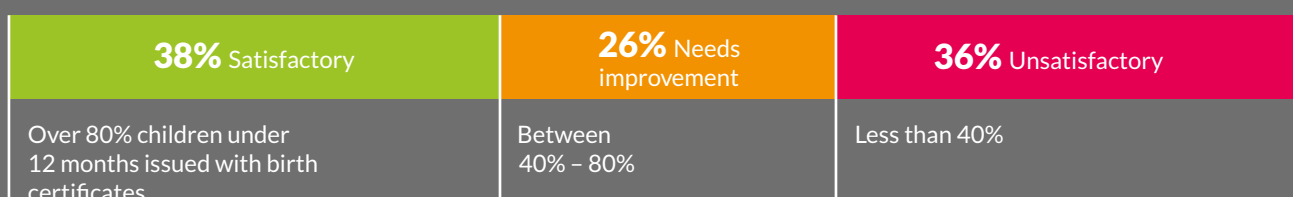
GLOBAL AND REGIONAL INITIATIVES

▪ On the occasion of the High-Level Segment on Statelessness in October 2019, 50 States pledged to strengthen access to birth registration in order to prevent statelessness. These pledges ranged from removing barriers to birth registration for specific groups of people at risk of statelessness to awareness-raising regarding the importance of birth registration and mobile birth registration operations in remote and border areas.

▪ A number of courses on statelessness with modules on childhood statelessness and birth registration were organized in partnership with UNHCR for government actors and civil society practitioners: the Peter McMullin Centre organized its inaugural statelessness intensive course at the University of Melbourne in Australia; the International Institute of International Humanitarian Law organized two courses in Sanremo, Italy; the Institute on

Statelessness and Inclusion organized its annual statelessness summer course at Tilburg University in the Netherlands; the University of Cape Town organized its first course on nationality and statelessness; and finally, UNHCR and the Catholic University of Central Africa organized a course on statelessness and nationality law in Yaoundé, Cameroon.

- As a result of the UNHCR-UNICEF Coalition on Every Child's Right to a Nationality, over 20 countries have joint action plans to end Childhood statelessness, most of which include action on birth registration. For example, in Kyrgyzstan a Parliamentary Round table on Birth Registration and Prevention of Childhood Statelessness was convened, raising awareness among parliamentarians of the country's legislative gaps in birth registration. The Government of Tajikistan undertook statelessness identification and reduction activities in which birth registration was a central component.

BIRTH REGISTRATION (according to the weighted criteria provided in the Indicators Guidance)

38% Satisfactory	**26%** Needs improvement	**36%** Unsatisfactory
Over 80% children under 12 months issued with birth certificates	Between 40% – 80%	Less than 40%

GLOBAL STRATEGIC PRIORITY

REGISTRATION

MAINTAIN OR INCREASE LEVELS OF INDIVIDUAL REGISTRATION IN 96 REFUGEE SITUATIONS

INCREASED IN 30 AND **MAINTAINED** IN 52 SITUATIONS   (total of 96 situations)

RESULTS AND ACTIONS

The quality of registration and profiling of person of concern improved in 30 operations and was maintained in 52 operations. UNHCR continued to strengthen its identity management capability and achieved a 38 per cent expansion in the coverage of its Population Registration and Identity Management EcoSystem (PRIMES) - a suite of interoperable registration, identity management and case management tools and applications.

OPERATIONAL HIGHLIGHTS

■ In **Bangladesh**, the Government and UNHCR registered some 820,000 Rohingya refugees, bringing the total number of refugees jointly registered since the exercise began in 2018 to some 855,000. The use of biometrics throughout the exercise strengthened the overall integrity of the datasets. The availability of updated biographical and biometric data, including specific needs and precise locations of persons of concern, enabled the Government and the humanitarian community to have a thorough understanding of the profile of the population, which enabled evidence-based planning and programming. Identity cards were issued to over 488,000 registered refugees aged 12 and over, in addition to family attestations and factsheets. The joint exercise further defined the framework for ensuring data protection through continuous registration and documentation.

■ In **Ecuador**, the Government and UNHCR signed a Memorandum of Understanding on the implementation of the PRIMES tools – UNHCR's registration, identity management and case management tool. The roll-out of the proGres v4 and the Biometric Identity Management System (BIMS), facilitated the consolidation of UNHCR databases on persons of concern with the Government and anchored unique biometric identities in the case management tool. This strengthened the collaboration between UNHCR and partners, the operational capacity for case management and the delivery of protection services - including joint monitoring of the protection, social and economic situation of Venezuelans in Ecuador by UNHCR, the World Bank, World Food Programme, United Nations Children's Fund and International Organization for Migration.

■ In **Uganda**, the Government and UNHCR signed a Memorandum of Understanding on refugee registration and data management. The Memorandum was developed following the 2018 joint Government-UNHCR verification exercise, and defined the roles and responsibilities of stakeholders in the registration process and in the joint use of PRIMES tools. It also established the framework for accessing and sharing data on persons of concern, including with third parties. Using the PRIMES tools and systems, the Ugandan Government biometrically registered and documented more than 100,000 newly arrived individuals, and continuous registration was enhanced across all locations.

These collaborative efforts improved and mainstreamed continuous registration activities, but also strengthened operational capacities in case management, service delivery and the ability to comply with accountability frameworks.

MEETING KEY CHALLENGES

Although challenges are often operation specific, many UNHCR operations experienced common challenges that limited their operational capacity, including difficulty accessing persons of concern due to adverse security situations, inadequate information systems, communication technology and infrastructure and staffing limitations. In the Democratic Republic of the Congo, where proGres v4 was rolled out, implementing effective registration activities in most locations outside the capital Kinshasa was challenging due to very internet connectivity as well as insecurity. In response, the Rapid Application (RApp) was deployed which is an offline mobile tool that mirrors the proGres v4 registration module and facilitates data collection. In Lebanon, where the Government suspended the registration of new arrivals from the Syrian Arab Republic, UNHCR continued to assess and document the vulnerabilities of persons of concern in order to be able to provide assistance and support, including psychosocial counselling.

Establishing interoperability between PRIMES and the systems and databases of other humanitarian actors, including United Nations Children's Fund and the World Food Programme, was slower than anticipated due to financial and human resource constraints. Additional interoperability resources will however become available in early 2020 through the Joint Excellency Hub and the United Nations Common Cash Statement, which should accelerate progress in the field.

GLOBAL AND REGIONAL INITIATIVES

■ In 2019, proGres v4 (UNHCR's web-based registration and case management database and a key component of PRIMES) was deployed to an additional 28 country operations, resulting in 73 UNHCR operations utilizing the tool. Over 10.2 million individuals of concern were registered or migrated to the system, and up from 4.1 million persons were recorded at the end of 2018. The PRIMES Biometric and Identity Management System
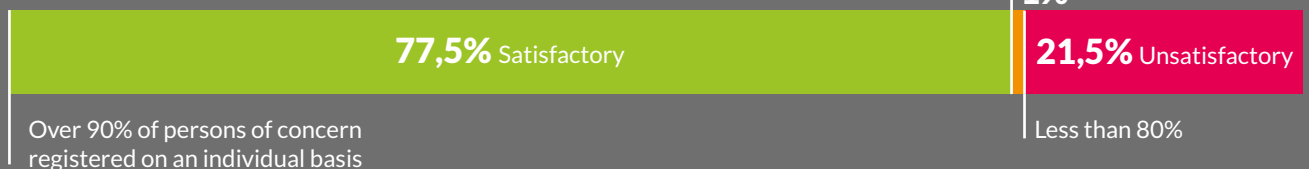
was rolled out to an additional 9 countries, bringing the number of biometric enrolment operations for populations of concern to 69 and the number of individual records to 8.8 million compared to 7.2 million at the end of 2018.

� UNHCR supported field operations by providing training, data sharing agreements with partners and by responding to emergencies. Eleven registration and data management specialists were deployed to emergencies in Bangladesh, Costa Rica, Ecuador, Mexico, Niger and Rwanda to support the planning, preparation and implementation of emergency registration activities and to facilitate refugees' access to documentation, protection and assistance. Further support was provided to boost operational capacities for continuous registration, population verification and preparations for the deployment of PRIMES tools, through the establishment of a roster with the Danish Refugee Council. This resulted in the deployment of seven registration specialists to the Democratic Republic of the Congo, Djibouti, Congo, Israel, Malawi, and Rwanda.

▶ UNHCR also developed a secure platform on which to share biographic and biometric data with key resettlement or reception countries, thereby improving the resettlement case submission process.

In support of resettlement applications, UNHCR shared the biometric records of over 25,000 persons of concern with the Government of the United States of America using this Data Transfer Platform. This provided increased assurance of the robust UNHCR procedures prior to entering individuals in the resettlement process. This process, currently used by the United States Government will be expanded to other resettlement States over the coming year.

▶ UNHCR strengthened its engagement with strategic partners to promote the inclusion of all persons of concern to UNHCR, including those at risk of statelessness, in governments' digital identity management systems, thereby increasing recognition of refugees' identity credentials to enable them to access public and private sector services, including financial services. UNHCR also led an online consultation project, in partnership with the Canadian Government and a wide range of external partners, on how digital identity can provide greater opportunities for refugees and asylum-seekers and enable them to contribute more effectively to their host communities. The findings were presented at the Global Refugee Forum and are contributing to a five-year action plan, in line with the UNHCR Data Transformation Strategy 2020-2025.

REGISTRATION (according to the weighted criteria provided in the Indicators Guidance)	Between 80% – 90% 1%
77,5% Satisfactory	21,5% Unsatisfactory
Over 90% of persons of concern registered on an individual basis	Less than 80%

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SEXUAL AND GENDER-BASED VIOLENCE

PROVIDE AND SEEK IMPROVED PROVISION OF SUPPORT TO KNOWN SGBV SURVIVORS IN 95 REFUGEE OPERATIONS, IN 10 SITUATIONS IN WHICH UNHCR IS OPERATIONALLY INVOLVED WITH INTERNALLY DISPLACED PERSONS AND IN 3 RETURNEE SITUATIONS.

IMPROVEMENTS IN 50 AND **MAINTAINED** IN 39 SITUATIONS (total of 108 situations)

RESULTS AND ACTIONS

UNHCR improved support for known survivors of SGBV in 50 situations, including 43 refugee situations, 6 internally displaced persons situations and 1 returnee situation. UNHCR maintained the level of support in 39 situations. UNHCR, together with numerous national and local partners, has expanded its quality response services for survivors of SGBV, in particular for women and girls, by improving safe access to medical, psychosocial, safety, security and legal services.

OPERATIONAL HIGHLIGHTS

� In **Bangladesh**, a number of initiatives to reduce identified SGBV risks were implemented, including installing 2,500 street lights, distributing 86,706 shelter locks to address safety issues, and issuing 85,000 households with liquid petroleum gas (LPG) canisters to reduce the risks associated with firewood collection.

� In **Ecuador**, UNHCR worked with local women's organizations to open four new safe shelters for women, as well as the first shelter for lesbian, gay, bisexual, transgender, intersex and other sexuality, sex and gender diverse (LGBTI+) persons at risk of SGBV. Over 800 women received support through UNHCR response programmes, including case management, psychosocial support and legal aid services.

▍ In **Lebanon**, UNHCR trained 438 case workers, supervisors, and Government staff through a peer-to-peer coaching-programme designed to raise national standards for case management. UNHCR continued to use cash assistance to prevent, mitigate and respond to SGBV, distributing 49 Emergency Cash Assistance (ECA) payments to Iraqi refugees and 108 to refugees from other countries. Financial assistance through the Protection Cash Program helped 51 survivors to respond to the material needs of their families while their protection risks were addressed through a holistic case management plan.

▍ In **Nigeria**, UNHCR and its partners (such as FHI360 and Borno Women Development Initiative) trained their teams in SGBV prevention, risk mitigation and response in numerous locations. The creation of two safe spaces for women and girls in Mubi and Yola allowed UNHCR and its partners to provide SGBV survivors, persons at risk of SGBV and returnee women and girls with safe access to psychosocial support, case management, individual counselling, skills and recreational activities. Some 5,350 women and girls received psychosocial support and in skills building activities.

MEETING KEY CHALLENGES

SGBV remains a serious human rights violation and a major public health issue. SGBV is under-reported but known to happen in all contexts. Women and girls everywhere are disproportionately affected and are at heightened risk. All asylum-seekers, refugees, stateless persons, internally displaced persons and returnees are at-risk of SGBV, irrespective of age, gender or other diversity considerations.Despite the progress made by UNHCR and its partners in SGBV prevention, risk mitigation and response in emergencies and protracted situations, numerous challenges remain such as lack of funding, access to justice for survivors, deteriorated security situations and limited and geographically-fragmented services in some locations.

While a concerted effort is being made by UNHCR to allocate resources to SGBV, overall funding constraints in many operations meant that SGBV budgets remained woefully small relative to the demand. Recent studies and evaluations have demonstrated that SGBV funding only accounts for 0.12 per cent of all humanitarian funding. This has resulted in the deprioritization of life saving services such as clinical care and safe spaces for survivors, and means that there are insufficient resources to cover SGBV programming at a level that would meet survivors' needs. Additional funds are still required in order to be able to deploy dedicated staff to reinforce coordination and referral mechanisms, improve access to services and to reduce the risk of SGBV.

GLOBAL AND REGIONAL INITIATIVES

▍ With the objective of prioritizing SGBV prevention, risk mitigation and response, UNHCR has been deploying expert Senior Protection Officers (SPO) at the onset of emergencies since 2014, under the Safe from the Start project. In 2019, 11 emergency operations received support from SGBV SPO: Brazil, Cameroon, Chad, Djibouti, Ethiopia, Nigeria, Sudan, Uganda and Yemen. These experts helped UNHCR operations to more than double the coverage (from 25 per cent to 59 per cent) and efficiency (from 35 per cent to 82 per cent) of SGBV programming.

- The upcoming SGBV Policy, to be released in 2020, institutionalizes UNHCR work on SGBV and consolidates the progress made by UNHCR and partners in preventing, mitigating and responding to SGBV. The Policy aims to ensure that the risk of SGBV is reduced for all persons of concern and that all survivors can access quality services in a timely and equitable manner.

- The UNHCR approach to SGBV risk mitigation has been strengthened through the implementation of the Inter-Agency Standing Committee Guidelines for Integrating SGBV Interventions in Humanitarian Action. UNHCR launched a specific risk mitigation learning programme, which has been implemented since 2018 by 414 UNHCR staff in 12 national and 4 regional cohorts. Participating operations created national action plans on SGBV risk mitigation.

- In the Americas, the Regional Safe Spaces Network (RSSN) was launched in 2017 as an inter-agency coordination mechanism to strengthen case and information management for SGBV and child protection issues. The network focuses on cross-border coordination to improve access to services for survivors of SGBV, victims of trafficking, at-risk children and LGBTI+ persons with protection needs. By the end of 2019, more than 100 organizations provided services in 14[3] different countries.

SEEK IMPROVED COMMUNITY INVOLVEMENT IN PREVENTION AND PROTECTION OF SGBV SURVIVORS IN IN 58 REFUGEE SITUATIONS, IN 8 SITUATIONS WHERE UNHCR IS OPERATIONALLY INVOLVED WITH INTERNALLY DISPLACED PERSONS, AND IN 4 RETURNEE SITUATIONS.

IMPROVEMENTS IN 34 AND **MAINTAINED** IN 15 SITUATIONS (total of 108 situations)

RESULTS AND ACTIONS

Community involvement in SGBV prevention and survivor protection improved in 24 refugee, 7 internally displaced persons and 3 returnee situations and SGBV response was maintained in 15 situations.

UNHCR operations involving specialized partners and communities implemented a broad range of prevention and empowerment programming aimed at addressing the root causes of SGBV.

OPERATIONAL HIGHLIGHTS

- In **Bangladesh**, **Ethiopia**, **Kenya**, **South Sudan**, **Uganda**, and the **United Republic of Tanzania** UNHCR and its partners continued to implement SASA!, a community-led SGBV prevention programme to address the root causes of SGBV by engaging men and boys as well as influential community leaders.

- In **Colombia**, UNHCR continues to implement the Regional Safe Spaces Network (RSSN) to improve coordination and access to essential services for survivors of SGBV and children at risk. RSSN services were provided in 488 cases of SGBV and 477 child

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3   Brazil, Chile, Colombia, Costa Rica, the Dominican Republic, Ecuador, El Salvador, Guatemala, Honduras, Mexico, Peru, Trinidad and Tobago, United States of America, and Venezuela (Bolivarian Republic of)

protection cases. There are 42 RSSN members in the country including government, Non-governmental Organizations and United Nations agencies. UNHCR piloted the Safety-Audit Tool that assists in understanding the contributory factors that might expose community members to increased risks of SGBV, in particular women and girls.

◤ In **Djibouti**, the Zero Tolerance Village Alliance (ZTVA) model was piloted in Holl Holl, engaging a wide range of community members. Three SGBV Committees were also established and led awareness-raising activities, some of which were organized in support of key events such as International Women's Day and the 16 Days of Activism against Gender-based Violence campaign.

◤ In **India**, UNHCR scaled up community sensitization on SGBV prevention and response, with particular emphasis on intimate partner violence, child marriage and the sale or exchange of sex. Efforts were also made to strengthen community-based systems that contribute towards preventing and mitigating SGBV, while also enabling survivors and those at risk to access services safely.

◤ In **Nigeria**, UNHCR and its partners further reached around 45,000 internally displaced persons through the Zero Tolerance Village Alliance (ZTVA) model, which motivates community action against SGBV through campaigns, work in the community groups and peer-to-peer support.
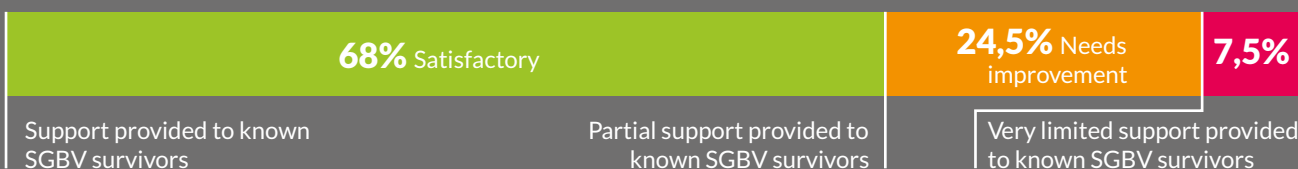
MEETING KEY CHALLENGES

In line with its Grand Bargain commitments, the Global Compact for Refugees, and the Call for Action on Protection from Gender-based Violence in Emergencies, UNHCR has committed to engaging local and national partners in its responses, including women-focused civil society organizations (CSO's) and informal refugee women and girls groups. CSO's including those led by refugee women, play a key role in leading programmes to support displaced communities, to fill gaps in essential health services and to prevent SGBV. While progress has been made in implementing the localization agenda, there is further scope for improvement and the prevention of barriers to increased engagement that need to be addressed.

GLOBAL AND REGIONAL INITIATIVES

◤ All UNHCR operations prioritize programming support to encourage women to participate in leadership and in management structures as part of its accountability to women and girls.

◤ UNHCR has supported the adaptation and implementation of models such as EMAP (Engaging Men through Accountable Practice), ZTVA (Zero Tolerance Village Alliance) and SASA! ("Now!" in Kiswahili) across operations and regions. The models have been implemented in Bangladesh, Ethiopia, Iraq, Kenya, Lebanon, Libya, Malaysia, Pakistan, Rwanda, Sri Lanka, Turkey, Uganda, the United Republic of Tanzania, and Yemen.

◤ Through the "Safe from the Start" initiative, UNHCR implemented a number of integrated multi-sectoral projects with a focus on prevention, empowerment and improving livelihoods.

SUPPORT TO SGBV SURVIVORS (according to the weighted criteria provided in the Indicators Guidance)

68% Satisfactory	**24,5%** Needs improvement	**7,5%**
Support provided to known SGBV survivors	Partial support provided to known SGBV survivors	Very limited support provided to known SGBV survivors

COMMUNITY ENGAGEMENT IN SGBV PREVENTION

Very limited or no engagement of the community in SGBV prevention and survivor-centred protection

66% Satisfactory	**21%** Needs improvement	**13%**
Strong engagement of the community in SGBV prevention and survivor-centred protection	Partial engagement of the community in SGBV prevention and survivor-centred protection	

GLOBAL STRATEGIC PRIORITY

BEST INTERESTS

MAINTAIN OR INCREASE THE PROPORTION OF UNACCOMPANIED OR SEPARATED REFUGEE CHILDREN FOR WHOM A BEST INTEREST PROCESS HAS BEEN COMPLETED OR INITIATED IN 74 REFUGEE SITUATIONS

INCREASED IN 25 AND **MAINTAINED** IN 10 SITUATIONS   (total of 74 situations)

RESULTS AND ACTIONS

The proportion of unaccompanied and separated refugee children (UASC) for whom a Best Interests Procedure (BIP) was completed or initiated increased in 25 refugee situations, was maintained in 10 refugee situations. This reflects a persistent gap in recent years between the number of UASC in need of targeted support and the capacity of operations and partners to address these needs. Multiyear trends have shown that while child refugee numbers have grown substantially over the last three years (from an estimated 877,000 to 1,040,000 children), the number

of Best Interests Assessments (BIA) has not kept pace with growing needs – just over 55,000 BIA were conducted in 2019, the same as in 2016. Within these constraints, UNHCR worked closely with partners to improve the quality of Best Interests Procedures for the timely identification and referral of children at risk. A number of operations also made progress in scaling up child services through strengthened partnerships with communities and local and national partners, including foster care arrangements for unaccompanied boys and girls, and mentors to support children living independently.

OPERATIONAL HIGHLIGHTS

In **Burundi**, in collaboration with child protection partners, UNHCR strengthened case management services in the Cishemere transit centre, Bujumbura city and the refugee camps. This resulted in 2,218 best interests assessments being performed, alongside improved registration of at-risk children including UASC, referrals for family tracing and reuniting of families by the International Committee of the Red Cross, best interests determination for sustainable solutions including resettlement, and the provision of material and psychosocial assistance. In the Cishemere transit centre with the support of the Burundian Red Cross, UNHCR also set up and equipped a child-friendly space to create an age-appropriate stimulating environment to support asylum-seeking children in regaining a sense of normalcy and continuity.

In **Libya**, BIPs were gradually applied strategically across all child protection interventions by UNHCR in urban settings, Gathering and Departure Facilities (GDF) and detention settings, to ensure the timely identification of vulnerable children and their referral to appropriate services. Rapid BIAs equipped the operation with a quick processing tool for vulnerable children in detention and GDF. In total 714 UAC were assessed, 480 of whom were subsequently evacuated. The Child Protection Working Group, inter-agency Child Protection Taskforce and BID Panel for the identification of sustainable solutions all continued to be critical coordination forums for children of concern to the UNHCR. The coordination role of UNHCR led to concerted efforts with all child protection actors to ensure harmonized inter-agency standard operating procedures (SOP) for child protection interventions. This included the establishment of a systematic referral mechanism, and joint partner review of case management to address gaps in services and to identify sustainable solutions for all categories of children on the move in a systematic manner.

In **Mauritania**, UNHCR continued to promote the inclusion of refugee children in national protection systems as well as community-based child protection systems, while strengthening its partnership with Ministries of Social Affairs, Childhood and Family (MASEF), United Nations Agencies and Non-governmental Organizations. As a result, an SOP have been established for the BID panel which is jointly led by UNHCR and MASEF. A SOP for child protection engages refugee community members to play a key role in identifying and mitigating child protection risks, and in identifying temporary host families.

In **Rwanda**, UNHCR and its partners organized their child protection case management from the Emergency Transit Mechanism Centre in Gashora. Following evaluation from Libya, at-risk children are identified at the protection desks and referred to services, with BIA and Best Interests Determination (BID) performed for sustainable solutions, and are also provided with immediate alternative care arrangements and basic needs. All of the children at Gashora are provided with a variety of services, including psychosocial and counselling services, short-term language classes, sports and other recreational services.

In **Uganda**, UNHCR worked to strengthen the links between case management for refugee children and family strengthening initiatives. Alternative care monitoring for UASC and positive parenting activities were implemented to prevent protection risks for children within families and to provide timely quality responses for those experiencing violence and neglect. UNHCR interventions with the support of partners included the training of 1,148 actors to identify children at risk and to implement the BIP for children in need of targeted support; positive parenting training for 15,027 parents and caregivers, and awareness sessions for 10,921 community members and 2,566 adolescents on ending violence against children.

MEETING KEY CHALLENGES

One of the most commonly cited challenges in providing quality case management for at-risk children is insufficient staffing and serious underfunding in this area for UNHCR and partners. In many operations the caseworker to case ratio remained above the recommended standard 1:25 (per Minimum Standards for Child Protection in Humanitarian Action). For instance in the United Republic of Tanzania was 1:61, whereas in non-urban settings in Uganda the ratio was 1:80-90. As noted above, this limits children's access to case management support provided and the quality thereof.

While UNHCR is stepping up efforts to provide a more comprehensive data processing system for child protection within proGres v4, it has to address a gap in the interoperability between the child protection case management and partners' child protection information management system. Further challenges are: sudden increases in the numbers of UASC and their onward movement, lack of support for foster families, limited availability of sustainable solutions and specialized services, and weak national systems in many of the locations where refugee UASC are living.

GLOBAL AND REGIONAL INITIATIVES

◗ Following the provisional release of the UNHCR Guidelines on Assessing and Determining the Best Interests of the Child, feedback on the guideline's use in the field was collected throughout 2019. The Arabic version of the 2018 guidelines was also updated, together with the training packages, and was disseminated to Arabic-speaking operations including Yemen and Iraq. The revised guidelines will be finalized and released in 2020, accompanied by a toolbox of supplementary resources. Meanwhile, UNHCR also worked on Guidance on Supervised Independent Living, which was disseminated to UNHCR colleagues for field testing through webinar and country-specific technical support from headquarters.

◗ UNHCR launched a three-year, cross-regional, 14-million-dollar appeal entitled Live, Learn & Participate seen as the second phase of the successful 2014-2016 Live, Learn and Play Safe project which brought key resources for child protection and young people to key operations concerning high rates of onward movement of children and young people. Targeting locations in Ethiopia, Egypt, Libya and Sudan, the project supports educational, vocational and developmental activities for refugee children. The project involves a scale up of UNHCR staff and partner resources to substantially enhance the BIP in all locations, especially for early identification mechanisms, family tracing and reunification and assessing appropriate alternative care for UASC.

BEST INTERESTS (according to the weighted criteria provided in the Indicators Guidance)

47,5% Satisfactory	**28%** Needs improvement	**24,5%** Unsatisfactory
Over 70% of UASC for whom a best interest process has been initiated or completed	Between 30% and 70%	Below 30%

GLOBAL STRATEGIC PRIORITY

ACCESS TO NATIONAL CHILD SERVICES

SEEK INCREASE IN THE NON-DISCRIMINATORY ACCESS TO NATIONAL CHILD PROTECTION AND SOCIAL SERVICES IN 44 REFUGEE SITUATIONS, IN 4 SITUATIONS WHERE UNHCR IS OPERATIONALLY INVOLVED WITH INTERNALLY DISPLACED PERSONS AND IN 3 RETURNEE SITUATIONS

IMPROVED IN 18 AND **MAINTAINED** IN 14 SITUATIONS   (total of 44 situations)

RESULTS AND ACTIONS

A total of 32 situations either maintained or improved non-discriminatory access to national child protection systems and social services. UNHCR supported national authorities and service providers to strengthen the access of refugee, internally displaced persons and stateless children to national child protection systems, including social welfare, judicial and policing services. This included support for legal and policy reform, assessment of current policies and services, advocacy and technical support to address gaps, training and capacity building and strengthening multisectoral coordination among national actors and procedures to respond to the needs of children of concern.

In addition, many operations have provided extensive support to strengthen child friendly reception and asylum procedures – including identification and reception of vulnerable and unaccompanied children, age assessment, legal representation, transition to adulthood, guardianship and family reunification. UNHCR also worked with partners to scale up access to child protection and other social services, particularly health, education and birth registration for refugees and host communities, as refugees were often located in urban or camp areas with limited access to state or civil society social services.

OPERATIONAL HIGHLIGHTS

- In **Colombia** UNHCR worked closely with the national child welfare authorities and the Colombian Family Welfare Institute (ICBF) to assist more than 100,000 children who arrived from Venezuela (Bolivarian Republic of) in 2019, and to reinforce local capacity in four locations: Barranquilla, Cúcuta, Medellín and Pasto. Thirteen safe spaces for children were supported in border areas and main receiving cities to provide children with information about their rights and protection, and opportunities for learning and play to decrease their risks of being forcibly recruited, abused, exploited or involved in illicit activities. UNHCR also supported the Children´s Delegate of the Ombudsman´s Office to strengthen referral pathways for the protection and enforcement of the rights of refugee and migrant children and adolescents and their families. UNHCR and partners developed Standard Operating Procedures (SOPs) to respond to child protection cases. UNHCR trained key national partners on the SOP and the international child [protection standards, including the ICBF and Secretariado Nacional de Pastoral Social Cáritas Colombiana.

- In **Denmark**, **Finland**, **Iceland**, **Norway**, and **Sweden** UNHCR worked to strengthen child friendly reception and asylum procedures and access to national child protection and social services in collaboration with United Nations Children's Fund and other partners. UNHCR and its partners performed a participatory review of reception, asylum, child protection and social welfare services in consultation with UASC, followed by advocacy efforts addressing identified gaps. Establishment of a new reception centre and better access to healthcare was recommended in Iceland. In Norway, UNHCR supported the authorities in providing child friendly information to UASC in a language that they

could understand through asylbarn.no. Technical support was also provided for legal and policy reform, including to strengthen the integration of the best interests principles and to ensure that all asylum-seeking UASC and refugee children are supported by national social welfare systems without discrimination, including older adolescents aged 15-17.

- In **Ecuador** UNHCR worked with the Ministry of Economic and Social Inclusion (MIES), the National Council for Intergenerational Equality (CNII) and Local Boards for the Protection of Human Rights (JCPDH) to strengthen the capacity of partners to implement alternative care services for unaccompanied and separated children (UASC), with particular emphasis on supporting their transition to independent living. UNHCR deployed five specialists to the local protection boards in key cities, and supported 233 protection measures for children of concern. UNHCR is also working to advocate for policy changes regarding entry restrictions to ensure the continued entry and access to services of authorities and humanitarian actors supporting vulnerable persons including UASC and other at-risk children.

- In **Ghana** UNHCR worked closely with the national Department of Social Development (DSD) in urban and camp settings. DSD in the regions have assigned officers to work directly with children and families of concern at camp level. These officers regularly visit the four camps to provide counselling services on domestic violence, child protection and child maintenance and custody. UNHCR field colleagues work closely with the families and DSD to monitor and support implementation of the various protection measures taken by the authorities.

MEETING KEY CHALLENGES

A wide range of challenges were identified by operations in relation to access to national child protection systems and services. In settings with existing accessible national child protection and social services and national reception and asylum procedures, the key challenges related to the quality of these services, their ability to respond to the specific needs of refugee and internally displaced children and coordination between multiple national procedures and services. Although refugee children are legally entitled to access national systems, the implementation of existing laws and policies remains a

challenge in many settings. In Italy, for instance, the implementation of a national reception, guardianship and age assessment standards remains an issue.

In many settings, service providers are not consistently aware that refugees are entitled to access their services, meaning that access is inconsistent and discrimination effectively occurs. Discrimination in refugee protection outcomes can also be an unintended outcome of difficulties encountered by national child protection systems in adapting to the specific situation of refugee children. For example, in a number of European countries, refugee children are more likely to be placed in institutional rather than family-based care. In many low-income settings, the official child protection services in the decentralized locations where the refugees or internally displaced persons and children are living are often limited and overwhelmed by the needs of the local population, as is the case in India or Egypt.

Finally, there are a few settings in which legal or policy barriers can limit refugee children's access to national child protection systems or social services. For example, encampment policies can limit children's access to specialized services that are not available in camps. Obtaining child friendly information about rights, procedures and services is a common challenge for many refugee children and their families, along with language barriers to accessing this information.

GLOBAL AND REGIONAL INITIATIVES

◢ UNHCR and the United Nations Children's Fund and other partners such as International Organization for Migration and Save the Children organized a regional meeting with the East Africa Community and the Intergovernmental Authority on Development on strengthening national child protection systems and cross-border collaboration to respond to the needs of refugee and migrant children. This workshop resulted in commitments by the two regional bodies to support the action plans for inclusion developed by national governments during the workshops.

◢ At the Global Refugee forum, UNHCR, the United Nations Children's Fund and the National Council for Child and Youth Care supported the development of pledges to include refugee children in their respective work on child protection systems, and to strengthen and develop the social welfare workforce.

◢ Building global capacity for inclusion, UNHCR participated in the development and dissemination of a Massive Open Online Course with key partners including the University of Strathclyde Centre for Excellence for Children's Care and Protection, the International Social Service, the United Nations Children's Fund and others. The course titled Caring for Children Moving Alone: Protecting Unaccompanied and Separated Children, has now been taken by 21,500 people, including social workers, judges and others involved in national child protection systems around the world.

ACCESS TO NATIONAL CHILD SERVICES
(according to the weighted criteria provided in the Indicators Guidance)

Needs improvement N/A
Access to selected services available for displaced children **2,5%**

95% Satisfactory

Broad access to national services available for displaced children

Very limited or no access to services available for displaced children **2,5%**

GLOBAL STRATEGIC PRIORITY

GLOBAL ACUTE MALNUTRITION (GAM)

MAINTAIN UNHCR STANDARDS OR REDUCE LEVEL OF GLOBAL ACUTE MALNUTRITION IN 36 SITUATIONS WHERE REFUGEES LIVE IN CAMPS OR SETTLEMENTS

STANDARDS MET IN 47 CAMPS OR SETTLEMENTS   (77 surveyed camps or settlements)
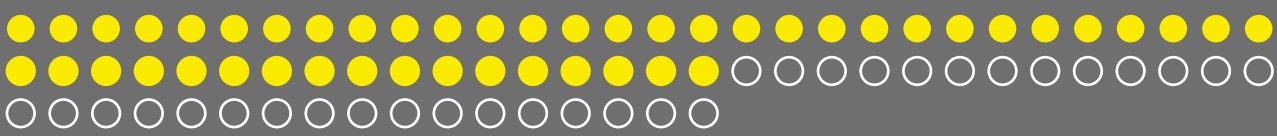
RESULTS AND ACTIONS

In 2019, UNHCR and partners conducted Standardised Expanded Nutrition Survey (SENS) and other nutrition surveys in 77 refugee sites across 13 countries, including 11 sites in emergency situations, 18 sites in post emergency situations and 48 in protracted situations. In line with the inclusion commitments in the Global Refugee Compact, UNHCR also undertook an additional 14 surveys in either host populations surrounding refugee sites or in sites with a mixed refugee and host population. The data reported here concentrates on refugee sites.

UNHCR met the standard of less than 10 per cent global acute malnutrition (GAM) in 47 (61 per cent) sites.

These results represent a stable situation regarding the proportion of sites above the emergency threshold. The proportion of sites surveyed in 2019 and classified as an emergency situation was far lower at 14 per cent compared to 2018 at 35 per cent. Sites where GAM is ≥ 15 per cent was recorded in 7 locations in Ethiopia, and in one site in Nigeria, the Sudan and in South Sudan. Comparing the 2019 results to previous years, improvements in GAM were reported in 12 sites located in Algeria, Djibouti, Ethiopia (Gambella), Rwanda, the Sudan and the United Republic of Tanzania. Deterioration in GAM however was noted in 6 sites in 2019 compared to only 1 in 2018. Statistical deterioration compared to previous years was observed in protracted situations in refugee sites in Algeria, Democratic Republic of Congo, Ethiopia and South Sudan. These sites would all be classified as protracted situations.

UNHCR monitors the nutrition status of populations of concern through SENS. GAM is one of the main nutrition indicators tracked for the purposes of determining needs and for monitoring health status, however UNHCR's approach includes the consideration of stunting and anaemia indicators in addition to GAM in order to have a more well-rounded understanding of the nutrition status of a population. In 2019, the SENS methodology was overhauled, and brought up-to-date to include changes in global guidance, and to ensure coherence with methodologies of our major partners in Nutrition and Food Security.

An associated data visualisation tool on malnutrition has been released, which will provide real-time access and analytical possibilities to a range of partners. This tool will enhance the public health section's objective of widely sharing good quality data externally and in doing so promote multi-sectoral actions in the prevention and treatment of malnutrition. Data from other sources are being pulled into the visualisation tool to enhance its usefulness, and as data entry is now possible at the country level, these actions promote increased accountability both nationally and regionally.

OPERATIONAL HIGHLIGHTS

In **Bangladesh**, efforts were multiplied to ensure that refugees have access to regular food distributions and acute malnutrition practices. This resulted in improved nutrition services – 78 per cent in 2019 compared 27 per cent in 2018.

Promotion of appropriate infant and young child feeding (IYCF) was also scaled up to enhance its adoption in health practices in the first 1,000 days of an infant's life. A Nutrition Causal Analysis (NCA) was implemented to understand factors such as vulnerability to diseases (especially diarrhoea), maternal and childcare practices, household dietary diversity and intake, hygiene practices and early marriages - all of which were contributing to continuously high levels of acute malnutrition, stunting and anaemia. By 2019, the GAM prevalence had dropped to 12.1 per cent and reductions in stunting and anaemia were also observed. Despite these gains in intervention, stunting and anaemia still remains of concern.

In **Ethiopia**, the weighted GAM prevalence in the Gambella refugee camps has reduced from 23.5 per cent in 2017 to 10.4 per cent in 2019. The possible attributing factors to these improvements include UNHCR's support in strengthening multisector synergies, the stabilisation of camps, strategic food and nutrition and livelihoods planning, and the screening of children. In addition, Blanket Supplementary Feeding Programmes were operational, and offered monthly malnutrition screening, referral to healthcare, registration, e-vouchers, shelter, protection, IYCF, and water hygiene and sanitation. The IYCF friendly framework was launched. Eighteen baby-friendly spaces were operational, an average 11,827 pregnant and lactating women received weekly information, the capacity building of 1,075 Mother-to-Mother support groups was scaled up, and cooking demonstrations reaching pregnant and lactating women were also conducted.

In the **United Republic of Tanzania**, the acute malnutrition level in refugee camps was under the acceptable range, however the chronic malnutrition and anaemia level were consistently high. Apart from the general food assistance, community management of acute malnutrition, and the Blanket Supplementary Feeding Programme to children under age 5 and pregnant women, there is no other group supported with special diets. UNHCR has implemented the Complementary Feeding Programme to ensure that the chronic ill patients have access to diverse food types. The complementary feeding programme is provided to people with critical medical conditions that need a special extra diet approved by a doctor, including diabetes, tuberculosis, sickle cell disease, cancer, cerebral palsy, and HIV, with over 2,000 people receiving support.

MEETING KEY CHALLENGES

Deteriorating circumstances in terms of food and non-food assistance in many operations is clearly having negative consequences on a population's ability to cope. Refugee food security is largely dependent on humanitarian food assistance provided by the World Food Programme, and funding shortfalls resulted in basic needs not being met in Chad, Cameroon, Ethiopia, Kenya, Malawi and South Sudan, among others. To deal with these challenges, refugees often put themselves at great risk leaving camps to search for income and livelihoods including migration to mining areas in some countries. Women often take their children and go to the fields for weeks at a time, resulting in a break in children's access to health centres providing malnutrition services and attendance at school. The nutritional impacts of food insecurity contribute to the detrimental effects of growth and development of refugee children at the most critical window of opportunity between conception and 2 years of age. The high levels of stunting in 2019 compared to previous years may be a physical manifestation of this.

UNHCR and the World Food Programme continue to collaborate to address these resource challenges by targeting those in most need, by using UNHCRS BIMS (Biometric Identification Management System) for the biometric verification for food assistance, and by jointly fundraising for additional support. UNHCR and the World Food Programme jointly applied and received funding for a Joint Targeting and Programme Hub which will be operational in 2020. The Hub will be comprised of roving technical experts available to provide extended in-country support to bring teams together, to develop and implement joint strategies and to address resource shortfalls in support of self-reliance.

GLOBAL AND REGIONAL INITIATIVES

�use Infant and young child feeding (IYCF) is a major driver of malnutrition as it promotes the engagement of many sectors around addressing the needs of infants and young children under 2 years old as well as pregnant and lactating mothers. Although the level of exclusive breastfeeding amongst UNHCR operations is clearly improving, complementary feeding indicators remain poor.

▶ In 2019, the IYCF-Framework continued to be implemented in five countries (Bangladesh, Ethiopia, Jordan, Kenya and South Sudan); in addition to two programme roll-out in Uganda and the United Republic of Tanzania, and ICYF trainings in Burkina Faso and Uganda. IYCF indicators are almost systematically included now in the SENS surveys and provide guidance to operations where these do not exist at the national level.

▶ Upholding the commitment to capacity building, UNHCR conducted a comprehensive five day Nutrition and Food Security training in Nairobi for public health and nutrition staff with 28 participants from ten operations. Specialists from the region as well as other agencies presented on their areas of expertise, thus promoting multi-sectoral linkages between various sectors and agencies.

GLOBAL ACUTE MALNUTRITION (GAM)   (according to the weighted criteria provided in the Indicators Guidance)

| **61%** Satisfactory	**39%** Unsatisfactory
≤10% acutely malnourished children (aged 6-59 months)	>10% acutely malnourished children (aged 6-59 months)

GLOBAL STRATEGIC PRIORITY

UNDER-5-MORTALITY RATE

MAINTAIN UNHCR STANDARDS OR REDUCE MORTALITY LEVELS OF CHILDREN UNDER FIVE YEARS OLD IN 44 SITUATIONS WHERE REFUGEES LIVE IN CAMPS OR SETTLEMENTS

STANDARDS MET IN 177 CAMPS OR SETTLEMENTS   (179 monitored sites)
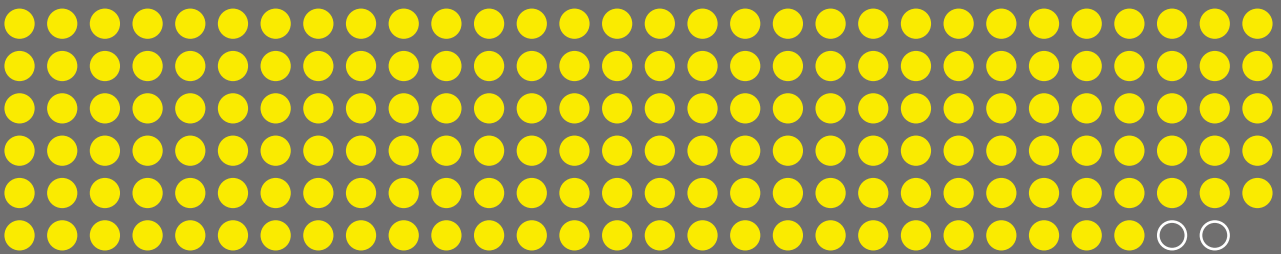
RESULTS AND ACTIONS

UNHCR supported access to comprehensive primary health services for refugees in 50 countries, reaching 16.5 million refugees with access to clinical consultations, medications, reproductive and HIV health services, mental health, nutrition, and preventive services. Data collected through UNHCR's Refugee Health Information System (iRHIS) show acceptable threshold of under-5 mortality rates (< 1.5 deaths per 1,000 under five population) across 177 out of 179 monitored sites in 20 countries. The average under-five mortality rate was maintained at 0.3 per 1000 under-5 population per month, similar to 2018. In the 20 countries where UNHCR and its partners use the iRHIS, 7,332,893 consultations were conducted at the health facilities for 4,543,158 refugees residing in the sites under surveillance. The top three causes of morbidity for the whole refugee population were malaria, upper and lower respiratory tract infections.

OPERATIONAL HIGHLIGHTS

◗ In **Bangladesh**, UNHCR has been working to scale up mental health and psychosocial support services for Rohingya refugees through a multilevel and integrated approach. Integration of mental health services into primary health care centres has been successfully implemented in UNHCR supported facilities, and the trained medical professionals provided a total of 4,674 clinical mental health consultations.

◗ In the **Democratic Republic of the Congo**, UNHCR, the Association for Economic and Social Development and other actors in the health sector, facilitated the inclusion of urban refugees into the zonal operational action plans and their access to Ministry of Health primary health care facilities.

◗ In **Kenya**, integrated vector control activities for malaria were implemented including indoor residual spraying intervention, the distribution of long-lasting insecticide treated nets, environmental control, and risk communication for all households in Kakuma. These actions contributed to a major decrease in the number of reported cases of malaria and reduced mortality associated with malaria in the camp.

◗ In **Rwanda**, the Ministry of Health recently integrated the refugees into the national viral hepatitis B vaccination program, which will contribute greatly to lowering the prevalence of the disease and associated complications for refugees.

MEETING KEY CHALLENGES

Neonatal deaths continue to contribute a significant proportion of deaths among children under the age of five in UNHCR operations. In order to address this, UNHCR developed guidelines on maternal and new-born health, and conducted several trainings for health workers. Also, with support from the Bill and Melinda Gates Foundation, UNHCR implemented high impact low cost maternal and neonatal health interventions such as kangaroo mother care and umbilical cord care with chlorhexidine that will contribute to reduction of neonatal mortality.

As UNHCR prioritizes the inclusion of refugees into national health systems, it will be important to ensure that data and information is shared by both UNHCR and the Governments on health indicators and that one monitoring system is in place for both refugees and host nationals. To achieve this, UNHCR is working on integration and interoperability between its iRHIS and Government systems. A pilot programme to establish interoperability and exchange of information with national health information systems is planned in Bangladesh and Uganda for 2020.

Following the declaration of Ebola in the Democratic Republic of the Congo, neighbouring countries in the region including Burundi, Rwanda, South Sudan and Uganda, developed and implemented an Ebola Virus Disease preparedness plan that included strengthening the point of entry screening, infection prevention and control, surveillance, risk communication and the capacity building of health workers. While no cases were reported among refugees, these activities improved the capacity of the refugee health systems in these countries to be able to detect and respond to other public health emergencies or outbreaks.

GLOBAL AND REGIONAL INITIATIVES

◗ The inclusion of refugees in national policies, strategies and plans and in functional national health systems continues to be part of UNHCR's approach to ensuring equitable access to health care. In a survey done in January 2019 by UNHCR in 50 countries, 59 per cent of the operations reported that refugees were included in the national health

plans. UNHCR worked together with host governments and partners towards integrating mental health and psychological support in health care systems through the capacity building of health staff and by introducing scalable psychological interventions.

Where feasible, UNHCR worked with the International Labour Organization to accelerate the inclusion of refugees in national social health protection systems. This resulted in the inclusion of approximately 12,000 urban refugees in the Rwandan national social health insurance scheme, and the technical support missions to Cameroon, Burkina Faso and Rwanda to advance stages of refugee integration in health systems.

▶ As part of the iRHIS, UNHCR launched a new electronic application that will replace the paper-based reporting system. Data is collected through tablets, is aggregated on a web application, and directly made available on a weekly basis to the front-line health workers and managers at all levels. This will improve timeliness, accuracy, and the

utilization of public health information at all levels. So far 16 countries transitioned to the new reporting system, while four others will be included in 2020.

▶ UNHCR continued to use the electronic health facility quality assessment tool known as the Balance Score Card to standardize quality of service monitoring, to identify and address gaps and to provide additional information beyond the indicators reported in iRHIS. So far, assessments have been conducted in 12 Countries.

▶ In 2019, the public health emergency toolkit was rolled out to support emergencies in Colombia, Niger and Zimbabwe. There was ongoing capacity building of Governments and partners on the care of persons with non-communicable diseases. Trainings of health care workers and training of the trainers was conducted in Burundi, Cameroon and Ethiopia including the roll out of standardised treatment protocols in line with national or World Health Organization guidance.

UNDER-5-MORTALITY RATE (according to the weighted criteria provided in the Indicators Guidance)

1%

99% Satisfactory

<1.5 of deaths among children under-5/1000/month

>1.5 of deaths among children under-5/1000/month

GLOBAL STRATEGIC PRIORITY

SHELTER

MAINTAIN OR INCREASE THE PERCENTAGE OF HOUSEHOLDS LIVING IN ADEQUATE DWELLINGS IN 48 REFUGEE SITUATIONS, IN 15 SITUATIONS WHERE UNHCR IS OPERATIONALLY INVOLVED WITH INTERNALLY DISPLACED PERSONS AND IN 7 RETURNEE SITUATIONS

INCREASED IN 67 SITUATIONS   (total of 70 situations)

RESULTS AND ACTIONS

Adequate shelter and settlements provide the physical and protection space in which persons of concern to UNHCR can live safely, with dignity and as part of a wider community. In 2019, UNHCR increased the percentage of households living in adequate dwellings for 45 refugee, 15 internally displaced and 7 returnee situations. UNHCR supported more than 15 countries implementing large-scale shelter programmes in developing shelter and settlement response strategies to meet the emergency, transitional and sustainable shelter needs of persons of concern. This includes internally

displaced persons priority countries such as Burkina Faso, the Democratic Republic of the Congo, Iraq, and the Syrian Arab Republic. In Bangladesh, the strategy focus shifted from purely transitional shelters to a more multi-faceted approach incorporating emergency, upgrade, transitional and hazard preparedness considerations. Technical shelter and settlement support was provided for emergency operations in Colombia, Ethiopia, Niger, South Sudan and Zimbabwe.

OPERATIONAL HIGHLIGHTS

In **Burkina Faso**, as part of the overall emergency response, UNHCR deployed 2,160 Refugee Housing Units (RHUs), to ensure emergency shelter for 10,800 people of concern. These RHUs were distributed at 13 different sites, assisting internally displaced persons and Malian refugees. This complemented the existing emergency response operation during which UNHCR provided 40 family tents, 1,150 emergency shelters and 3,208 Cash for Shelter payments in 16 municipalities in the Centre-North and Sahel regions, thus providing improved shelter for 26 per cent of internally displaced households.

In **Lebanon** UNHCR supported vulnerable refugees in improving their living conditions. Refugee households benefited from a range of activities, including the distribution of weatherproofing and insulation materials, improvements to informal settlements, upgrades to substandard shelters, support for people with additional needs and fire prevention programmes. Materials and tools were distributed to 152,249 refugees (28,748 households) to enable them to improve the adequacy of their shelters. Support was also provided through either in-kind or Cash for Weatherproofing (CfWP) assistance.

In the **Syrian Arab Republic**, UNHCR working in partnership with 12 Governmental and non-governmental organizations through direct implementation, provided shelter assistance to internally displaced persons. UNHCR provided 89,129 persons of concern with tents for emergency shelter and assisted with camp maintenance and rehabilitation of collective shelters. Significant improvement in the security situation in rural Homs and Damascus, Hama and Aleppo meant increased humanitarian access, enabling 1,887 damaged apartments to be repaired to meet minimum

standards and Shelter Sector Guidelines and ensure long-term shelter solutions. UNHCR distributed and installed 7,316 shelter material packages to support 41,493 individuals. To enhance the capacity of the Ministry of Local Administration and Environment (MOLAE) to conduct structural safety assessments and improve project management skills in humanitarian situations, UNHCR held 15 trainings to cover the needs of 14 governorates and a total of 662 MOLAE staff received training.

In **Uganda**, the UNHCR Uganda Comprehensive Refugee Response Framework Steering Group adopted sectorial priorities to implement more comprehensive approaches (called for by the Global Compact for Refugees and its Comprehensive Refugee Response Framework) in the response to the Ugandan Government. One such priority is settlement planning and infrastructure. A settlement profile was developed for the Nakivale settlement that outlined development scenarios and could be used to inform discussion and negotiation with appropriate stakeholders and to guide advocacy, resource prioritization and investment. It received a positive response, from the Uganda Support to Municipal Infrastructure Development Program and the Ministry of Lands and UNHCR of the Prime Minister, meaning that it offers very positive opportunities for engaging development partners to resource its roll-out and application in settlement planning in the 12 districts hosting refugees.

MEETING KEY CHALLENGES

UNHCR encountered significant barriers to meet the shelter needs of persons of concern in 2019 such as insufficient funding for shelter and settlement activities in contexts of mounting or prolonged displacement, increased impacts of climate variability, increased insecurity, limited technical capacity and challenging political environments. Within this complex reality, UNHCR and its partners had to be flexible and to swiftly adapt their response, including reprioritizing programming, reallocating funding for new emergencies and delivering different forms of shelter assistance that more accurately reflect the diversity of shelter needs.
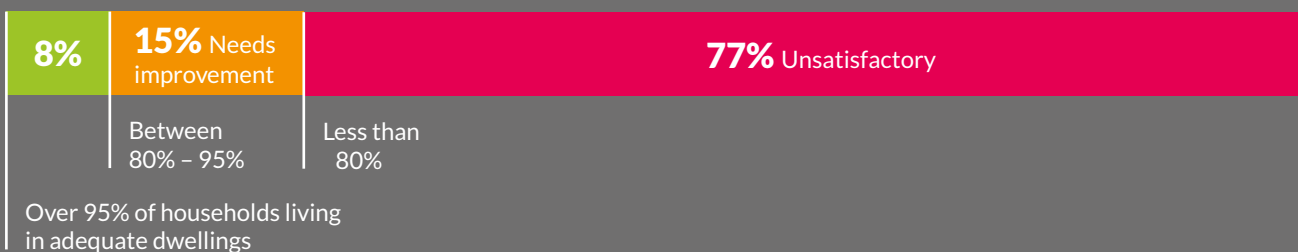
Shelter rehabilitation was planned in operations ranging from Cameroon, Ethiopia, Myanmar and the United Republic of Tanzania where persons of concern have been living in situations of displacement for protracted periods, and in shelters that are

deteriorating over time.
This deterioration is often accelerated in regions with higher climate variability and may be further compounded by the scarcity of environmental resources for shelter construction in certain locations.

GLOBAL AND REGIONAL INITIATIVES

�total Some 15,200 Refugee Housing Units (RHUs) were deployed to 15 operations - 70 per cent of them went to operations in Africa, the remainder went to the Middle East, North Africa, the Americas, Asia and the Pacific. Worldwide, 219,000 persons of concern were living in RHUs by the end of 2019, of which approximately 90,020 are internally displaced persons. In collaboration with Better Shelter, 450 additional staff, partners and persons of concern were trained in RHU assembly and safety standards across the 15 operations.

▪ In 2019, Masterplan Approach to Settlement Planning was released. The Masterplan sets out guiding principles for settlement planning and provides an overview of UNHCR efforts to rethink the process within the context of displacement crises. It establishes a unique response vision aligned to national, subnational and local development plans and facilitates efforts to link humanitarian responses into long-term development efforts.

▪ UNHCR continues to engage with the private sectorto mobilize resources for the implementation ofshelter and settlement responses worldwide. UNHCR maintained its important partnership with the Autodesk Foundation, that resulted in 145 AutoCAD licences being granted to UNHCR offices, and ensured pro bono oversight of the software eLearning programme to bring in industry standard software and technical design across UNHCR global shelter and settlement responses.

▪ The United Nations Institute for Training and Research continues to support UNHCR with satellite imagery and site analysis, which provide a basis for site planning. A total of nine operations are being assisted with geospatial assessments. Through our continued partnership with Impact Initiatives, UNHCR developed the Shelter Evaluation Toolbox, which offers an effective and sustainable assessment methodology with which to assess the performance of UNHCR shelter interventions in diverse humanitarian crises. It can be used to assess shelter, water sanitation and hygiene, energy and environmental considerations, thereby promoting an integrated, multi-sectoral approach.

▪ UNHCR participated in a series of high-level events at the World Urban Forum in Abu Dhabi, exploring a range of topics relating to displacement and humanitarian response and coordination in urban areas. A variety of urban stakeholders participated, including representatives of city governments, international organizations, private sector and academic institutions.

SHELTER   (according to the weighted criteria provided in the Indicators Guidance)

8%	15% Needs improvement	77% Unsatisfactory
	Between 80% – 95%	Less than 80%
Over 95% of households living in adequate dwellings		

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WATER

MAINTAIN OR INCREASE THE LEVEL OF WATER SUPPLY IN 46 REFUGEE SITUATIONS

INCREASED IN 19 AND **MAINTAINED** IN 7 SITUATIONS   (total of 46 situations)

RESULTS AND ACTION

UNHCR improved water supply in 19 refugee situations and maintained the level of water supply in 7 situations. Globally, in refugee situations access to water improved and increased by an average of 8 additional litres of water per refugee person per day. Data collected through the UNHCR Water, Sanitation and Hygiene (WASH) Monitoring System indicated that of the 167 sites collecting data on the quantity of

water provided per person per day - 52 sites (31 per cent) had an annual average of at least 20 litres per capita per day (lpcd) which is UNCHR standard in non-emergency contexts; and 96 sites (57 per cent) had an annual average of at least 15 lpcd which is UNCHR standard in emergency contexts. In 2019, UNHCR continued to focus on reducing the cost and environmental footprint of water supply systems by installing solar powered water pumping systems. A total of 25 boreholes in 7 countries were upgraded to solar hybrid or full solar pumping.

OPERATIONAL HIGHLIGHTS

- In **Iraq**, 11 existing boreholes in refugee camps in Erbil were converted to solar hybrid systems. UNHCR and its WASH partners also maintained the water supply system and repaired part of a water supply pipeline in the Arbat refugee Camp in Sulaymaniyah, while 9 boreholes were rehabilitated and water networks were repaired in the Akre and Gawilan camps in Dohuk, benefiting 1,153 households.

- In the **United Republic of Tanzania**, the average water supply in Nyarugusu was maintained at 21 litres per person of concern per day. The water supply system at Nyarugusu camp was progressively improved. Two additional boreholes were drilled, reducing reliance on surface water; and additional water storage tanks were added, whilst existing tanks were elevated to improve the pressures of the supply networks. This together with the installation of in-line chlorine dosing systems improved the water quality in Nyarugusu and Mtendeli. All of the boreholes in Nyarugusu were successfully solar-hybridized (with solar power and backup generator), resulting in the significant reduction of operating costs of these systems.

- In **Uganda**, in line with the strategic priority to phase out water trucking and to reduce water supply costs, one borehole was sunk and a 5 km powerline extension was made to connect the water pumping station to the national grid. This increased the proportion of water supplied to Nakivale to 58 per cent, and reduced water trucking to less than 1 per cent. In Oruchinga, water trucking was completely phased out by extending water pipelines. Finally, in accordance with the strategic priority for integration of water supply management with Government systems, the UNHCR operation signed an Memorandum of Understanding with the National Water and Sewerage Corporation for the handover of water supply and management to the Corporation.

MEETING KEY CHALLENGES

UNHCR continued to focus on improving access to sustainable WASH services by prioritizing investment in cost efficient and environmentally sustainable solutions. These included the conversion of diesel generator pumping installations to photovoltaic pumping systems. UNHCR also promoted the construction of low-cost sanitation systems such as waste stabilization ponds to treat wastewater before it is discharged into the environment, thus reducing the risk of contamination of groundwater and surface water.

GLOBAL AND REGIONAL INITIATIVES

- In line with the global compact for refugees UNHCR continued to advocate for the inclusion of refugees in national systems and development plans, allowing them equal access to WASH services in their residing country. In Ethiopia, Sudan and Uganda, UNHCR transferred the operation of water supply systems to public utilities. In Ethiopia and Lebanon, UNHCR worked with its partners to develop water safety plans to identify risks and to develop mitigation plans. In Algeria and Bangladesh, UNHCR is working with local governments to improve their capacity to regulate water quality.

- In 2019, UNHCR piloted a real-time WASH monitoring programme in five countries: Kenya, Iraq, Rwanda, and Uganda. Devices connected to the internet were installed to measure water delivery to storage reservoirs, flow rates in distribution networks, pump performance and groundwater levels. UNHCR created a software platform to view this data, which can be used to optimize system performance, to manage assets, to monitor environmental impact and to ensure that service levels meet UNHCR and government standards.

WATER (according to the weighted criteria provided in the Indicators Guidance)

53,5% Satisfactory	**31%** Needs improvement	**15,5%** Unsatisfactory
Over 20 l of potable water available per person per day	Between 15 l – 20 l	Less than 15 l

GLOBAL STRATEGIC PRIORITY

FEMALE PARTICIPATION IN LEADERSHIP AND MANAGEMENT

SEEK IMPROVED PARTICIPATION OF WOMEN IN LEADERSHIP/MANAGEMENT STRUCTURES IN 54 REFUGEE SITUATIONS AND IN FOUR SITUATIONS WHERE UNHCR IS OPERATIONALLY INVOLVED WITH INTERNALLY DISPLACED PERSONS

IMPROVED IN 26   (total of 58 situations)

● ○ ○ ○ ○
○ ○

RESULTS AND ACTIONS

UNHCR either improved or maintained the participation of women in leadership and management structures in 24 refugee situations and 2 situations in which UNHCR is operationally involved with internally displaced persons. The percentage of female participants in leadership and management structures was either improved or maintained in 56 per cent of the situations reporting.

Equal and meaningful participation and leadership by

women and girls in the decisions that affect their lives and communities are essential in upholding their rights and ensuring their effective protection and future prospects. Participation and leadership are intrinsically linked with the empowerment of women and girls and the advancement of gender equality. Only when all members of a community have a voice and participate actively and meaningfully in decision-making processes, can we ensure that programmes, interventions and capacity building respond effectively to the different needs and priorities of all persons of concern to UNHCR.

UNHCR continued to promote the active and meaningful participation of women in leadership and management structures through community-based processes and in close collaboration with persons of concern. At a global level UNHCR developed and shared guidance and resources to support staff in this work. UNHCR also supported the global-level participation of forcibly displaced women through a gender audit of the first Global Refugee Forum in December 2019, led by refugee women.

OPERATIONAL HIGHLIGHTS

- In the **Central African Republic**, the operation is collaborating with a newly established women's committee on improving community protection mechanisms, among other things. With UNHCR support, the committee developed a working plan and distributed non-food items to vulnerable families, conducted awareness-raising for young mothers and organized exhibition fairs highlighting the resilience of refugee women.

- In **Columbia**, UNHCR and its partners built the capacity of women's organizations and protection networks to sensitize communities on sexual and gender-based violence (SGBV) prevention and to promote the understanding of new masculinities.

- In **Lebanon**, UNHCR focused on building the capacity of outreach volunteers to support their communities through a number of different training sessions on topics including sexual orientation and gender identity. Outreach volunteers were also involved in developing online video material to raise awareness of SGBV, protection from sexual violence and abuse and birth registration. The operation also strengthened community engagement with a particular focus on women, young people, older people and people with disabilities.

- In **Malaysia**, UNHCR conducted a series of consultations with women refugee leaders and, through a participatory approach, developed a comprehensive plan to enhance the participation of refugee women in leadership structures. As a result, UNHCR saw an increase of 20 per cent increase in female leadership in the community from 2018 to 2019.

- In the **United Republic of Tanzania**, UNHCR supported awareness-raising sessions and dialogues organized through established community-based structures in two camps, with a focus on violence-free homes.

MEETING KEY CHALLENGES

UNHCR continue to face challenges regarding female participation in leadership and management structures, in terms of both the level and the quality of participation by women. Restrictive and deeply rooted gender norms, discriminatory practices, as well as limited levels of literacy and education can result in tokenistic rather than meaningful participation. The risk of SGBV, burdensome household and care responsibilities as well as time away from livelihood and income generating activities continue to prevent women from taking on leadership roles and participating actively in their communities. In recognition of these challenges, UNHCR is working to reduce the barriers to active and meaningful participation by women and girls. Such efforts include leadership training and capacity building, providing support for women's committees and female community leaders, holding awareness-raising sessions focused on gender roles in the community and supporting empowerment processes and livelihood activities.

GLOBAL AND REGIONAL INITIATIVES

- UNHCR continued to focus on building organizational gender equality capacity and strengthening its staff's ability to respond effectively to gender equality concerns across operational contexts, including around female participation and leadership. UNHCR finalized a Gender Equality Toolkit which provides staff and partners with practical guidance and user-friendly tools, tips, information and resources to help advance gender equality. The toolkit includes

specific guidance on increasing and enhancing the meaningful participation of women and girls.

- UNHCR also ran a third cohort of its gender equality learning programme that through guided self-study, in-person training and project implementation, strengthened capacity of the participants to function as technical gender focal points and advocates within their operations.

- UNHCR also promoted global-level participation and leadership by supporting a gender audit of the Global Refugee Forum (GRF) and the processes leading up to it. Led by refugee women from different backgrounds and regions, the audit drew attention to gender-equality related challenges in refugee contexts, ensuring the commitments made to refugee women and girls in the Global Compact on Refugees are acknowledged and integrated concretely through the GRF pledge process and in identifying best practices. UNHCR also mapped the way that gender equality, age, gender and diversity and SGBV were addressed by different stakeholders across key GRF thematic areas.

FEMALE PARTICIPATION IN LEADERSHIP AND MANAGEMENT
(according to the weighted criteria provided in the Indicators Guidance)

80% Satisfactory	**20%** Needs improvement
Over 35% of active female participants in leadership/management structures	Between 20% – 35%

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COEXISTENCE

SEEK IMPROVEMENT IN RELATIONS BETWEEN PERSONS OF CONCERN AND LOCAL COMMUNITIES IN 65 REFUGEE SITUATIONS

IMPROVEMENTS IN 27 SITUATIONS   (total of 65 situations)
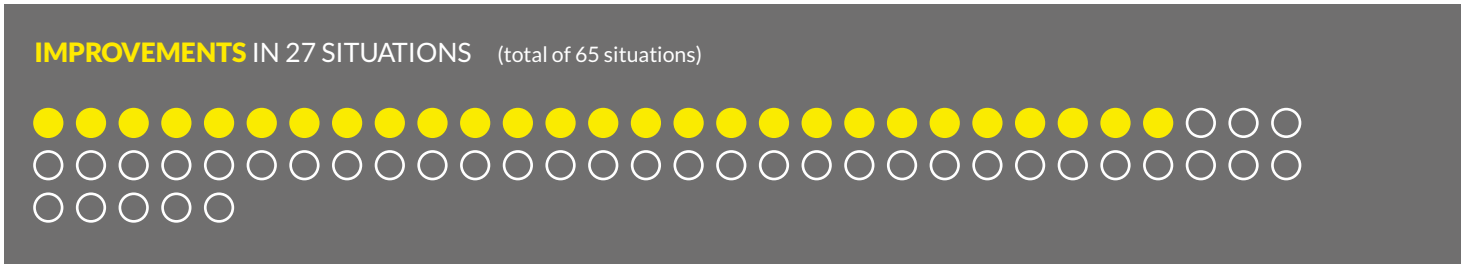
RESULTS AND ACTIONS

Operations reported improvement in peaceful coexistence in 27 situations. UNHCR worked closely with States, local authorities, leaders in the displaced and host communities and structures that minimize the impact of the presence of displaced persons on host communities. It worked on instilling a sense of belonging and acceptance in both the persons of concern and their host communities, and on promoting social norms and values that recognize diversity and foster non-discrimination.

Through its community-based approach, UNHCR applied different participatory methodologies to engage displaced and host communities in identifying issues that cause conflict and tension, and to address these issues through social, cultural and livelihoods

programmes benefiting displaced and host communities alike.

Various approaches were used: from training sessions on conflict resolution and mediation skills for leaders within communities, creating peace committees, implementing awareness-raising activities addressing discrimination and xenophobia (including by engaging with women and young people), to working with traditional and religious leaders and working with local authorities to address issues surrounding security and safety in the communities.

UNHCR supported income generating activities and implemented programmes to mitigate the potential negative effects that the presence of large displaced populations may have on equal and sustainable access to available resources. This included contributing to the improvement of infrastructure such as public and child-friendly spaces, and services such as health, water and education. It also included establishing associations, groups and committees with the participation of both local and displaced communities to address and decide on issues affecting crops, livestock, fishing and other types of subsistence.

When implementing activities that forge common values and interests between host and displaced communities, UNHCR applies an Age, Gender and Diversity Approach. Such activities include projects led by young people under the Youth Initiative Fund (YIF) that benefit the entire community and generate common values and a sense of belonging. For instance the YIF creats safe spaces for specific groups at heightened risk (such as persons with disabilities and LGBTI persons) where shared support networks can be created, and issues such as stigma and discrimination can be addressed. These groups can be included in services by building the capacity of local authorities and through joint awareness raising.

OPERATIONAL HIGHLIGHTS

◢ In the **Democratic Republic of the Congo**, local protection committees (CLP) and joint peace committees (CMP) were instrumental in the promotion of peaceful co-existence and social cohesion between hosts, internally displaced persons, refugees and returnees. In the Grand Kasai area, 40 CLPs were revitalized or created. Each CLP consists of 12 members (50 per cent women) identified by the community and trained in protection risk analyses, risk reduction, SGBV and

alert transmission mechanisms. Of the 420 local mediators who are members of CMP in the Grand Kasai area, 390 have been trained in peaceful conflict resolution, mediation techniques and advocacy. CMPs hosted intercommunity dialogues and peaceful mediation to facilitate access to land or property and to foster the acceptance of displaced persons or returnees in local communities. Twelve participative theatre sessions on peaceful cohabitation between returnees and host communities were held in Bena Mukangala, Tshikapa, Kamonia, Kalamba Mbuji and Nkonko, targeting 4,370 people.

◢ In **Iraq**, UNHCR embarked on formulating an area-based approach to protection and solutions. The primary objective of the area-based approach is to promote the inclusion of displaced and returnee communities by supporting the areas hosting them. UNHCR implemented Quick Impact Projects and community-support projects which enhanced access to basic services for internally displaced persons and host communities, and reduced the burden on existing community infrastructure. Twenty-seven projects included the rehabilitation of water treatment plants, the restoration of electricity in return areas, and also the rehabilitation of a park and football stadium. In areas hosting Syrian refugees, UNHCR upgraded community infrastructure outside camps, and rehabilitated schools and medical facilities benefiting host communities. Projects were identified through focus group discussions with communities and approved by local authorities.

◢ In **Mexico**, a contribution from the International Olympic Committee enabled the implementation of the project called "Using sports as a vehicle to protect asylum-seeking and refugee youth in Mexico from violence". UNHCR and partners offered sport and arts activities such as football, basketball, martial arts, volleyball, as well as board games, as part of peaceful coexistence initiatives benefiting young people from both the displaced and the host communities. In addition, several workshops were organized on the theme of personal development and strengthening self-esteem and confidence, as well as on gender, non-discrimination and non-violence.

◢ In the **United Republic of Tanzania**, quarterly peaceful coexistence meetings led by the Ministry of Home Affairs were convened to identify concerns leading to tension between the host and refugee communities. Environmental degradation and

deforestation was highlighted as the key concern in the community. In response, UNHCR and partners embarked on a project to plant 125,000 tree seedlings in the host communities. By enhancing the coordination and support of both humanitarian and development actors, UNHCR supported the establishment of a host community working group for advocacy and resource mobilization purposes. By improving sustainable socioeconomic development, livelihood programmes were designed to empower both populations and to create an environment in which host and refugee communities interact. Training in the manufacture of charcoal briquettes and fuel-efficient stoves was delivered in the host communities, creating immediate income generating opportunities.

MEETING KEY CHALLENGES

The vast majority of displaced and stateless communities are located in developing countries that are already struggling with existing socioeconomic issues, unemployment, political instability or insecurity. In more developed countries, displaced communities may be perceived as unskilled and hence limited to low-wage labour markets for various reasons, including language barriers, lack of relevant skills for the labour market, the inability to prove existing educational or professional qualifications and discriminatory attitudes. These barriers limit the ability of displaced people to integrate economically and socially. The inability to secure basic needs, such as food, water, shelter and clothing, is reportedly contributing to the increase in tensions between the refugee and host communities and remains a key challenge to peaceful coexistence. To address these challenges, UNHCR employs a number of strategies that support income generating activities and foster peaceful relationships.

In Burundi, UNHCR supports income generating activities by providing cash or start-up kits accompanied by capacity development for micro-enterprise management to support small-scale businesses. In Myanmar, a Cash for Work programme provided 26,683 worker-days of employment and improved the income and livelihoods of 2,581 persons of concern. In Costa Rica, UNHCR supported eight communal projects, in which persons of concern and host community members laboured together in organic and sustainable agriculture initiatives. In developing countries, UNHCR is working with development actors to address some of the root causes of intercommunity conflict including those resulting from competition over scarce resources and the limited capacity of existing infrastructure.

GLOBAL AND REGIONAL INITIATIVES

◧ The Global Refugee Forum (GRF) brought the international community together to demonstrate solidarity with the world's refugees and the countries and communities that host them. States and other stakeholders demonstrated leadership, vision and ambition to share the responsibility for refugees by announcing pledges to improve the lives of refugees and their host communities, thereby contributing significantly to peaceful co-existence and acceptance. The first GRF had six key areas of focus: burden and responsibility sharing, education, jobs and livelihoods, energy and infrastructure, solutions, and protection capacity. Progress in each of these areas was driven forward by a coalition of engaged co-sponsors (including refugee co-sponsors). A mechanism has been developed by UNHCR to track the implementation of the 1,395 pledges submitted so far.

◧ Launched in 2019 and funded by the Netherlands, the PROSPECTS Partnership is a multi-year partnership between International Finance Corporation, International Labour Organization, UNHCR, United Nations Children's Fund and World Bank, with country-level operation and coordination in Egypt, Ethiopia, Iraq, Jordan, Kenya, Lebanon, Sudan and Uganda. The partnership focuses on three pillars: education, livelihoods and protection and aims to support a transition from humanitarian response to inclusive development, in a range of contexts across the eight operational theatres, including host and refugee populations.

COEXISTENCE
(according to the weighted criteria provided in the Indicators Guidance)

Very limited interaction and occasional tension

51% Satisfactory	43% Needs improvement	6%
Very supportive environment	Some interaction between persons of concern and local communities	

GLOBAL STRATEGIC PRIORITY

SELF-RELIANCE

MAINTAIN OR INCREASE THE PERCENTAGE OF PERSONS OF CONCERN TO UNHCR WHO RECEIVE SUPPORT TO PURSUE BUSINESS/SELF-EMPLOYMENT OPPORTUNITIES

IMPROVEMENTS IN 25 AND **MAINTAINED** IN 6 OPERATIONS   (total of 38 operations)

RESULTS AND ACTIONS

The percentage of persons of concern who are self-employed or operating their own business increased in 25 operations and was maintained in six operations. In line with the Global Compact on Refugees and leading up to the Global Refugee Forum (GRF) in December 2019, platforms were set up on which UNHCR could promote and advocate for multi-stakeholder commitments to enhance the economic inclusion of refugees and other persons of concern to UNHCR. During the GRF, over 125 pledges for jobs and livelihoods[4] and over 80 examples of good practice[5] were shared by States, the private sector, humanitarian-development practitioners, civil society and researchers in academia, providing opportunities to consolidate actions aimed at enhancing the economic inclusion of refugees.

OPERATIONAL HIGHLIGHTS

- In **Ethiopia**, UNHCR partnered with Festo-Didactic, a world-leading provider of solutions for technical education, to support the technical and vocational education and training and labour market inclusion for refugees and host communities. As a pilot collaboration, UNHCR and Festo developed a joint proposal for skills development and access to jobs in the manufacturing and bottled water industries.

- In **Ethiopia**, **Malawi** and **Thailand**, UNHCR completed a market and value chain analysis in collaboration with the International Labour Organization (ILO). The findings of these reports[6] form the basis for the development of multi-stakeholder strategies and value chain development projects to promote sustainable employment opportunities for refugees and host communities while also fostering local economic development. Based on a previously conducted market assessment, ILO raised US$ 2.5 million from the Bureau of Population, Refugees, and Migration to implement a value chain development project in the aquaculture and waste recycling sectors in **Niger**, with a similar proposal being submitted for the **Democratic Republic of the Congo**.

- In **Uganda**, the joint initiative with the Grameen Credit Agricole Foundation and the Swedish International Development Agency (SIDA) was launched, providing technical assistance to three Financial Service Providers in Uganda (to BRAC, VisionFund and Ugafode Microfinance Limited) to enable them to offer financial services to refugees. Recognizing that access to financial services is a key component for the economic inclusion of persons of concern to participate in their communities as consumers, producers and business-owners, SIDA will cover 50 per cent of the default in the case of loan write-offs.

MEETING KEY CHALLENGES

While UNHCR made progress, through multi-stakeholder efforts, in expanding the inclusion of refugees and promoting their right to work, a range of legal, policy and administrative barriers continue to hinder access to sustainable employment for persons of concern to UNHCR. To mitigate these challenges, and in line with the Global Compact on Refugees, UNHCR continued to play a convening role in facilitating the inclusion of refugees in existing programmes led by development actors and the private sector, and in expanding the legal work rights for refugees by engaging in advocacy with governments. UNHCR's advocacy efforts were propelled further in the lead up to the Global Refugee Forum by collecting good practices and showcasing examples of how refugees are positively contributing to their host economies. One example is the joint United Nations Conference on Trade and Development and International Organization for Migrations photographic exhibition titled Changing the Narrative, launched to highlight examples of refugee entrepreneurship benefiting their communities and economies.

UNHCR and the World Bank also continued their collaboration through the Joint Data Center on Forced Displacement to collect data on household socioeconomic levels and to enhance stakeholders' ability to make timely and evidence-based decisions on how refugees can contribute to their host contexts given their skills and backgrounds. Where other actors were not present or able to include refugees, UNHCR stepped up its response in order to fill gaps in the service sector and to ensure that refugees are economically empowered and able to be supported towards self-reliance in market-based programmes[7].

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[4] For more information see Pledges and Contribution Dashboard, available at:
https://globalcompactrefugees.org/channel/pledges-contributions
[5] For more information see The Global Compact for Refugees – Good Practices, available at:
https://globalcompactrefugees.org/channel/good-practices
[6] For more information see ILO's Approach to Inclusive Market Systems for Refugees and Host Communities, available at
https://www.ilo.org/empent/Projects/refugee-livelihoods/market-assessments/lang--en/index.htm for the reports
[7] For more information see UNHCR-ILO's Market-based livelihoods interventions for refugees, available from
http://www.unhcr.org/594b7d7f7.pdf ; and SEEP Network: Minimum Economic Recovery Standards (MERS), available from
http://www.mershandbook.org/MERS-Handbook.

GLOBAL AND REGIONAL INITIATIVES

▸ UNHCR expanded the global multi-stakeholder initiative, MADE51 (Market Access, Design and Empowerment of refugee artisans)[8], to link refugee artisans with international markets. UNHCR, in partnership with 22 local social enterprises and over 2,600 refugee artisans, developed a refugee-made product lines in 15 countries[9], and marketed and showcased the products at 6 events[10] in order to promote the initiative and the brand. Over 500 people including buyers and press representatives visited the MADE51 trade fair exhibitions, resulting in sales leads with major retailers and donors. In addition, Virgin Megastores launched the MADE51 collection in their flagship store in Dubai. Virgin committed to promoting MADE51 through its retail network and to increasing its product purchases in 2020.

▸ UNHCR and the United Nations Capital Development Fund (UNCDF) launched a technical assistance facility supporting financial service providers operating in developing countries to build their capacity to reach refugees and host communities. The facility offers grants, loans and technical assistance including access to remittance services, mobile money operators, mobile network operators and aggregators. The joint UNHCR-UNCDF technical assistance service secured funding and started roll-out in four countries (the Democratic Republic of the, Rwanda, the United Republic of Tanzania and Uganda). Fundraising is ongoing for another five countries (Cameroon, Chad, Ethiopia, Kenya and Zambia).

▸ In July, UNHCR together with the World Bank Partnership for Economic Inclusion and 13 NGOs[11] officially launched the Poverty Alleviation Coalition with the goal of alleviating poverty in 500,000 households in 35 countries over 5 years, through the scale up of the Graduation Approach. This effort requires joint fundraising by Coalition members.

▸ Through a partnership with the Small Enterprise Evaluation (SEEP) Network, regional trainings were conducted on Minimum Economic Recovery Standards (MERS)[12], an industry-consensus best practice set of standards for designing and implementing economic recovery programmes in crisis and post-crisis settings. The regional trainings were held in Addis Ababa, Beirut and Kampala, targeting humanitarian-development practitioners in refugee hosting countries. In the context of mainstreaming the MERS in refugee responses, the SEEP Network also developed and rolled out a MERS virtual learning course specifically targeting 17 UNHCR staff from various field operations worldwide in the first cohort.

▸ UNHCR and the Food and Agriculture Organization (FAO) signed a Memorandum of Understanding, and developed a joint working plan to support agriculture programmes for the inclusion of refugees and other persons of concern to UNHCR in rural economies. A workshop was held in November with humanitarian and development actors in Eastern Africa to discuss ways to help refugees strengthen their livelihoods and self-reliance while reducing pressure on host communities and the environment.

SELF-RELIENCE (according to the weighted criteria provided in the Indicators Guidance)		
64% Satisfactory	**17%** Needs improvement	**19%** Unsatisfactory
≥33% of persons of concern (18-59 yrs) with own business/self-employed for more than 12 months	Between 32% – 11%	≤10% of persons of concern (18-59 yrs) with own business/ self-employed for more than 12 months

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8   For more information see made51.org.
9   Afghanistan, Burkina Faso, Egypt, India, Israel, Jordan, Kenya, Lebanon, Malaysia, Pakistan, Rwanda, South Sudan, Thailand, Turkey and the United Republic of Tanzania
10   The events included: 1) Ambiente trade show in Frankfurt, 2) Interior Lifestyle trade show in Tokyo, 3) World Refugee Day Celebrations at We Work London, 4) Art Basel, Bongenie , 5) The Noel aux Bastions Christmas market in Geneva, and 6)The Global Refugee Forum
11   BRAC, The BOMA Project, Caritas, Concern, Danish Refugee Council, GOAL, HIAS, Innovations for Poverty Action, Mercy Corps, Norwegian Refugee Council, Trickle Up, Village Enterprise, and World Vision.
12   For more information see The Minimum Recovery Standards website, available at: mershandbook.org; and The Sphere Standards companion, available at https://spherestandards.org.
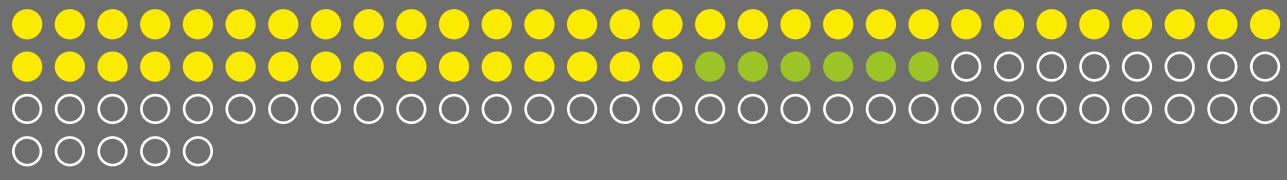
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EDUCATION

SEEK IMPROVED ENROLMENT RATE OF PRIMARY SCHOOL-AGED CHILDREN IN 95 REFUGEE SITUATIONS

INCREASED IN 46 AND **MAINTAINED** IN 6 SITUATIONS   (total of 95 situations)

RESULTS AND ACTIONS

Enrolment rates of primary school children increased in 46 out of 95 refugee situations and were maintained in six situations. UNHCR worked to provide quality primary and secondary education for refugee, asylum-seeker, returnee and internally displaced children and young people around the globe.

UNHCR educational activities were aligned with Refugee Education 2030: A Strategy for Inclusion[13], launched in September 2019, which outlines UNHCR's approach to supporting the inclusion of refugees in

13   For more information see UNHCR Refugee Education 2030: A Strategy for Refugee Inclusion, available at: https://www.unhcr.org/publications/education/5d651da88d7/education-2030-strategy-refugee-education.html

national education systems, in line with the Global Compact on Refugees and SDG 4 (Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all). UNHCR facilitated this improvement through the recruitment and training of teachers, the construction and rehabilitation of classrooms and the payment of school fees and allowances to refugee children to allow them to enroll and remain in primary school throughout the year.

OPERATIONAL HIGHLIGHTS

In **Ecuador**, the increasing numbers of Venezuelans arriving in the country have stretched the capacities of the national public education system and the Ministry of Education estimates that approximately 40,000 Venezuelan children still do not have access to school. To help address this issue, UNHCR has worked together with the Ministry of Education and other partners to develop communication materials to ensure that families are informed about their children's right to education and procedures to enroll in school. UNHCR developed leaflets, videos and social media cards, while regularly disseminating information regarding education through community-based partner organizations. All these efforts have had results: while in the 2018-2019 school year approximately 11,000 Venezuelan children were in school, during the 2019-2020 school year, the number rose to more than 45,000 children.

In **Lebanon**, basic literacy and numeracy classes were provided to 1,070 children and young people, especially those individuals who were identified as having high protection needs. The classes help out-of-school children obtain the skills they need to transition back into formal education and to improve their overall ability to function in society. In addition to literacy and numeracy, the classes also introduced coding and robotics classes, build core competencies in mathematics and science, and developed students' thinking skills.

In **Malaysia**, where there is no refugee access to the formal education system. To respond to this, UNHCR has been working closely with the Ministry of Education to register and license refugee learning centres. There are 131 learning centres in the country, mostly run by refugee communities and non-governmental organizations. Over the years, UNHCR and its partners have encouraged these centres to align as much as possible with the formal system, by adopting the Malaysian national curriculum, teaching Malaysian and administering end of primary school achievement tests using the Malaysian Primary School Evaluation Test as a template. This has helped to facilitate the successful registration of six learning centres with the Ministry of Education in 2019, bringing the total number of centres granted operating licences to eighteen.

In **South Sudan**, there is a shortage of teachers and the average pupil to teacher ratio is 1:80. In this situation, it is difficult to source and employ trained teachers, which has an impact on the quality of education. However, UNHCR is working with its partners to significantly increase the number of trained teachers. In 2019, it helped to enroll 510 teachers, of whom 122 were female, in a pre-service teacher training programme. Of these, 499 candidates sat for a national examination and were awarded professional certificates by the University of Juba.

In the **Syrian Arab Republic**, 4,666 refugee children at primary education level were provided with education cash grants. Refugee children in the Syrian Arab Republic have access to free primary education by law, however, due to the effects of the prolonged crisis, overstretched education capacity and socioeconomic challenges, refugee children continue to face barriers to accessing primary education. The cash grants therefore supported families by giving them the financial means to cover the costs of learning materials for their children, thereby encouraging out-of-school children especially girls to re-enroll in school, and ensuring improved retention of those already enrolled.

MEETING KEY CHALLENGES

In situations where the legal framework and policy environment is not yet conducive to inclusion within national systems, children and young people may have no educational alternatives apart from parallel systems offering uncertified education of variable quality. In some countries, parents and their children may not see the value of education and may instead engage in livelihoods activities or domestic duties. Through increased engagement with Ministries of Education, strengthened partnerships, and participation in Local Education Groups, UNHCR will advocate for the systematic inclusion of refugees in national systems. Host country Ministries of Education lack capacities or do not receive adequate support to meet the additional

education needs of refugees and internally displaced persons, particularly at the onset of an emergency. UNHCR will work more closely with Ministries of Education to increase preparedness and to include refugees in national education plans in 2020. More area-based approaches to respond to education needs is required, including where the host community is located, as nationals often have similar or sometimes even worse educational conditions than refugees in their country.

Funding remains inadequate to meet needs in the education sector. This is demonstrated by the larger number of out-of-school refugee and displaced children and young people, both at primary and secondary level, the high number of applications received for the Albert Einstein German Academic Refugee Initiative (DAFI) Tertiary Education Scholarship Programme, or the ambition and success of the Accelerated Education Working Group to meet demand. To respond to this, UNHCR aims to install dedicated education personnel in many field locations, to increase its capacity to effectively mobilize humanitarian and development funding at country level.

Lack of robust data in 2019 continued to hamper advocacy and programming at all education levels including in the Accelerated Education Programmes. In 2019, 11 countries received remote and field-based technical assistance to strengthen educational data management through the UNHCR Connected Education unit.

GLOBAL AND REGIONAL INITIATIVES

▶ UNHCR launched Refugee Education 2030[14], a Strategy for Refugee Inclusion following a two-year consultative and collaborative process with stakeholders across UNHCR and partners, including other United Nations agencies, international organizations, multilateral organizations, governments, education networks, the private sector and refugee communities. The strategy translates the arrangements set out in the Global Compact on Refugees into action, applying the principles of solidarity and responsibility-sharing and drawing on cooperation between humanitarian and development education partners. Refugee Education 2030 sets out a vision for the inclusion of refugee children and young people in equitable
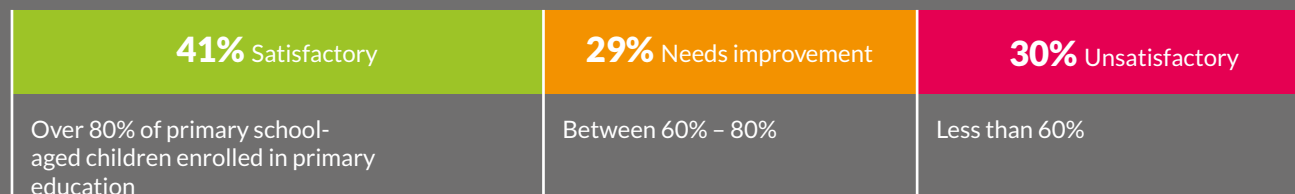
quality education that contributes to resilience and prepares them for participation in cohesive societies. The strategy sets out ways of achieving progress through partnership, collaborative learning, capacity development, innovation, evidence and growth, and is intended to provide inspiration and guidance for a wide spectrum of stakeholders both within and outside of UNHCR.

▶ In 2019, the Albert Einstein German Academic Refugee Initiative (DAFI) scholarship programme supported over 8,200 refugee young people to access higher education in their countries (54 in total) of asylum, and 39 per cent of these scholarships were received by female students. With the new enrolment of over 2,500 students in 2019, the number of refugee students supported through the programme is over 18,000 since its commencement in 1992. UNHCR also supported the launch of the Tertiary Refugee Student Network, a global network of refugee students from different programmes, which is committed to UNHCR's goal of enabling 15 per cent of refugee students to access higher education by 2030.

▶ In 2019, 12,500 additional students were enrolled in digital blended programmes through the Connected Learning in Crisis Consortium (CLCC)—including in Bachelor and Masters degrees, preparatory programmes and professional development. CLCC membership grew to 27 university and higher education partners in 23 countries on six continents, all dedicated to increasing access to blended higher education opportunities.

▶ UNHCR continued its leadership of the inter-agency Accelerated Education Working Group (AEWG), collaborating and strengthening partnerships straddling the humanitarian and development nexus. This saw the AEWG working with governments and national education systems towards improving programme quality for both refugees and host communities. In 2019, the AEWG collaborated with governments and partners on harmonizing accelerated education at a national level in Kenya, Pakistan and Uganda; conducted a global mapping of accelerated education programmes (AEPs) in 51 countries; developed a Monitoring and Evaluation Toolkit for AEPs; and advocated with key donors to support accelerated education. One of the key achievements of AEWG was the inclusion of its tools

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[14]   For more information see UNHCR Refugee Education 2030: A Strategy for Refugee Inclusion, available at: https://www.unhcr.org/publications/education/5d651da88d7/education-2030-strategy-refugee-education.html

and guidance in the ECHO Education in Emergencies Policy document.

EDUCATION (according to the weighted criteria provided in the Indicators Guidance)

41% Satisfactory	29% Needs improvement	30% Unsatisfactory
Over 80% of primary school-aged children enrolled in primary education	Between 60% – 80%	Less than 60%

GLOBAL STRATEGIC PRIORITY

VOLUNTARY RETURN AND REINTEGRATION

SUPPORT REFUGEES TO RETURN VOLUNTARILY, AND IN SAFETY AND DIGNITY, IN 40 SITUATIONS WHERE CONDITIONS PERMIT

SOME 317,300 REFUGEES RETURNED TO THEIR COUNTRIES OF ORIGIN

SUPPORT RETURNEES IN 11 SITUATIONS TO REINTEGRATE IN A SUSTAINABLE MANNER, WITH THE SAME ACCESS TO RIGHTS AS OTHER CITIZENS

RESULTS AND ACTIONS

At the end of 2019, some 317,300 individuals returned to their countries of origin, which is a decrease of 46 per cent when compared with some 593,900 returnees in 2018. Countries of return included Afghanistan, Burundi, Central African Republic and Somalia, with some of these returns being self-organized and others constituting

facilitated voluntary repatriation by UNHCR.

Voluntary repatriation remains the sustainable solution of choice for the largest number of refugees and requires appropriate measures to ensure that any choice is voluntary, free from coercion and based on objective information under conditions that allow safe

and dignified returns. UNHCR and partners continue to support returnees in reintegrating in a sustainable manner. For example, in Afghanistan, fifteen priority areas of return and reintegration have been identified, in line with the priorities of the Afghan Government. In these locations, UNHCR plays a catalytic role in linking humanitarian action to development programming, including through projects that support local authorities in preparing and implementing localized plans and provide development actors with examples of good practice that they can then scale up.

Monitoring the protection and return conditions of refugees returning to Burundi was a key activity and one of the strongest UNHCR commitments under the Tripartite Agreement signed in 2019 between UNHCR, Burundi and the United Republic of Tanzania to facilitate analysis and response to support reintegration in areas of return. The results obtained revealed that access to diversified income-generating activities posed a major problem in areas of return, particularly for women and young people.

In Sudan, UNHCR implemented community projects in return areas to ensure peaceful co-existence among the communities. This included the construction of police posts, police stations and rural courts to improve security. Furthermore, UNHCR advocated for the provision of services in the main areas of return including water sanitation and hygiene, health, education and support for agriculture.

OPERATIONAL HIGHLIGHTS

▸ A tripartite agreement was signed between **Angola**, the **Democratic Republic of Congo** and UNHCR, in August 2019, to facilitate organized Voluntary Repatriation movements following the spontaneous returns of thousands of Congolese refugees from Lóvua refugee settlement in Angola to the Democratic Republic of the Congo. UNHCR provided cash and transportation assistance to 15,255 returnees in the Kasai and Kasai Central provinces.

▸ Following tripartite agreements signed in 2019, approximately 12,400 refugees from the **Central African Republic** returned from Cameroon, the Republic of the Congo and the Democratic Republic of the Congo. UNHCR supported returning refugees with transport and a return package consisting of cash and basic household items to support their immediate needs upon return. UNHCR also facilitated their reintegration with assistance in

acquiring civil documents and school certificates. UNHCR also facilitated the recovery of housing and land that refugees had been forced to leave behind, in collaboration with the judicial authorities.

▸ The Federal Government of **Somalia** has made significant steps since the adoption of the Nairobi Declaration, which outlines conditions for the safe, sustainable and voluntary return of refugees, and reintegration of internally displaced persons and refugees. The capital of Mogadishu is home to over one third of the overall internally displaced population, where about 55 per cent of internally displaced persons are concentrated in two peripheral districts, living in unplanned and informal settlements in urban areas with a high risk of eviction. To respond to this, UNHCR, together with other UN agencies, developed a set of collective outcomes that include risk and vulnerability mitigation, strengthening the resilience of internally displaced persons, refugee returnees and host communities, and sustainable solutions for 100,000 displaced households. Somalia also made significant pledges during the Global Refugee Forum relating to the relocation and reintegration of 25,000 returnees and 50,000 internally displaced persons within the next five years, accordance with its to its Ninth National Development Plan (2020-2024).

MEETING KEY CHALLENGES

While UNHCR continues to collaborate with States and different stakeholders to facilitate voluntary repatriation programmes and to contribute to the reintegration of returnees to ensure that their return is sustainable; the numbers of returnees continued to decrease in 2019 due to the persisting challenges associated with returns. Most recurring challenges relate to: limited access to housing, land and property; lack of livelihood opportunities; lack of or overstretched national services compounded by a fragile security environment; absence of adequate legal frameworks for repatriation; lengthy and costly administrative procedures for screening repatriation candidates and issuing civil documentation such as birth certificates.
In Sudan, UNHCR and other United Nations agencies provided support in designing and launching a project supporting the implementation of the peace process, identifying three main priority areas: the rule of law, durable solutions and peace-building at community level. In Ethiopia, refugees were included in a Government-run national justice perception survey.

This activity is in line with Sustainable Development Goal 16, which aims to promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.

UNHCR also continues to support Governments and local authorities in their efforts to protect and facilitate the recovery of housing and land that refugees and internally displaced persons were forced to abandon and which have been damaged, occupied or illegally sold, since access to housing, land and property is cited by refugees and internally displaced persons as a serious obstacle to returning and a further trigger of conflicts. UNHCR support varies according to the challenge, but includes: support for secure land tenure in Iraq, identification and mapping of abandoned housing by the displaced community in Honduras and eviction protection in Somalia.

GLOBAL AND REGIONAL INITIATIVES

� Following the Global Refugee Forum, bilateral and multilateral partners have been making significant commitments to address the long-term development needs of both refugee and host populations and to support greater resilience and long-term solutions. Similarly, the private sector is expanding its role in facilitating the socioeconomic inclusion of refugees, including through innovative livelihood programmes, education and employment opportunities and investment in refugee-led companies. The African Union also dedicated 2019 to refugees, returnees and internally displaced persons. This provided an opportunity to encourage States parties to adopt national laws and policies.

▶ During the Global Refugee Forum the governments of the Afghanistan, Iran and Pakistan, with UNHCR, launched a new Support Platform for the Solutions Strategy for Afghan Refugees (SSAR). This strategy will stress the importance of finding solutions for the millions of Afghans who remain displaced forty years after the start of the conflict in Afghanistan. This new Support Platform provides an important opportunity to mobilize additional resources and support for refugees in Iran and Pakistan. The three countries reiterated their commitment to collaborate in protecting refugees and in finding lasting solutions for them. These range from allowing refugees to work, study and contribute to the countries hosting them, to supporting voluntary return to their homeland.

LOCAL INTEGRATION

SUPPORT LOCAL INTEGRATION IN 42 REFUGEE SITUATIONS WHERE CONDITIONS PERMIT

IMPROVEMENTS IN 20 SITUATIONS   (total of 42 situations)

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RESULTS AND ACTIONS

The process of local integration is complex and gradual, comprising of distinct but interrelated legal, economic, social and cultural dimensions, all of which are important for refugees' ability to successfully become fully integrated members of society. While the legal dimension and commitment of host States to develop an enabling legal framework that facilitates securing legal status is evident a wider range of rights remains central, and the success of local integration requires the efforts and collaboration of a range of partners. UNHCR recognizes the pivotal role played by cities and local authorities in the socioeconomic inclusion of refugees and is working with them to build upon their capacity and skills and to enhance their engagement in integration activities. Moreover, UNHCR has strengthened its own engagement with refugee-led associations in efforts to promote participation and integration.

Employment remains an important aspect of integration, not only for refugees themselves, but also for the society that has welcomed them. Together with its partners, UNHCR facilitated several events relating to employability, targeting persons of concern with a view to build upon their knowledge and skills to enable them to access the national labour markets. In addition, skills training and networking advice was offered to entrepreneurs, to assist them in creating and develop their own businesses and to enable them to hire refugees.

UNHCR also continues to provide technical expertise to develop strategic frameworks for local integration. In 2019, UNHCR supported the drafting and implementing of strategies and individual integration programmes, legislative frameworks and regulations on the integration of foreigners, with an aim to create standards, mechanisms and procedures ensuring improved coordination and greater ownership by all actors involved in the integration of persons in need of international protection. UNHCR also provided support to enhance the activities and build the capacity of local authorities regarding the issuance of residence permits to establish the legal right to remain within a country and routes to naturalization. To improve access to adequate housing, UNHCR has explored approaches to transform camps into sustainable settlements as well as to include refugees in national social and affordable housing programmes.

OPERATIONAL HIGHLIGHTS

- In several European countries, including **Bulgaria**, **Hungary**, **Germany**, **Romania** and **Spain**, partnerships and exchange with local authorities was strengthened with a view to equipping municipalities with skills on refugee engagement and integration as well as participatory and community-based approaches.

- The adoption of the New Refugee Proclamation by the Parliament of **Ethiopia** in March 2019 paved the way for socioeconomic integration of refugees. UNHCR was involved in the process of drafting the revision of the refugee law, which was led by the Ethiopian Agency for Refugee and Returnee Affairs.

- In **Mexico**, UNHCR supported 5,188 refugees and asylum seekers to relocate from cities in Southern Mexico, where opportunities for local integration are very limited, to municipalities in the central and northern parts of the country where private sector

companies and state level ministries of labour have identified a shortage of human resources. The legal right of these refugees to remain in the country is also being facilitated.

- In **Zambia**, UNHCR is supporting the issuance of residence permits for 10,000 former Angolan refugees and 4,000 former Rwandan refugees as part of the legal integration process. Together with national authorities and other partners, UNHCR is also supporting ongoing efforts to advance the socioeconomic inclusion of refugees in Zambia.

MEETING KEY CHALLENGES

Obstacles to the refugee integration process include limited access to relevant information, vocational training and academic education programmes, employment and affordable housing, and basic services; and difficulties in obtaining documentation and recognition of education and previous work experience. UNHCR is working in different ways, in diverse contexts and with a wide range of partners to address these challenges.

By advocating and supporting authorities, UNHCR is working to create legal frameworks and policies that facilitate effective access to economic, sociocultural and civil and political rights to persons of concern. Across South Eastern Europe, progress has been made in simplifying and improving procedures for the issuance of refugee ID cards, travel documents, and work permits. UNHCR also engages closely with refugees by providing legal counselling and information to equip them with the necessary knowledge, guidance and details to facilitate their integration process. UNHCR is working with national, local authorities and the private sector to identify opportunities for employment.
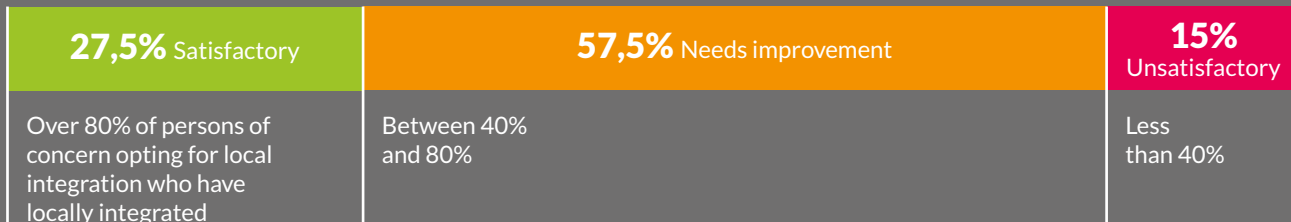
GLOBAL AND REGIONAL INITIATIVES

- In preparation for and during the Global Refugee Forum, important commitments were made by States, civil society, the private sector, academia and other partners to advance local integration. Three support platforms were launched to reinforce comprehensive responses and solutions to refugee situations, including the comprehensive regional protection and solutions framework [(MIRPS)](#) in Central America and Mexico, the Nairobi Process

facilitated by the Inter-Governmental Authority on Development in the East and Horn of Africa, and the Solutions Strategy for Afghan Refugees between Afghanistan, Iran, Pakistan and UNHCR.

The year 2019 was marked by the **African Union as the Year of Refugees**, **Returnees and Internally Displaced Persons**. Throughout the year, the need to achieve solutions and to address the root causes of displacement was widely emphasized.

LOCAL INTEGRATION   (according to the weighted criteria provided in the Indicators Guidance)

27,5% Satisfactory	**57,5%** Needs improvement	**15%** Unsatisfactory
Over 80% of persons of concern opting for local integration who have locally integrated	Between 40% and 80%	Less than 40%

GLOBAL STRATEGIC PRIORITY

RESETTLEMENT

SEEK TO MAINTAIN OR INCREASE THE PERCENTAGE OF PEOPLE SUBMITTED FOR RESETTLEMENT AMONG THOSE IDENTIFIED IN NEED OF RESETTLEMENT, THEREBY SUPPORTING SOLUTIONS IN 74 SITUATIONS

MORE THAN 81,670 REFUGEES WERE SUBMITTED FOR RESETTLEMENT

RESULTS AND ACTIONS

In 2019, 81 UNHCR operations made 81,671 individual submissions to 29 countries for resettlement consideration, representing a slight increase from 2018 and filling all resettlement places offered by States to UNHCR. Three-quarters of the refugee cases submitted in 2019 originated from just five countries: Afghanistan, Eritrea, the Democratic Republic of the Congo, the Syrian Arab Republic and Somalia. States accepted over 90 per cent of the cases referred by UNHCR in 2019 or prior years.

The largest number of UNHCR-facilitated resettlement departures in 2019 were from five refugee-hosting countries: Egypt (3,995), Jordan (5,501), Lebanon (8,359), Turkey (10,558) and the United Republic of Tanzania (4,030). Women and girls comprised half of those cases submitted for resettlement, and more than half were children.

OPERATIONAL HIGHLIGHTS

▪ Five operations submitted nearly half of all UNHCR resettlement submissions in 2019: Egypt (3,308), Jordan (6,387), Lebanon (8,393), Turkey (16,042), and Uganda (5,478).

▪ UNHCR worked with States to respond to the urgent needs in two priority situations: the Syrian and the Central Mediterranean situation. Both Jordan (40 per cent) and Lebanon (29 per cent) increased resettlement submissions substantially. To respond to the needs in the Central Mediterranean, a second Emergency Transfer Mechanism (ETM) facility was opened in Rwanda last September, while 1,246 individuals evacuated out of Libya were processed and resettled through the ETM in Niger.

▪ In Central America, the Protection Transfer Arrangement continued providing people at serious

risk with safe and legal access to a resettlement country. A total of 1,023 individuals were processed from El Salvador, Guatemala, and Honduras, of which 716 departed to five resettlement countries.

- Resettlement submissions on behalf of Afghan and Somali refugees, two of the longest standing and most protracted refugee situations, increased by more than 40 per cent.

MEETING KEY CHALLENGES

In 2019, 63,726 refugees referred by UNHCR were resettled to 29 countries, a modest increase from 2018 which surpassed the target of 60,000 set out in the Three-Year Strategy. Still, this represents less than 5 per cent of the 1.4 million refugees estimated to be in need of resettlement. In addition, the increased focus by States on integration criteria and security concerns presented challenges in ensuring protection and solutions for refugees most at risk. More resettlement spaces were needed to meet resettlement needs.

In August 2019, a new Priority Situations Core Group was established under the co-chairmanship of Sweden and Ireland in order to facilitate joint advocacy between States and UNHCR, and to maximize the strategic impact of resettlement for refugees at risk in countries under the Syrian and Central Mediterranean Priority Situations.

The lack of consistent sharing of information among States and partners hinders the comprehensive and accurate accounting of the number of refugees who are accessing pathways separate from government sponsored resettlement programmes. Over the past few years, UNHCR is working closely with resettlement States to conclude or revise data sharing agreements that ensure the safe, secure and reliable transfer of data.

Further partnerships are required to support people of concern who require legal, financial, and in-kind assistance to access complementary pathways, including family reunion. Complementary pathways remained largely inaccessible to refugees, too often on account of restrictive visa requirements which kept refugees from accessing potential programmes. In 2020, UNHCR will launch a Working Group on Complementary Pathways as well task forces focused on employment, education and family reunification.

GLOBAL AND REGIONAL INITIATIVES

- Two notable achievements were realized in 2019: the launch of the Three-Year Strategy (2019-2021) on Resettlement and Complementary Pathways (the Strategy), as envisaged by the Global Compact on Refugees; and the convening of the first Global Refugee Forum, where governments, non-governmental organizations, civil society and the private sector made 110 pledges in support of resettlement and complementary pathways. Resettlement and complementary pathways remain tangible contributions towards sharing responsibility for protecting refugees and for helping fulfil UNHCR's mandate.

- With the financial support of Portugal, Sweden, the United Kingdom and the United States of America, UNHCR and the International Organization for Migration worked together on the Emerging Resettlement Countries Joint Support Mechanism (ERCM) and succeeded in expanding resettlement in Argentina, Brazil and Chile. The ERCM reached its culmination in September 2019, having been implemented between 2016-2019.

- More recently, UNHCR and the International Organization for Migration launched the Sustainable Resettlement and Complementary Pathways Initiative (CRISP) which is the crucial tool for the implementation of actions identified under the Strategy. This initiative is intended to provide a tangible way for States to support the expansion of third country solutions to make concrete contributions and pledges towards the objectives of the Global Compact on Refugees. The CRISP will support targeted capacity building for States and key actors, and will enhance coordination and partnerships.

- To achieve these targets, UNHCR enhanced its operational capacity by using innovative processing methodologies and by leveraging resettlement data and evidence, to monitor global progress against submission targets. This information can be found on the resettlement data portal.

- New Priority Situations Core Group was established under the co-chairmanship of Sweden and Ireland, aimed to optimize support for resettlement and complementary pathways, to facilitate joint advocacy between States and UNHCR, and to maximize the strategic impact of resettlement for

refugees at risk in countries under the Syrian and Central Mediterranean Priority Situations.

- To achieve the targets of the Three-Year Strategy, UNHCR released "Key Considerations for Complementary Pathways" that sets the stage for the work in this area. Additionally, important steps were taken to build UNHCR's operational architecture through an internal guidance on planning and reporting on complementary pathways,

an introduction of staff positions in various regions, and by forging internal partnerships for advancing complementary pathways. A pilot project for family reunification covering the Central Mediterranean region for Ethiopia, Egypt, Libya and Sudan resulted in some 600 separated children identified, 129 best interest determinations conducted, and 129 children referred for legal assistance. Important advocacy efforts in Complementary Pathways have led to a number of key changes globally.

RESETTLEMENT

95.45%	4,55%
Outstanding resettlement needs 1,400,000	Resettled refugees 63,726
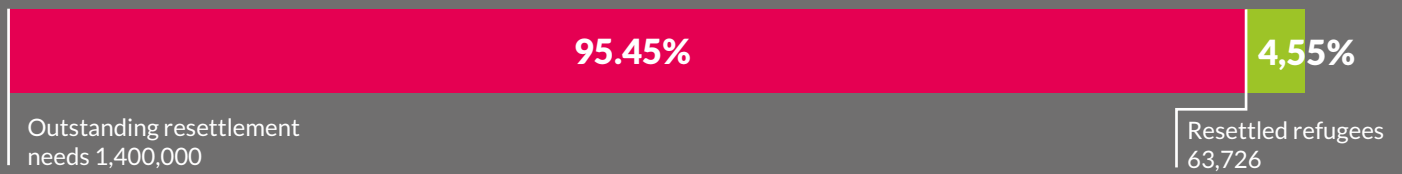
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FINANCIAL ACCOUNTABILITY AND OVERSIGHT

ORGANIZATIONAL COMMITMENT

UNHCR'S PROGRAMMES ARE CARRIED OUT IN AN ENVIRONMENT OF SOUND FINANCIAL ACCOUNTABILITY AND ADEQUATE OVERSIGHT

RESULTS AND ACTIONS

KEY AREA:

Financial management and reporting are strengthened at UNHCR Headquarters and in the field through streamlined and enhanced systems, with effective guidance on financial controls provided and applied

To safeguard and to maintain the sound financial management, UNHCR consistently pursued avenues to simplify and to streamline administrative processes. To pilot and scale up digital capabilities, UNHCR led and launched the United Nations Digital Solutions Centre in cooperation with the World Food Programme and the United Nations International Computing Centre. UNHCR organized a consultative session among six United Nations agencies and the Secretariat to explore collaboration possibilities for travel solutions; and to consolidate contract Travel Management Companies and the use Online Booking Tools policies including data collection and analysis.

An electronic self-certification within UNHCR's Management System Renewal Project (MSRP): Travel and Expenses Module was deployed worldwide and resulted in a substantial increase of the compliance in the submission of travel certifications and claims.

In preparation for the regionalization, a workshop for new regional financial management teams was conducted, helping them to frame their new roles and responsibilities. The framework for the Asset Management Board was updated, reflecting increased authority and responsibilities delegated to the new regional management structures. In the context of regionalisation and decentralisation, UNHCR revised and issued administrative instructions on Rules and Procedures of Committee on Contracts in Headquarters and the field.

UNHCR's first Statement of Internal Control was rolled out for the UNHCR Representatives and Directors of administrative support divisions. Also, support and coordination were provided to the closure of more than 50 per cent of external audit recommendations provided to the UNHCR. Some 50 funding and administrative agreements were reviewed and cleared; advice to donor review and verifications missions were provided; some 350 donor financial reports were verified and approved; the Finance Manual was revised and six new financial policies and instructions were issued. Project on the process mapping of eight key business processes in the area of administration and support was initiated.

KEY AREA:

Accounts are recorded in full compliance with IPSAS and UNHCR endeavours to benefit from the standards to the maximum extent

Best practices were applied in financial reporting, laying the foundations for transparency and the judicious stewardship of UNHCR's resources. International Public Sector Accounting Standards (IPSAS) - compliant financial statements were published for 2019. Reflecting on the on-going efforts to rationalize and streamline financial processes, UNHCR initiated a rationalization through increased automation of payments using robotic automation methodologies.

KEY AREA:

Cash-based interventions (CBIs) are supported by a robust financial control framework and business processes that are embedded in the delivery system

DFAM supported the roll-out of a CBI financial policy, with CBI accounting for US$ 646 million in 2019. DFAM equally implemented bank integration to Financial Service Providers and Financial Gateway for banking relationships.

KEY AREA:

Partnership arrangements are simplified and harmonized in collaboration with stakeholders, including other United Nations entities, and the share of resources entrusted to local partners is increased

UNHCR continued to review and to improve different components of the Framework for Implementing with Partners. In early 2019, revised policies and guidance to simplify and to harmonize processes with other United Nations Agencies and further empower partners were issued. UNHCR issued a new policy concerning Programme Integrity Capacity and Support Costs which provides more flexibility to International non-governmental organizations to meet overheads and indirect costs; and which also provides National non-governmental organizations an opportunity for the first time to receive flexible funding in support of overheads and indirect costs. Reporting formats were simplified and harmonized with other Agencies. Further improvements and investments were made in the United Nations Partner Portal in coordination with other United Nations Agencies. In the latter half of 2019, UNHCR commenced a consultative exercise to assess the Framework for Implementing with Partners, which will continue into 2020.
The Pilot project for Vendor Screening using Robotic Process Automation (RPA) was used as the basis for developing an Inter-Agency product in partnership with the World Food Programme and the United Nations International Computing Centre and is now fully operational.

KEY AREA:

UNHCR and partners manage and use data and information, following a principled, systemized and collaborative approach to enable evidenced-based actions, programme design and resourcing decisions for quality protection outcomes

The International Aid Transparency Initiative (IATI) project was completed through the roll out of an automated publishing solution. UNHCR is now an established publisher ranked at the top of the list of over 1,000 publishing organizations. UNHCR provided its input to the Chief Executive Board's collection exercise, for the first time in compliance with the new United Nations Data Cube Standard. The Standard establishes a framework for reporting comparable financial data across all United Nations entities. The transition to reporting in accordance

with the standard has been deemed successful. Going forward, United Nations entities will continue to collaborate, following a roadmap that is aimed to improve reporting, particularly in respect to the sustainable development goals and the Geographic Location Standards, as they have proven to be those presenting the most technical challenges. UNHCR will contribute to this joint effort.

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INTERNATIONAL PROTECTION

ORGANIZATIONAL COMMITMENT

UNHCR'S OPERATIONS DELIVER QUALITY PROTECTION AND FACILITATE SOLUTIONS FOR PERSONS OF CONCERN AND EFFECTIVELY ADVOCATE FOR THEIR RIGHTS

RESULTS AND ACTIONS

KEY AREA:

Global protection and solutions capacity and response are strengthened through direct operational support, enhanced monitoring and partnerships

UNHCR continued to support States and to collaborate closely with partners to operationalize protection.

The Asylum Capacity Support Group mechanism, launched at the Global Refugee Forum (GRF), was a catalyst for action with more than 50 States pledging to strengthen their own asylum systems or to extend support to other States to do so. UNHCR provided guidance and practical tools to encourage compliance with international standards and to facilitate the engagement of a wide range of stakeholders. Further, UNHCR completed the review and update of its "2003 Procedural Standards for Refugee Status Determination (RSD) under UNHCR's Mandate" and rolled out the new RSD learning programme, along with the proGres v4 (UNHCR's web-based registration and case management database) in 28 country operations.

Work on critical issues in the realm of child protection was undertaken. While the number of unaccompanied and separated children in need of protection has continued to increase, the number of best interest assessments that were undertaken decreased (from 65,561 in 2017 to 55,769 in 2019). This negative trend is primarily due to lack of staffing and comprehensive programmes for identification and

referral of separated and unaccompanied children. UNHCR funded 18 youth-led projects in 16 countries under the Youth Initiative Fund, and at the GRF prompted 36 pledges related to child protection and youth empowerment to achieve the better inclusion of refugee children in national child protection and birth registration systems, as well as for ending child detention and ensuring family unity.

Education is a critical component of child protection. UNHCR maintained its leadership of the inter-agency Accelerated Education Working Group (AEWG) by strengthening strategic partnerships under the humanitarian and development nexus and by working with governments and key stakeholders to improve programme quality for both refugees and host communities. This included accelerated education standards at national level in Kenya, Pakistan and Uganda; a global mapping of Accelerated Education Programmes (AEPs) in 51 countries; the development of an Accelerated Education Monitoring and Evaluation Toolkit; and advocacy with donors to support accelerated education.

Sexual and Gender-Based Violence (SGBV) prevention, risk mitigation and response were expanded from the outset of emergencies, particularly through the Safe from the Start initiative, with the deployment of Senior SGBV staff in 11 operations, 6 of which focussed on internally displaced operations. UNHCR worked with both national and local partners to ensure that quality case management systems, referral pathways and SGBV services were in place. The direct involvement of communities in SGBV prevention and protection of survivors was improved in 24 refugee situations, as well as in seven involving internally displaced persons, and three involving returnees.

To ensure effective access to basic services, namely in the water sanitation and hygiene sector, a smart monitoring technology was piloted in Iraq, Kenya, Rwanda, Uganda, and the United Republic of Tanzania, allowing UNHCR and partners to maintain adequate standards in water trucking, water distribution networks, water levels in boreholes, and water quality. Moreover, through the technical support provided to field focal points, livelihood programmes from 55 partner projects were monitored in 29 countries in terms of persons of concern's employment, income and savings, as well as their access to human, social and financial assets. Energy programmes were monitored in 9 countries for 14 partner projects,

focusing on fuel-efficient cookstove utilization, fuel consumption, fuel and lighting expenditures, and perception of safety at night.

KEY AREA:

The promotion of gender equality is enhanced and accountability to persons of concern is reinforced at global and operational levels

In 2019, 56 per cent of relevant situations had either improved or maintained the percentage of female participants in leadership and management structures; and gender equality was supported with the establishment of women's committees and with trainings offered to female participants. In Burkina Faso, Jordan, Uganda and Yemen, day-care in camps and community centres allowed mothers to continue their studies and to pursue livelihood opportunities and community activities.

UNHCR also documented and shared promising practices across operations and released a gender equality toolkit. A gender equality audit of the GRF, led by refugee women, focused attention on the challenges posed by gender inequality.

UNHCR monitoring of cash assistance highlights that cash assistance can render women and girls less vulnerable to sexual exploitation and to harmful coping mechanisms, and can have a positive impact on intra household relations. In 2019, UNHCR provided cash in more than 100 countries.

To reinforce the key role of communities and the effective inclusion of age, gender and diversity considerations, UNHCR strengthened its framework for accountability to affected people and actively contributed to the development of the United Nations Disability Inclusion Strategy and relevant Inter-Agency Standing Committee guidelines.

Despite progresses in the inclusion of lesbian, gay, bisexual, transgender, intersex and other sexuality, sex and gender diverse (LGBTI+) refugees, internally displaced persons, stateless persons and returnees continued to experience discrimination and abuse. To counter this, partnerships with global, regional and national LGBTI+ stakeholders were established or strengthened through regional consultations, and for a better understanding of relevant needs and protection risks. Significant investments were made in capacity-building and training for staff, partners, asylum officers and service providers. A notable example of these efforts is UNHCR's learning programme on working with LGBTI+ persons in forced

displacement, which was organized for 50 participants focussing on East Africa.

UNHCR's efforts to foster meaningful participation of persons of concern through community-based approaches included supporting community action plans, building leadership and project management skills, diversifying communication and outreach channels, and strengthening community self-management and self-protection structures. In 33 operations, it was reported that there was a higher percentage of implemented programme priorities identified by community members; and in 29 operations a higher percentage of people of concern represented in leadership management structures. UNHCR's capacity at country level was also supported through the community-based protection learning programme - which targeted 75 participants; and in November 2019 a community-based protection online training module was also launched.

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PROTECTION AND SOLUTIONS

ORGANIZATIONAL COMMITMENT

UNHCR FACILITATES EFFECTIVE RESPONSES TO FORCED DISPLACEMENT AND STATELESSNESS THROUGH STRENGTHENED PROTECTION AND SOLUTIONS FRAMEWORKS, ADVOCACY AND OPERATIONAL PARTNERSHIPS AND THE PROMOTION OF INCLUSION IN NATIONAL SYSTEMS

RESULTS AND ACTIONS

KEY AREA:

National, regional and global protection frameworks and capacities are strengthened through the effective implementation of supervisory responsibility and advocacy, and in close collaboration with States and other relevant actors, including international development and peacebuilding entities

UNHCR continued to engage with States and partners to improve the quality of the global protection response. UNHCR provided expert advice and support, issued authoritative legal guidance, cooperated with the judiciary and the legal community, and provided tailored advice and comments on legislation and policy on international protection, statelessness and durable solutions.

In 2019, UNHCR issued detailed comments on law

and policy proposals in 24 countries, 16 States adopted new laws or legislative changes to improve refugee rights; and with UNHCR's support, 11 countries developed national frameworks on internal displacement. Strategic litigation was conducted in 10 jurisdictions by advising on international refugee and human rights law interpretations in 17 cases.

UNHCR contributed to six Universal Periodic Review sessions through 25 standalone, country specific submissions, resulting in concrete recommendations from States to improve the rights of persons of concern. Other major achievements in engaging with human rights processes included collaboration with Special Rapporteurs to advocate for improving asylum systems in registration, legal aid, reception and freedom of movement. UNHCR also provided targeted support to field staff on human rights engagement queries (on average 20 requests per month) and established an interactive community of practice with monthly thematic webinars.

UNHCR's Global Strategy – Beyond Detention 2014-2019 came to a formal conclusion at the end of the year, however, UNHCR continued to pursue its key goals (ending child detention, advocating for alternatives to detention for asylum seekers and for detention conditions to be in line with international standards) to uphold its commitment to refugee protection. Developing and strengthening a wide range of partnerships was crucial in implementing the Strategy. At a global level, this included the renewal of the Memorandum of Understanding with the International Detention Coalition (IDC). In addition, UNHCR assumed co-leadership with IDC and the United Nations Children's Fund, of the Working Group on Alternatives to Detention (an umbrella of the United Nations Network on Migration), aiming to consolidate good practices, common positions and guidelines, as well as to establish a government peer-learning platform on developing alternatives to migration detention.

In line with its protection mandate and the analysis that disasters are expected to increase due to global warming, both in frequency and intensity, UNHCR continued its work on legal and normative developments on international protection for people displaced in the context of climate change and disasters. In particular, UNHCR was active in the State-led Platform on Disaster Displacement and the Task Force on Displacement under the United Nations Framework Convention on Climate Change.

UNHCR's enhanced cooperation with development partners sought to improve the resilience and self-reliance of refugee and host communities, by ensuring their inclusion into nationally provided services. Both the World Bank Group and the Inter-American Development Bank have pledged significant financial and technical assistance to support national efforts to include refugees and other displaced persons into public services and national development programmes. UNHCR and the International Labour Organization (ILO) collaborated to strengthen refugee inclusion in national social protection and health systems including in Rwanda where 12,000 refugees were enrolled in the national health insurance scheme. The ILO also called for the monitoring and follow-up of child labour cases among displaced and host populations in the Syrian Arab Republic. UNHCR and ILO also jointly supported the Inter-governmental Authority on Development on the adoption of the Kampala Declaration on jobs, livelihoods and self-reliance for refugees, returnees and host communities. UNHCR additionally supported the Inter-governmental Authority on Development with the development of Decent Work for Refugees Guidelines and with training sessions on market-based livelihoods and access to decent work.

UNHCR remained committed to refugees, internally displaced persons and host communities with accessing health services. In 2019, the Agency supported access to primary health care, including sexual and reproductive health and nutrition services, in 46 countries. For instance, with the support of UNHCR, Iran continued to provide access to 90,000 refugees though their national health insurance, while seeking to increase the enrolment of the most vulnerable.

KEY AREA:

Protection of displaced and stateless people is strengthened, and pathways to solutions are expanded, through new partnership arrangements, support to strengthen national systems and institutions, and implementation of comprehensive responses

In October 2019, the principle of responsibility-sharing in the provision of protection and solutions also underpinned the High-Level Segment on Statelessness at the Executive Committee. At the half-way mark of the #iBelong Campaign (2014-2024), States committed to reinforce action to identify, prevent and to reduce statelessness. Kenya, Rwanda,

South Sudan and Uganda committed to adopt national action plans to end statelessness by 2024. Additionally, the International Conference of the Great Lakes Region (ICGLR) Secretariat pledged to support the adoption of an action plan on the eradication of statelessness and to steer the development of a regional policy on birth registration to prevent statelessness. In 2019, 81,074 individuals who were formerly stateless acquired nationality or had their nationality confirmed, compared to 37,100 at the start of the #iBelong Campaign; and with technical support from UNHCR, 13 States reformed their national laws, policies and procedures to close gaps leading to statelessness.

An updated policy on UNHCR's Engagement in Situations of Internal Displacement, released in September 2019, reinforces the clarity and predictability of UNHCR's contribution in coordinated humanitarian responses for the protection of internally displaced persons. UNHCR's stepped-up approach to internally displaced persons protection includes providing support to the Secretary General's High-Level Panel on Internal Displacement, as well as to regional institutions to promote the ratification and implementation of the Kampala Convention with three more States acceding in 2019.

As the Protection lead, UNHCR coordinated the development of a five-year strategic framework for the Global Protection Cluster (GPC). The GPC also reviewed the Humanitarian Country Team protection strategies in Afghanistan, Ethiopia, Libya, the State of Palestine, Sudan, Syrian Arab Republic to support protection mainstreaming and the humanitarian response plan, while it addressed protection concerns through its community of practice platform. To build the capacity of field protection clusters and protection actors, the GPC organized a training of trainers on law and policy on internal displacement with participants from the Democratic Republic of the Congo, Equatorial Guinea, Malawi, Mozambique, South Africa and Zimbabwe. The GPC Task Team on Anti-Trafficking conducted workshops with protection actors in Myanmar, Nigeria, South Sudan, Switzerland and Ukraine to sensitize responders on integrating anti-trafficking action into protection work.

Following the launch of the Three-year Strategy on Resettlement and Complementary Pathways in May 2019, UNHCR has worked with States and partners for its effective implementation. In 2019, the target of resettling 60,000 refugees was surpassed by more

than 3,000, a modest increase from 2018. The GCR recognized that complementary pathways - including the admission of refugees for employment, or for educational or family reunification purposes - can facilitate access to protection and solutions and can serve as an expression of solidarity with host countries and communities. UNHCR thus maintained and enhanced external partnerships on complementary pathways, including with Talent Beyond Boundaries, the International Labour Organization, World University Service of Canada (WUSC) and the Organisation for Economic Co-operation and Development.

UNHCR engaged with the United Nations Network on Migration, as a member of its executive committee, to support Member States' implementation of the Global Compact for Safe, Orderly and Regular Migration. UNHCR provided guidance on how the Global Compact on Refugees could be applicable to situations of mixed movements. Across the Central and West Mediterranean, UNHCR cooperated with more than 15 States of origin, transit and destination in sub-Saharan and North Africa to strengthen presence, protection and solutions, including resettlement opportunities for persons of concern on the move. A key part of UNHCR's strategic response is the use of resettlement, and in the case of Libya, humanitarian evacuations (to Italy, Niger, Romania and Rwanda) of individuals in need of international protection was granted through Emergency Transit Mechanisms or Emergency Transit Centres. In total 2,029 refugees were evacuated from Libya in 2019: 393 to Italy, 878 to Niger, 452 to Romania and 306 to Rwanda. UNHCR also strengthened access to family reunification activities for children at risk through the pilot project "Live, Learn and Participate", where 597 cases were identified in Ethiopia, Egypt, Libya and Sudan, 129 of which were formally assessed and 64 referred for legal services.

Moreover, UNHCR, in partnership with concerned States and a wide range of other actors, launched or advanced three support platforms to reinforce existing regional refugee responses: the Comprehensive Refugee Response Framework for Central America and Mexico (the MIRPS); the Intergovernmental Authority on Development Support Platform in the East and Horn of Africa and the Solutions Strategy for Afghan Refugees.

UNHCR worked with governments and key humanitarian and development partners to ensure

sustainable conditions for the reintegration of returnees and internally displaced persons. In Afghanistan, 15 priority areas of return were selected based on government planning, the number of returnees and the protection needs of communities. UNHCR projects supported 334,028 people (around a third of the total population in priority areas) with cash and in-kind assistance, shelter, education and skills training, entrepreneurial support, quick-impact livelihoods projects and public infrastructure.

The World Bank and UNHCR completed studies on comparable socioeconomic data of both nationals and refugees in Chad, Niger and Uganda and finalized a socioeconomic study comparing the Shona, a stateless population in Kenya, with citizens. The analysis from this data informs programming and policy, and it provides evidence to work in a more informed way with host governments, development and other partners.

Civil registration, documentation and legal stay options for refugee integration was a focus in several countries. In Zambia, UNHCR advocated for issuing residence permits for 10,000 former Angolan refugees and 4,000 former Rwandan refugees. Namibia also began formalizing the residency and inclusion of former Angolan refugees. In Gambia and Guinea Bissau, more than 5,000 refugees were granted citizenship in 2019.

With the International Organization for Migration, Organization for Economic Co-operation and Development and The United Nations Conference on Trade and Development, UNHCR organized 14 employment and entrepreneurship forums engaging the private sector, governments, non-governmental organizations and refugee communities in Argentina, Brazil, Chile, Costa Rica, Ecuador, Estonia, Ghana, Italy, Mozambique, Pakistan, Panama and Ukraine to promote and to advocate for refugees' access to entrepreneurship and employment opportunities.

Regarding cash-based intervention, UNHCR partnered with the United Nations Children's Fund, World Food Programme, and the United Nations Office for the Coordination of Humanitarian Affairs on delivering common cash systems to vulnerable populations under the Common Cash Statement which was rolled out to seven priority countries.

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USE OF DATA AND INFORMATION

ORGANIZATIONAL COMMITMENT

UNHCR FACILITATES RESPONSIBLE AND COMPREHENSIVE USE OF DATA AND INFORMATION FOR DECISION-MAKING AND ADVOCACY, INCLUDING BY PARTNERS AND PERSONS OF CONCERN

RESULTS AND ACTIONS

KEY AREA:

UNHCR and partners manage and use data and information, following a principled, systemized and collaborative approach to enable evidenced-based actions, programme design and resourcing decisions for quality protection outcomes

UNHCR continued to co-host the Joint Internally Displaced Persons Profiling Service (JIPS), promoting the improved use and coordination of data on internally displaced persons and other displaced populations, particularly in relation to assessing the achievement of durable solutions and the establishment of standards for internally displaced population statistics. JIPS continued to raise the profile of the importance of the responsible use of data for displaced communities, as well as provide technical innovations for working with displacement data.

UNHCR, together with the International Organization for Migration and the United Nations Office for the Coordination of Humanitarian Affairs, developed the Grand Bargain Principles for Coordinated Needs Assessment Ethos document. The Ethos states the shared values, principles and ethical behaviour within

the work of coordinated needs assessment and analysis in humanitarian situations. This is a significant contribution for more effective and efficient responses in a humanitarian crisis; and it defines clear and articulated commitment between all actors, and promotes the sharing of data and analysis between humanitarian, development agencies and donors.

UNHCR continued to contribute significantly to the work of the Joint Inter-Sectoral Analysis Group established to strengthen inter-sectoral analysis by providing technical inputs to the various activities and outputs, and by providing practical knowledge of operations to help tailor realistic approaches given field realities. This included a technical review of the methodology of composite disaster risk and severity indices which provides robust means of understanding the impact of conditions in radically diverse situations on people; and enhances effective decision making on resources and response design.

UNHCR and the World Food Programme (WFP) used the provisions of the UNHCR-WFP Joint Data Sharing Addendum in at least five countries to facilitate improved data sharing and coordinated response between the two organizations. This is further supported by the commitment of the donors to support a joint targeting hub between the agencies.

Some 20 operations were supported through nine on-site technical field support missions on topics such as population data, protection monitoring, needs assessment, data analysis, shelter site planning and camp mapping, and statelessness statistics. As part of the strategic vision to enhance use of communications technology and to build field capacities, the majority of technical support to field operations was done remotely. Some 72 operations received remote support on data and information management, statistics, geographical information systems, mapping, data portals, surveys, analysis and visualization.

An example of coordinated support was the joint work done by UNHCR experts, the Joint Data Center and the operation in Kenya for a socioeconomic and registration study of stateless Shona population. Advocacy efforts supported by the findings led to significant progress in the government's registration and legislation of the stateless population, for example by providing birth certificates to 600 Shona children. In 2019, an operational review of Age Gender Diversity data practices in UNHCR field operations and with implementing partners, showed the

increasing use of disaggregated data for programming in the field. However, the study also demonstrated the importance of international standards for data management and provided key recommendations on data structures and processes.

Information and analysis on the situation of refugees and other persons of concern is made available to support their inclusion in international and national development frameworks

UNHCR-World Bank Joint Data Center on Forced Displacement was launched in 2019. This collaboration, will raise the quality and availability of global data on forced displacement, including on the socioeconomic situation of the displaced and their host communities. The Expert Group on Refugee and Internally Displaced Persons Statistics (EGRIS), part of the United Nations Statistical Commission, finalized the International recommendations on Internally Displaced Persons Statistics. This work complements the International Recommendations on Refugee Statistics, adopted by the United Nations in 2018. Guidance on how to implement the recommendations for member states was also developed by EGRIS. The recommendations are the first international set of standards for refugee and internally displaced data; and provide a foundation for displaced persons data in national statistical institutions and systems - a prerequisite for the integration of this population into national planning.

In October 2019, the United Nations Statistical Commission Expert Group agreed to the inclusion of an indicator dedicated to refugees in the Agenda 2030 Indicator Framework. (Indicator 10.7.4). This is a result of the increased recognition of the relevance of refugees and forced displacement as a development concern.

UNHCR kicked off the strategic partnership with the United Nations Children's Fund and the International Organization for Migration through the "Children on the Move" initiative, which aims to improve government and national line ministries data and capacity for data collection and analysis of displaced and stateless children.
UNHCR launched the UNHCR Microdata Library (MDL), to make microdata of refugees and other displaced populations openly available. This is supported by an internal initiative to curate new and historical data from UNHCR operations. In 2019, 106

datasets from 26 countries were processed within a raw internal data library, with about half anonymized to facilitate onward and external sharing, including through the UNHCR Microdata Library.

In 2019, UNHCR developed "eSite", a new platform that uses location as the main organizer of data, and pulls information from different systems and sources including open data sources, to enable comprehensive and multisector site-level analysis. This project was supported by ERSI as well as CartoNG. UNHCR continued to maintain and to further develop the Operational Data Portal, with 725,000 visitors in 2019 - a 20 per cent increase compared to 2018. The Operational Data Portal remains a service provided to support the sharing and dissemination of operational data by UNHCR and its partners.

UNHCR maintained and further developed KoBo Toolbox, with 7,795 users, over 9,900 data collection projects, and over 8.1 million records - a 76 per cent increase in records compared to 2018. Kobo was adopted as the standard for UNHCR mobile data collection, and UNHCR reiterated its commitment to participate in the maintenance of this inter-agency project, in coordination with the Harvard Humanitarian Initiative, United Nations Office for the Coordination of Humanitarian Affairs and the World Bank, among others.

KEY AREA:

Data and information management approaches, including storing and sharing of personal data, respect protection practices and privacy concerns

UNHCR released the UNHCR Data Transformation Strategy 2020-2025, which sets the vision, priorities, and key actions to strengthen UNHCR's role as a data-informed organization and a centre of excellence for refugee, statelessness and forced displacement data. UNHCR significantly contributed to the United Nations-wide data strategies, including the Data Roadmap with statisticians and data staff from United Nations organizations.

UNHCR continued to co-lead the Protection Information Management Initiative, and delivered key guidance on protection and monitoring as well as training, including in the context of field Protection Clusters and refugee responses. In December 2019, UNHCR organized the Expert Group Meeting on Statistics on Statelessness, in Bangkok, to launch the Expert Group on Statelessness Statistics. The Groupworks on providing guidance to support official statistics on statelessness, and to build national statistical capacity. Leading participants included Governments, the United Nations Population Fund and United Nations Regional Commissions. This followed expert meetings on statelessness statistics held earlier in the year in New York and Ankara to initiate the work of the Technical Advisory Group.

UNHCR ensured an active engagement in the UNHCR Statistical Commission's Expert Group on Migration Statistics, to ensure the appropriate inclusion of displaced populations in national and international migration statistics, and within the upcoming revision of the International Recommendations for Migrations Statistics. Developed corporate guidance and standards on Population Data Management Approaches, covering the spectrum of population data methods and objectives from rough estimations to individual registration for all populations of concern to UNHCR.

Building the capacity of UNHCR staff and its partners on improved information and data management, and quality analysis for decision making, is an essential element of UNHCR's strategy. Some 300 colleagues were trained, including the regional trainings on information management and analysis, regional workshops on needs assessments to build capacity on multi-sectoral joint needs analysis and regional assessment and analysis strategies, on data curation, and tailored Protection Information Management trainings.

HUMANITARIAN COORDINATION

ORGANIZATIONAL COMMITMENT

UNHCR MAKES EFFECTIVE USE OF AND CONTRIBUTES TO IMPROVING HUMANITARIAN COORDINATION MECHANISMS

RESULTS AND ACTIONS

KEY AREA:

Effective leadership is established for cluster and inter-agency coordination at global and operational levels

The Global Shelter Cluster (GSC) is led by UNHCR in conflict situations and by the International Federation of Red Cross and Red Crescent Societies (IFRC) in natural disasters. In 2019, UNHCR led 15 of the 30 activated country level shelter clusters, and supported the coordination of 364 partners who received US$ 340 million to provide shelter and non-food items

support to 10 million people. This is 70 per cent of the total 14.2 million people supported by the 30 country-level clusters. The UNHCR GSC Support Team dedicated a total of 1,141 days to supporting country-level clusters including through three missions to the new clusters activated in Burkina Faso and Venezuela (Bolivarian Republic of).

UNHCR and IFRC as GSC co-leads hosted the annual GSC Coordination Workshop and GSC Meeting. The meeting brought together 166 practitioners from 65 different organizations representing 43 different countries including 20 of the 29 activated country-level shelter clusters. It was also attended by 10

government officials from Afghanistan, Cameroon, Central African Republic, Chad, Indonesia, Nigeria, and Somalia. UNHCR's GSC team continued its Capacity Building Strategy in partnership with IFRC. Two cohorts of the Humanitarian Shelter Coordination Training were delivered to 46 current and potential members of field shelter cluster coordination teams (16 of which were UNHCR staff). The GSC team also worked on developing the content of the residential component of the Inter-Agency Coordination Learning Programme, with two cohorts finalizing the learning programme in June 2019.

The GSC in partnership with IMPACT Initiatives and UNHCR's Water Hygiene and Sanitation (WASH) Section, focused on the use of data to improve humanitarian coordination. This project sought to establish a better evidence base for shelter interventions via the provision of surge assessment support to country-level clusters in Syrian Arab Republic and Venezuela (Bolivarian Republic of). It also resulted in the development of case studies on best shelter practices in Iraq, Ukraine and Yemen; a tip sheet explaining the link between energy and housing; an explainer on area-based approaches, and the revision of the Coordination Toolkit - to include information management and assessment best practices to enhance operational shelter coordination at field level.

In tackling the problem of single use plastics in humanitarian responses, the GSC's Strategic Advisory Group published a statement calling for all shelter and settlement implementing agencies to eliminate the use of all plastic except essential plastic packaging for relief items. The GSC support team guided the work of seven GSG Working Groups (WG). Key highlights include: The partnership between the Cash WG and the WASH Cluster's Cash and Markets WG to host a workshop focused on improving market-based programming; and the Cash WG's publication of a glossary to explain common cash terminology to shelter practitioners and what the terms mean for quality shelter and cash programming. Another highlight included the Urban Settlements WG's completion of a compendium of case studies on area-based approaches.

In May 2019, the 2017-2018 edition of Shelter Projects was published including case studies across a range of conflict and natural disaster contexts. In cooperation with the IFRC, UNHCR's Global Shelter Cluster team manages the twitter handle

@ShelterCluster. The account gained 394 followers in 2019, taking the total number of followers to 3,250. UNHCR continued to develop and manage www.sheltercluster.org which is a widely used resource for all shelter practitioners in the field. New features include online factsheets, survey functions for facilitating data collection, and ability to use the Shelter Cluster application offline to access resources from the website while in the field.

The Global Protection Cluster (GPC): In 2019, UNHCR led 23 of the 24 activated country-level protection clusters, in addition to leading protection working groups in eight other internally displaced persons inter-agency protection coordination mechanisms worldwide. Five national protection clusters are co-led with a government counterpart or a United Nations organization, with 15 or more co-facilitated by international non-governmental organizations—including the Danish Refugee Council, the Norway Refugee Council (NRC) and the International Rescue Committee. The Global Protection Cluster (GPC) works closely with the United Nations Children's Fund, United Nations Population Fund, United Nations Mine Action Service, and the NRC in areas of child protection, gender-based-violence, housing, land and property and mine action.

In response to an internal review of its the humanitarian development peace nexus, the GPC elected a new Strategic Advisory Group (SAG) in 2019 and developed a new Strategic Framework - to ensure strong governance and the representation of local actors. The new SAG is co-led by an international non-governmental organizations and is composed of local actors and development partners. The Strategic Framework, "Protection in a Climate of Change" sets out the GPC's commitments and areas of focus for the next five years; focusing on effective coordination capacities, timely and evidence-based protection analysis to support decision making, accountability to affected populations, support to localization, collective protection outcomes through strategic partnerships with non-protection actors, durable solutions, and adaptability to an ever-shifting operational environment including climate change, pandemics and artificial intelligence.

The GPC remained strongly invested in providing operational support to the field, which is reflected in the functions of its Operations Cell. Its work in 2019 included providing support to the development of

Humanitarian Country Team (HCT) protection strategies, guiding coordination, supporting advocacy efforts, advising on the design and implementation of programmes and capacity-building of national protection clusters through training and technical support missions. In 2019, a total of 16 field missions and training workshops were undertaken by the GPC and its task teams in support of the cluster operations and staff in Burkina Faso, Ethiopia, Hungary, Italy, Myanmar, Nigeria, Palestine, Senegal, South Africa, South Sudan, Syrian Arab Republic, Ukraine and Venezuela (Bolivarian Republic of). Field support also continued through the Help Desk function, the on-line GPC Community of Practice, trainings, technical advice, guidance on the humanitarian programme cycle, country-specific briefings, thematic roundtables that focused on the "Use of data to promote age, gender and diversity mainstreaming" and a second roundtable organized with NRC and the non-governmental organization Geneva Call on "Operating in violent extremism and counter-terrorism environments." In addition to the roundtables, three webinars with participants were jointly organized with The International Association of Professionals in Humanitarian Assistance and Protection on: 'Climate preparedness and community-based protection", "Coordination and collaboration with the GPC" and "The future of protection in the humanitarian, development, peace and security nexus." Throughout 2019, the GPC continued to support field operations in the development and review of HCT protection strategies. In 2019, field protection clusters mainly in Libya, Myanmar, Palestine, Sudan, Ukraine and Yemen either developed or revised their respective HCT protection strategies. The GPC supported operations in Libya and Palestine in the development and roll out of their HCT strategies and the Syrian Arab Republic operation on protection mainstreaming across the humanitarian response. The GPC operations cell provided remote support including technical advice good practices and review of HCT strategies to Afghanistan, Ethiopia, Libya, Palestine, the Sudan and Syrian Arab Republic.

The GPC prepared annual centrality of protection reviews in 2016, 2017, and 2018, and each review has included an overall reflection on the progress of centrality of protection at global and country levels using a range of country case studies. Building on the experiences of these previous reports, the GPC will also review the state of centrality of protection. This longer-term vision reflects the GPC's five year Strategic Framework which emphasizes the role of the

GPC to promote the centrality of protection through its five priorities. The GPC also continues to improve information management, in support of evidence-based responses, through surge capacity and enhanced tools. Improvements were also made to the GPC website (globalprotectioncluster.org) to ensure that this platform best serves country-level clusters.

The Global Camp Coordination and Camp Management (CCCM) cluster: UNHCR leads six national CCCM clusters, and co-leads with the International Organization for Migration an addition four national CCCM clusters (and one with ACTED and the International Organization for Migration as a trio). Four national clusters are joint CCCM/Shelter Clusters and one sector is under the National Protection Cluster.

The UNHCR CCCM Unit carried out seven rapid deployment missions to field operations in Burkina Faso, Chad, Columbia, Democratic Republic of Congo, Venezuela (Bolivarian Republic of) and Yemen. These were aimed at strategy development, technical support, filling in vacant positions until recruitment completion and capacity building. The team also furthered policy initiatives, information management, capacity building and supported operations through a task dedicated missions to Bangladesh, Burkina Faso, Ethiopia, Jordan, Nigeria, and the Sudan.

The Global CCCM Cluster produced four Case Study Chapters focusing on best practices and lessons learned from around the world. The case studies discuss initiatives to harmonize activities and working tools among a high number of sites, mentorship programmes, mobile CCCM teams' activities as well as examples of how the CCCM area-based approach can be operationalised. This has contributed to ongoing efforts aiming to ensure a coherent CCCM response that promotes accountability, community ownership, durable solutions and strong partnerships with partners and local authorities.

The Global Camp Coordination and Camp Management Cluster (GCCCMC) held its annual meeting of the cluster coordinators, information management officers and other CCCM practitioners, including programme managers, camp managers, donors, national and local authorities, and humanitarian actors, all representing 28 country operations. The focus of the annual meeting was on presenting latest developments relevant for the sector, while also advancing the sustainability and

energy agenda. The underlying objective of the retreat was to gather suggestions for actions that contribute to localisation of the CCCM response in each of the presented areas. Spawning out of the consultations during the 2019 Annual Meeting (and previous), the Global CCCM Cluster Strategic Advisory Group approved the formation of four working groups. More information can be found on the Global CCCM Cluster [website](#).

The Global CCCM Cluster has explicitly incorporated area-based approaches and response into its Global Cluster Strategy 2017 - 2021 and the participants of the 2017 Annual Meeting recommended the creation of an Area-Based Working Group. The Working Group is formed by CCCM practitioners working in CCCM responses and members of the CCCM SAG. The working group aims to contribute to the wider humanitarian discourse and to develop tools, guidance and to create a platform for engagement and sharing of learnings for CCCM practitioners, humanitarian and interested actors. Since forming the Working Group one of the outcomes are the collection of current area-based CCCM case studies, which have been documented into an online publication and is available on the CCCM website.

Given the need for camp management in displacement settings around the world, the CCCM Cluster has set out to develop a series of Camp Management (CM) standards - a distillation of the growing body of updated tools and guidance on CCCM and its various thematic areas, in an attempt to translate the best practice in managing camps into a series of minimum standards. The development of CM standards is based on the premise that the right to life of individuals affected by humanitarian crisis can be expressed as the obligation to maximize their ability to access protection, services, and assistance through the vehicle of effective camp management. Effective and protective camp management depends on meaningful participation and legitimate governance; mobilized and accessible services and assistance; the mitigation of the risks of violence; and meaningful durable solutions.

The aim of the Capacity Development Working Group (CDWG) is to exchange views on adapting, delivering and improving operational capacity in CCCM

according to the Global CCCM Cluster mandate and 2017 - 2021 Strategy; which prioritizes the predictable, timely, effective and quality management and coordination of camps and camp-like settings inresponse to humanitarian crises.

The objective of the CDWG is to provide exchange between trainers on learning needs, and to share best approaches, new resources and tested methods with a focus on strengthening CCCM operational capacity, coordination and tools. In addition, the CDWG will be a forum for driving the CCCM Cluster to develop new capacity building initiatives, and to exchange information and knowledge in the area of CCCM learning initiatives.

The Participation and Displacement Working Group commenced in July 2019 and will last until July 2020, with the possibility of extension. The Working Group is composed of different CCCM actors and operational expert representatives from United Nations agencies and non-governmental organizations, who expressed their interest to actively participate and to contribute to the objectives of the working group.

The NRC renewed their partnership support for the deployment of a CCCM Mentorship and Capacity Building Officer. This partnership and joint funding (UNHCR supporting travel/visa costs and two months of salary) has enabled the Headquarter CCCM Unit to provide capacity building and mentorship for a number of operations and national authorities. CCCM training was also provided to UNHCR staff, partner staff and national authorities in Bangladesh, Burkina Faso, Ethiopia, Jordan and Sudan.

UNHCR facilitates and provides technical platforms for CCCM to coordinate inter-agency and cluster efforts in data collections (Kobo), analysis and dissemination. The CCCM cluster produces valuable information for camps and camps like settings that informs the gaps and response needs. Partnership with CartONG facilitates the design and development of OPSMAPS that are produced in Iraq, Somalia, Syrian Arab Republic, and soon to be launched in Nigeria. The data sharing agreements in place by UNHCR and the Data Protection Policy assists the CCCM in building and facilitating partnerships in the field with cluster partners, such as REACH and others.

PROGRAMME AND RESULTS-BASED MANAGEMENT

ORGANIZATIONAL COMMITMENT

UNHCR **MULTI-YEAR, MULTI-PARTNER PROTECTION AND SOLUTIONS STRATEGIES, SUPPORTED BY RESULTS BASED MANAGEMENT (RBM) APPROACHES**

RESULTS AND ACTIONS

KEY AREA:

Multi-year, multi-partner strategies are informed by improved joint needs assessments and are developed and implemented in consultation with key stakeholders, including national authorities, civil society, development partners and private sector representatives

The implementation of multi-year multi partner (MYMP) strategies in 22 operations[15] enabled UNHCR to continue applying comprehensive responses at country level, bringing comparative advantages to resolve protection and solution challenges in a sustainable way for people of concern. The lessons learnt from the exercise conducted in 2018 enabled the operations to change their processes to maximize the impact of sequencing activities over a longer duration. For instance in Cameroon, the Compact on

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[15] The operations are Algeria, Brazil, Cameroon, Chad, Colombia, Costa Rica, Djibouti, Ghana, Ethiopia, Ecuador, Kenya, Malawi, Mali, Mauritania, Mexico, Niger, Rwanda, Senegal, the United Republic of Tanzania, Uganda, Ukraine, and the Regional Office for Northern Europe.

Refugees was adopted as well as the five strategic objectives within the MYMP framework; and progress was noted concerning the inclusion of refugees in public systems (education and health) and access to certain private services (access to banking and financial services and the market through the conclusion of agreements with Crédit du Sahel and MaïsCam). Additionally, the operation continued to act as a catalyst for the materialization of the International Development Association grant between the World Bank and the Government of Cameroon in the context of refugees.

UNHCR MYMP programs have brought together development and humanitarian actors. In Djibouti, UNHCR advocated with development actors such as the Food Agricultural Organization and other United Nations agencies for the inclusion of refugees in their national programmes and in line with its strategy 2018-2022. Private sector partnerships and advocacy were strengthened to contribute to the socioeconomic advancement of refugees. In June 2019, an agreement was signed by United Nations Children's Fund, UNHCR and the European Union for European countries to support the inclusion of refugees in the national education system.

In Ethiopia, significant progress was achieved in the context of Intergovernmental Authority on Development commitments, most notably in education (Djibouti declaration), but also in livelihoods and durable solutions. The gradual inclusion of persons of concern in national services such as in education and water hygiene and sanitation is being achieved through various partnerships.

In Costa Rica, UNHCR continued the implementation of its agreement with the Welfare Agency (Mixed Institute for Social Aid IMAS), through the hiring of caseworkers to promote integration into state social welfare programs for the most vulnerable refugee families. These staff members conducted socioeconomic assessments and provided economic subsidies. The operation also signed an agreement with the Social Security Agency to provide funding to cover health insurance for 6,000 persons of concern for one year starting January 2020.

In Chad, UNHCR coordinated the first inter-agency Chad Réponse pour les Réfugiés, summarizing the needs of all refugees. It was launched together with the humanitarian response plan (HRP) during a humanitarian-development workshop in N'Djamena.

This reflects UNHCR's leading role in all refugee responses, according to the Refugee Coordination Model and its engagement through the Cluster System with internally displaced persons or with persons mixed situations, such as in the Lake Chad area.

In Colombia, UNHCR started an external evaluation of its work under the four-year plan with the Government, which is focused on internally displaced persons. The significant changes in context made it difficult to advance on handover strategies with State institutions, communities and other actors regarding internally displaced person protection and in prevention of displacement.

In Kenya, UNHCR worked with line ministries and the local government structures, that will absorb new responsibilities for inclusion. UNHCR has expanded partnerships with United Nations, all working with and supporting a whole government approach.

In Malawi, notable progress was made where the Government agreed to roll out the Comprehensive Refugee Response Framework (CRFF) with pledges made is to better incorporate refugees into national structures specifically in the areas of security, health and education.

In Mali, UNHCR widened its partnerships and strengthened its engagement at the peace humanitarian development nexus; and at the operational level collaborated with the International Labour Organization regarding the livelihood and self-reliance of refugees.

In Mexico, UNHCR pursued engagement with key stakeholders and private supporters. In particular this included networks of employers, the Chambers of Commerce and other relevant actors working towards the expansion of durable solutions and integration for persons of concern. In Rwanda, refugee inclusion and the CRRF received a major policy thrust as the Government made further pledges at the Global Refugee Forum to include refugees in health, education, livelihoods and the renewable energy sectors. Approximately 90 per cent of refugee students were integrated into the national education system. As of end 2019, all primary and secondary schools attended by refugee children followed the national curriculum and refugee students sat for national exams.

In Uganda, UNHCR continued its catalytic role to foster a multi-stakeholder and partnership approach and to strengthen its convening role aimed at mobilizing and coordinating support with development partners and the private sector regarding economic and social inclusion. UNHCR signed a memorandum of cooperation with the Swedish International Development Cooperation Agency to support the financial inclusion for refugees and host communities by providing incentives including technical assistance grants and loan guarantees to financial services.

In Ukraine, UNHCR strengthened cooperation with development actors, particularly the United Nations Development Programme and United States Agency for International Development, which began to deliver support in areas closer to the contact line. UNHCR shared information and facilitated visits to communities along the contact line; and joint meetings with communities contributed to common needs assessment. The State Youth Construction Fund of the Ministry of Regional Development advocated alongside UNHCR to expand internally displaced persons access to affordable housing where at least 785 internally displaced families benefited from the program. Additionally, the authorities piloted a low-interest loan program for internally displaced persons, which allowed 98 internally displaced families to purchase housing at a 3 per cent interest rate.

UNHCR further engaged holistically in the United Nations Country Common Country Assessment and United Nations Sustainable Development Cooperation Framework, including in government consultations, for the inclusion of persons of concern into these frameworks. The challenge for the future is to set up operational coordination between authorities, development actors and humanitarian actors so that the work is done in complementarity, according to mandate and according to comparative advantage.

Lessons learnt from the MYMP process have also been integral for the ongoing revision of UNHCR's RBM system, which will incorporate several key changes in operations management processes, including the introduction of multi-year strategic planning and results management processes. The future RBM system will empower UNHCR's field operations to develop, implement and to monitor multi-year, context-appropriate protection and solution strategies and plans for UNHCR and partners.

Lastly, through the Solutions Capital, UNHCR put forward a multi-year planning for five UNHCR operations (Costa Rica, Ecuador, Ghana, Kenya and Malawi) for three years from 2019 to 2021.

KEY AREA:

UNHCR's RBM systems support collaborative and evidence-based planning and monitoring

As one of the eight streams of UNHCR's institutional transformation, the RBM Renewal Project aims to revamp the organization's approach to RBM, enabling field operations to plan and manage for results according to their local situations and in tune with the United Nations system-wide and broader government plans, so as to provide and solicit support for people affected by displacement.

During the reporting year, the RBM Renewal Project achieved the following deliverables: The new results structure was endorsed. The structure of this new results framework aligns better with the model widely used by other United Nations agencies, and it maps UNHCR's areas of work to key SDGs. A set of Core Impact and Outcome Indicators was finalized and these indicators will become important pillars for the organization's global results reporting. Some of the core indicators are adaptations of those used in the Global Compact on Refugees and the SDGs.

The key features of the future operations management process have been developed. The process incorporates a multi-year strategic horizon with flexibility for field operations to choose their multi-year cycle. The new process also institutionalizes the joint process whereby UNHCR works with its partners to understand the context and situation of persons of concern, so as to develop theories of change and associated results chains. The model was reviewed and validated through consultations with the relevant Divisions, Bureaux and key operations. A new RBM software has been selected to replace UNHCR's current planning and budgeting tools called Focus and Hyperion. A preliminary analysis was also completed for integrating the future RBM tool with MSRP, UNHCR's enterprise resource planning system.

CASH ASSISTANCE

ORGANIZATIONAL COMMITMENT

PEOPLE OF CONCERN MEET THEIR NEEDS THROUGH THE USE OF CASH-BASED INTERVENTIONS (CBI)

RESULTS AND ACTIONS

KEY AREA:

Pursue the objective of common cash transfer arrangements with partners, in line with our policy and strategy

In line with its Grand Bargain commitment to double the provision of cash assistance, UNHCR has delivered some US$ 2.4 billion in cash assistance since 2016 in more than 100 countries therefore achieving its Grand Bargain commitment - with some US$ 645 million distributed in 2019 alone, a 13 per cent increase compared to 2018 planning figures and almost a 50 per cent increase since 2015

(US$ 325million). Cash assistance now exceeds in-kind assistance. The countries with the largest cash In line with its Grand Bargain commitment to double the provision of cash assistance, UNHCR has delivered some US$ 2.4 billion in cash assistance since 2016 in more than 100 countries therefore achieving its Grand Bargain commitment - with some US$ 645 million distributed in 2019 alone, a 13 per cent increase compared to 2018 planning figures and almost a 50 per cent increase since 2015 (UD$ 325 million). Cash assistance now exceeds in-kind assistance. The countries with the largest cash assistance in 2019 were: Afghanistan, Egypt, Greece, Iraq, Jordan, Lebanon, Mexico, Syrian Arab Republic, Turkey and Yemen.

UNHCR uses cash for a wide range of purposes including protection, basic needs, education, shelter, health, livelihoods and protection against winter conditions. Most of the cash (95 per cent) is multipurpose, meaning it is disbursed without restrictions, giving the choice to refugees and others of concern on how best to meet their own needs. Recent evaluations conducted on UNHCR's cash assistance demonstrate that cash prevents displaced people from resorting to negative coping strategies such as child labour, survival sex, early marriage or premature return to conflict zones. A major shift in mind-set was required by UNHCR to ensure the successful institutionalization of cash assistance. More than 1,000 people were trained on cash-based interventions in 2019, with a network of some 100 cash experts put in place across UNHCR's operations worldwide.

Pursuing collaborative cash delivery mechanisms to ensure efficiencies in aid remains a cornerstone of UNHCR's cash institutionalization strategy. UNHCR together with the World Food Programme (WFP), the United Nations Children's Fund (UNICEF) and the United Nations Office for the Coordination of Humanitarian Affairs has committed to increasing the use of common cash systems in country operations. The implementation builds on already existing good practices, such as LOUISE in Lebanon, the Common Cash Facility in Jordan and the Greece Cash Alliance. Among other achievements, UNHCR, UNICEF and WFP launched the Guidance for Collaborative Procurement for Humanitarian Cash Transfers and developed a minimum core data set for vulnerable populations. The latter was also endorsed by other partners, including the International Federation of Red Cross and Red Crescent Societies, the

International Organization for Migration and the Common Cash Delivery Platform. The United Nations Common Coding System is being implemented in seven priority countries - Afghanistan, Bangladesh, the Central African Republic, the Democratic Republic of the Congo, Ecuador, Niger and Yemen - which are making progress on joint transfer mechanisms and cash feasibility assessments, and joint post-distribution monitoring and systems interoperability. UNHCR and WFP are using the same transfer mechanism in more than 20 countries, such as ATM cards and mobile money.

KEY AREA:

Relevant systems, tools, skills and processes to implement and scale up CBI programmes

As part of UNHCR's corporate data eco-system PRIMES, UNHCR has developed CashAssist - a Cash Management System which ensures that cash transfers and assistance are made to refugees, internally displaced persons and others of concern in a timely, efficient and accurate manner; while avoiding duplication and minimizing fraud, and while ensuring financial management and compliance. By the end of 2019, CashAssist was rolled out in ten operations, with 72 additional operations planned in the coming two years. UNHCR has extended the development and use of CashAssist to the United Nations Children's Fund, a major contribution towards the implementation of common cash systems in operations. UNHCR has also enhanced accountability in its cash delivery activities by the use of biometrics through UNHCR's PRIMES Biometrics Information Management System (BIMS). UNHCR has also implemented a financial control framework and adjusted all internal systems to cash assistance to strengthen financial management and the accountability of cash assistance.

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EMERGENCY PREPAREDNESS AND RESPONSE

ORGANIZATIONAL COMMITMENT

UNHCR EFFECTIVELY PREPARES FOR AND RESPONDS TO EMERGENCIES

RESULTS AND ACTIONS

KEY AREA:

Active standby capacity is maintained and UNHCR and partner personnel, with appropriate leadership, coordination and protection skills, are available for immediate deployment to emergency operations

Overall, the pace of deployments decreased in 2019, compared to 2018, likely linked to the stabilization of large-scale emergency operations such as in Bangladesh and Uganda. In 2019, UNHCR facilitated a total of 269 deployments compared to 420 in 2018 (representing a 36 per cent decrease). This included,

167 (62 per cent) deployments through various UNHCR-internal rosters and resources and 102 (38per cent) external deployments by Emergency Standby Partners. This compares to 285 internal deployments and 135 external deployments in 2018.

The highest contributing Emergency Standby partners in 2019 were Norwegian Refugee Council (31 new deployments), Dutch Surge Support Water (14), Danish Refugee Council (13) Swedish Civil Contingency Agency (11), CANADEM (9) and the Swiss Agency for Development and Cooperation (8). At the end of 2019, the recorded annual in-kind

contribution by the Emergency Standby Partners stood at US$ 6.99 million compared to US$ 7.7 million in 2018. While only deployments of six months and longer are recorded, the real in-kind contribution of alldeployments (including those that are shorter than six months) by Emergency Standby Partners is estimated at close to US$ 9.1 million.

In 2019, UNHCR signed three Standby Agreements including one new partnership agreement with the Danish Emergency Management Agency, as well as two updated agreements with existing partners (Swedish Civil Contingency Agency and IrishAid). Furthermore, UNHCR signed Memorandums of Understanding foreseeing cooperation on emergency response with the Russian Ministry for Civil Defence, Emergencies and Elimination of Consequences of Natural Disasters as well as with Turkey's Disaster and Emergency Management Presidency.

The majority of staff were deployed to Africa (147) followed by the Americas region (66), Asia (22) and the Middle East and North Africa region (21). In total, 51 country operations received internal and external emergency deployments. The emergency operations that received the highest number of deployments in 2019 were Bangladesh, Burkina Faso, the Democratic Republic of the Congo, Colombia, Iraq, Mexico, Mozambique, Niger, Nigeria, South Africa, South Sudan, and Zimbabwe. Of the total deployments in 2019, 161 were done in support of UNHCR's refugee response (60 per cent), 103 (38 per cent) for internally displaced persons response, with the remaining 2 per cent roving. The majority of the deployments were sought for protection support, information management, coordination, followed by technical sectors (most notably for shelter and water hygiene and sanitation).

Most of the requests were filled through the Emergency Response Team (ERT) mechanism and corporate missions. In 2019, a total of 106 ERT roster members were trained in the three Workshops on Emergency Management supported by the Governments of Germany, Norway and Senegal; and the emergency deployments completed a total of 32,425 mission-days ("man-days") in the field to support UNHCR's response in 2019, compared to 51,687 in 2018.

Core relief items are stocked to provide emergency assistance for up to 600,000 persons and dispatched within 72 hours

UNHCR provided timely, cost-effective support when responding to new and ongoing emergencies, by dispatching US$ 30 million-worth of emergency core relief items from seven global stockpiles to 23 emergency-affected countries. The top five recipients of this assistance were the Democratic Republic of the Congo (900 tons), Ethiopia (500 tons), Nigeria (500 tons), South Sudan (500 tons) and Yemen (900 tons). Global stockpiles were used during eight emergency airlifts, fulfilling 122 requests, in 2019. In addition to the seven global stockpiles located in Accra, Amman, Copenhagen, Douala, Dubai, Nairobi and Kampala, an eighth stockpile in Panama City was established.

UNHCR's supply chain provided reliable and efficient service delivery to new and ongoing emergencies and field operations throughout 2019. By merging the procurement, supply and logistics teams, UNHCR developed a responsive, agile service that allowed for more efficient decision-making. This was important given UNHCR's newly-decentralized structures, and in a year when procurement requests increased from US$ 1.1 billion to US$ 1.14 billion, including US$ 803 million in the field and US$ 337 million in Headquarters. UNHCR also provided contract administration services for 296 global frame agreements with international suppliers for the supply of a wide range of relief items, supplies and services. To boost its supply and delivery capacity, UNHCR collaborated with partners and sister United Nations agencies and remained an active member of the High-Level Committee on Management, the United Nations's Procurement Network and the Common Procurement Activities Group. Collaborative procurement activities also continued via the United Nations Global Marketplace and other stakeholders. Inter-agency partnerships also grew as UNHCR made greater use of the opportunity to piggyback on the common procurement of United Nations country teams.

The United Nations Secretary-General remained committed to reforming the business practices of the United Nations. The Business Innovation Group (BIG), which is one of the United Nations Sustainable Development Goals' Results Groups, has been tasked with achieving greater effectiveness and efficiency by harmonizing back-office functions, expanding

common premises and mutually recognizing policies across different United Nations agencies and organizations. In 2019, UNHCR prioritized BIG participation, supporting 29 common office projects to reach the BIG target on common premises and facility services. Enhancing the supply chain, UNHCR introduced several automated processes and Power BI-based key performance indicator reports which revolutionized its big data analyses. For more efficient supply chain planning and forecasting, UNHCR successfully rolled out Demantra (a demand management and supply chain management tool) to more than 20 additional operations covering more than 90 per cent of the inventory value for further distribution in 2019. Beyond guaranteeing efficient delivery, UNHCR helped deploy skilled workers to emergencies and conducted 451 functional clearances for supply positions worldwide, to ensure a broader range of more qualified and diverse UNHCR supply staff.

KEY AREA:

Representation of local and national partners and communities is increased in preparedness action planning

UNHCR participatory approach to emergency preparedness ensures that local partners, authorities, communities and persons of concern are actively engaged in emergency preparedness activities, including contingency planning. These include capacity building and reinforcing of their emergency response capacities to be ready to withstand a potential emergency. In 2019, UNHCR undertook a preparedness mission in the Dominican Republic in preparation of arrivals from Haiti. Five situational emergency trainings were facilitated in Armenia, Ethiopia, Rwanda and Peru (two trainings) with the local government and non-governmental organizations. Three representatives from local partners were funded by UNHCR to participate in the

Inter-agency Emergency Leadership Team Programme in Senegal in November 2019. In 2019, out of 23 new contingency plans, 17 (74 per cent) included participation of local authorities or governments; 18 (78 per cent) included local or national non-governmental organizations and 2 (8.7 per cent) included local communities.

KEY AREA:

A proactive approach to security management is applied, through a qualified security workforce, security training and support to emergencies

UNHCR's security workforce, made up of 88 international and more than 250 national security professionals, ensured that security and safety were integrated as normal functions of UNHCR's operations and activity. In addition to responding to 311 security incidents, UNHCR's security workforce also supported managers and staff on 12 critical incidents in 2019 in coordination with the United Nations Department of Safety and Security in New York and with government personnel. In cases where significant incidents required sustained support, Headquarter Field Security Services deployed staff members, such as in Libya, Sahel, Somalia, and Sudan. In total, 89 such missions were conducted in support, compliance, training and liaison capacities. Maintaining a robust training programme remained key to field security work. In 2019, 749 UNHCR staff and partners were trained on security-related topics, including the Security Management Learning Programme and the Women's Security Awareness Training. UNHCR also adapted service delivery to the new, decentralized organizational model, focusing on effective field support through empowered regional bureaux. In addition, UNHCR was represented in key forums, such as the Inter-Agency Security Management Network, and it participated in developing Inter-Agency Standing Committee and the United Nations guidance on civil military coordination.

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HUMAN RESOURCES

ORGANIZATIONAL COMMITMENT

UNHCR IS OPTIMALLY PREPARED TO RESPOND TO GLOBAL FORCED DISPLACEMENT CHALLENGES, THROUGH A DIVERSE WORKFORCE OF TALENTED AND HIGHLY PERFORMING PEOPLE, WHO ARE FLEXIBLE AND ABLE TO BE DEPLOYED IN A TIMELY MANNER, AND WHO BENEFIT FROM COMPREHENSIVE CARE

RESULTS AND ACTIONS

KEY AREA:

Strategic workforce planning that accounts for diversity and gender balance is improved through analysis of current and future talent requirements

Following the review of its human resources systems, services and tools, UNHCR embarked in 2019 on a multi-year transformation journey of its people function aligned with a broader regionalization and decentralization process. The human resources

transformation is based on a field-driven partnership model and aims to facilitate stronger people management practices to enable a positive employee experience for UNHCR's greatest asset, its people. As part of the structural changes to enable transformation, the Strategic Workforce and Structural Planning Section was created to reinforce strategic workforce planning and organizational design. In parallel, the introduction of the Human Resources Systems and People Analytics Section was

critical to underpin the work of all sections and services at Headquarters and teams at regional and country levels; and to provide quality people analytics to drive decision making and to improve forecasting abilities. The Global Learning and Development Centre was reconfigured to integrate learning with talent management and performance in line with best practices. A stronger focus on leadership development further aimed to strengthen the management skills of current and future leaders, building up a well-equipped and diverse pipeline for the future.

KEY AREA:

Career management is supported through the provision of learning opportunities and performance review, and is informed by the organizational demand for skills

UNHCR continued to align learning activities with strategic priorities and skill needs, such as inter-agency coordination. A shift from face-to-face workshops to online modules increased learning opportunities for field teams. In 2019, a total of 16,223 UNHCR workforce members participated in at least one learning activity through the Global Learning and Development Centre. In addition, over 5,000 external partners ranging from governments, international and community-based non-governmental organizations, universities, United Nations staff and multilateral agencies participated in at least one learning activity. Emergency preparedness and Duty of Care also remained salient during 2019, with a total of 14 emergency-related workshops. More than 3,600 participants enrolled in at least one leadership development programme. In parallel, coaching and mentoring programmes were launched. To support staff during the regionalization and decentralization process, the Division of Human Resources introduced a series of career support measures to ensure a smooth transition for the affected colleagues and the workforce at large, including 14 career transition and change management workshops and 100 career webinars benefitting over 3,200 colleagues. Increased focus on dialogue, reflection and behavioural change accompanied the Reflective Leadership Dialogues with the aim of fostering safer, more inclusive environments, free from sexual harassment, abuse of authority and sexual exploitation. Other dialogues included the Code of Conduct 2019-2020 Dialogues focused on inclusion, diversity, trust and collaboration; and the Women and Humanitarian Leadership Fora.

KEY AREA:

A fair and transparent assignments framework ensures diversity and gender balance in the deployment of qualified personnel through efficient human resources systems, particularly in the context of emergencies and high risk operations

UNHCR strives to have a diverse and gender-balanced workforce, which contributes to the quality of work and generates innovative solutions and dialogue. At the end of 2019, UNHCR had a total workforce of 17,464 individuals, including 12,833 staff members and 4,631 affiliates. UNHCR's total workforce included 44 per cent females - with females representing 41per cent of staff and 52 per cent of affiliates. The breakdown of national and international staff was 71 per cent and 29 per cent respectively, and 90 per cent of the workforce was field based. UNHCR was present in 130 countries and territories and in 507 locations. UNHCR's increased efforts on diversity include targeted outreach to attract talent from less represented countries. Managers are provided with data on the geographic diversity profile of their teams at the time of recruitment and assignment and the impact of decisions is monitored and reported. As such, the overall percentage of women assigned to higher grade averaged 55 per cent and 53 per cent of those recruited externally were women. At the end of 2019, nationals from Eastern Horn and Great Lakes region represented 20 per cent of the workforce; Southern Africa region: 4 per cent; West and Central Africa region: 10 per cent; Europe: 19 per cent; Middle East and North Africa region: 19 per cent; Asia and Pacific region: 14 per cent; and the Americas: 11 per cent. UNHCR emphasized gender and geographic diversity in the assignment process for the new regional bureaux.

To ensure a timely response to emergencies, three fast track exercises [in Cameroon, Niger and Venezuela (Bolivarian Republic of)] with 40 job openings were completed in 2019. In addition, UNHCR increased the number of talent pools to 31, enabling the organization to better respond to recruitment needs. Since January 2019, UNHCR has been piloting the use of artificial intelligence (AI) in talent pool pre-screening. By introducing the new AI-powered recruitment assistant ARiN, recruitment teams can focus on matters that require personal interaction with individual candidates, instead of extensive screening exercises that can be automated. UNHCR successfully piloted a new volunteer path for refugees

with the United Nations Volunteers (UNV) Programme. This Programme will enable refugees to become UNVs in their host countries, thereby building their self-reliance and empowering them in a safe, sustainable and dignified manner. As part of UNHCR's commitment to strengthening integrity and zero tolerance for sexual misconduct, risk and oversight in recruitment has been reinforced. This included establishing OneHR, the joint United Nations Centre for Human Resources which UNHCR has been using for additional reference checks for international professional positions.

Minimum standards of occupational health and safety for UNHCR's workforce are implemented across operations

UNHCR takes the duty of care to its workforce seriously and several concrete measures to this effect have been taken, including through the "Administrative Instruction on Measures in Support of

Personnel in High-risk Duty Stations" issued in 2018. Communication packages have been developed to inform colleagues on the support available in these duty stations. In addition, half of applicants to high-risk duty stations have benefitted from psychosocial preparedness and field security webinars to enable them to make an informed decision on their choice of assignment. In parallel, the assessment of mandatory health support in high-risk and level-three emergency country operations continued in 2019. In collaboration with the World Food Programme, a humanitarian accommodation booking tool was developed, making close to 100 UNHCR guesthouses available for online booking. As a result, colleagues were better informed on their future living conditions. This reinforced guidance and monitoring of living conditions in the guesthouses in line with the revised United Nations Minimum Standards and Management Procedures. The United Nations System Workplace Mental Health Strategy was launched in September 2019, with UNHCR's affirming its strong commitment by pledging resources to support its implementation.

GLOBAL STRATEGIC PRIORITY

MOBILISATION OF SUPPORT

ORGANIZATIONAL COMMITMENT

UNHCR MOBILIZES PUBLIC, POLITICAL, FINANCIAL AND OPERATIONAL SUPPORT THROUGH EFFECTIVE STRATEGIC PARTNERSHIPS, INTER-AGENCY COORDINATION, MULTIMEDIA COMMUNICATION, TARGETED CAMPAIGNS AND FUND-RAISING STRATEGIES.

RESULTS AND ACTIONS

KEY AREA:

Resource mobilization strategies are enhanced to increase funding from public and private sources, through existing and new creative approaches

In 2019, UNHCR mobilized over US$ 4.22 billion, which is the largest amount ever fundraised. This included US$ 422 million from private donors, of which 57 per cent was unearmarked. Around US$ 305 million (72 per cent) was raised from individuals, and US$ 117 million (28 per cent) from corporations,

foundations and high-net-worth individuals. UNHCR reached more than 2.4 million individual donors, of whom 1.4 million regular donors providing monthly support to UNHCR's operations worldwide. UNHCR's global network of private sector fundraising operations also grew with two new National Partners in Argentina and the United Kingdom. UNHCR's long-term ambition is to raise US$ 1 billion from the private sector.

UNHCR has developed strategic multi-year engagement plans for targeted countries, especially with European donors, to advocate for more flexible funding, and to increase and diversify funding streams. The sum of multi-year contributions for activities with implementation in 2019 onwards is US$ 1.25 billion. Finally, UNHCR launched five regional Refugee Response Plans for the Burundi, Democratic Republic of Congo, Nigeria, South Sudan, and the Syrian crises; and a regional refugee and migrant response plan for the Venezuelan situation co-led by UNHCR and International Organization for Migration.

KEY AREA:

Partnerships with Member States of the Executive Committee, United Nations agencies, non-governmental organizations (NGOs) and other partners are maintained and enhanced through regular and substantive dialogue

The year culminated in the first-ever Global Refugee Forum (GRF) which drew 3,000 participants among refugees, states, development actors, civil society and the private sector from across the world to Geneva from 16-18 December 2019. It aimed to reboot responses for the millions uprooted by wars and persecution and to support the communities that host them with substantial commitments. Some 840 pledges were made. Participants shared more than 400 examples of good practices that show how the Global Compact on Refugees is already making a difference in the lives of refugee and host communities. The organization also strengthened partnerships with sports organizations in the lead up to the GRF and in preparation for Tokyo 2020. Key partners were the International Olympic Committee and Olympic Refuge Foundation.
UNHCR continued to mobilize political and operational support for refugees and other displaced through strengthening partnerships with key partners – International Organization for Migration, United Nation Children's Fund, the World Food Programme, Oxfam, Danish Refugee Council, International Rescue Committee and Save the Children. New Memorandums of Understanding were signed with United Nations Habitat and The Food and Agriculture Organization of the United Nations. The 2019 Annual Consultations with Non-Governmental Organizations was held between 3-5 July 2019 in Geneva, Switzerland, with the overall theme "Working together better". It was attended by some 460 participants, representing 243 organizations from 76 countries. In addition, regional non-governmental

organization consultations were organized in the Middle East and North Africa, Southern Africa and the Americas.

Within the Inter-Agency Standing Committee, UNHCR worked on the humanitarian development and peace nexus, spearheading the first guidance on collective outcomes. UNHCR also developed the Guidelines for Disability Inclusion in Humanitarian Action, and the organization was consulted on drafting of the Organisation for Economic Co-operation and Development's Common Position on Financing for Refugee situations. UNHCR also contributed to United Nations Sustainable Development Cooperation Framework Guidance - Cooperation Framework and 'Common Country Analysis', Companion Guides, and the revised Resident Coordinator Terms of Reference. In 2019 the Executive Committee Members grew to 106 members, which is reflective of the increasing global interest in, and support of, the work of UNHCR.

KEY AREA:

Strategic external communication activities are strengthened through targeted multimedia campaigns, timely public updates and increased outreach to target audiences, building a strong community of supporters

The organization continued to invest in external communications to engage individuals, partners, government counterparts, and the private sector to become supporters of refugees and other persons of concern. This was done through increased media and social media outreach (media interviews, press releases, briefing notes, news and feature stories), campaigns, flagship events (Nansen Refugee Award, World Refugee Day) and innovative partnerships. Raising awareness is crucial to mobilize political and financial support for the persons UNHCR serves.

In 2019, building on the momentum of the #WithRefugees campaign, UNHCR sought to highlight how cities, companies, universities, faith-based organizations and youth groups are supporting access to school and work opportunities for refugees, internally displaced persons and stateless families. Solidarity events were organized in more than 190 countries. The #WithRefugees Coalition now has more than 500 members, and the Agency amplified other key moments, such as the launch of UNHCR's Annual Education Report.

Political and operational support from private and public sectors is expanded to improve the welfare of displaced populations and host communities

As part of its resource mobilisation effort, UNHCR continued to focus on strong communication about refugees and operations, and to improve donor visibility and reporting. The organization also invested in liaison with donor governments and high-level missions to donor capitals. One donor field mission was organized to Lebanon and Jordan with representatives from 17 governments and the European Union taking part. Multiple briefings, with geographic and thematic areas of interest, were organized for donors and partners. Briefings for the US$ 20 million plus donor group included four

briefings on integrity issues. The 2018 Global Report and 2020 Global Appeal formats were improved to offer greater depth and insight into achievements and innovations of the UNHCR.

Individual donors, corporations, foundations and philanthropists were increasingly prominent partners, contributing with funding, in-kind donations, technical expertise, creativity and innovation to deliver critical programmes and to raise awareness and engagement on the refugee cause. The expanding and crucial role of the private sector in supporting refugees was demonstrated at the Global Refugee Forum, with over 100 companies and foundations attending and more than 30 private sector organizations such as Ingka Group, Vodafone Foundation and LEGO Foundation announcing pledges worth more than US$ 250 million.