

Building Better Futures



Um Nour, a Syrian returnee, was able to open a repair shop in Aleppo thanks to the grant she received from UNHCR's livelihoods programme.

— UNHCR/Antwan Chnkdi

The affirmation of the Global Compact on Refugees in December 2018, and the first Global Refugee Forum, which took place a year later, created momentum for enhanced and innovative approaches to achieving solutions and resilience for refugees, returnees, the internally displaced and stateless persons.

The Forum saw significant pledges, some cross-cutting, made in the areas of education; energy; settlements; water, sanitation and hygiene; health and infrastructure; jobs and livelihoods; and solutions, including local integration and reintegration. Providing employment opportunities for refugees—crucial for allowing them to live in dignity and give back to the communities they reside in—also saw strong support. In addition to humanitarian and development pledges at the Forum, significant funding was pledged by business groups. At least 15,000 jobs will be made available to refugees through these initiatives, along with some 125,000 hours per year of pro bono legal counselling.

The Compact also called for the establishment of a global academic network on refugees, as well as other forced displacement and statelessness issues, to facilitate research, training and scholarship opportunities involving universities, academic alliances and research institutions. This network, the Global Academic Interdisciplinary Network, was launched at the Forum. It builds on the many academic networks that individual UNHCR teams currently work with, both regional and thematic. As it begins its work in 2020, it will focus on creating links between academics, policymakers and practitioners (see the *Global Compact Overview*).

In 2019, there were further advances in implementing the Comprehensive Refugee Response Framework (CRRF) by 15 vanguard countries, as well as a more global uptake of the Compact's principles in support of refugee-hosting countries and countries of origin.

During the year, more States reviewed their policies towards refugees and strengthened efforts to support self-reliance through socioeconomic inclusion, including by extending national services to refugees such as education systems and birth registration. In doing this, many developed multi-stakeholder approaches, drawing on the expertise and contributions of line ministries and other stakeholders, including the private sector. These efforts were supported by further investment from the development donor community, with increased financing and commitments to work more closely with humanitarian donors to achieve more harmonized and sustained support in nexus situations. For example, UNHCR-World Bank Group cooperation has supported policy changes to include refugees in national service delivery systems and ensure their economic inclusion, such as through improved access to labour markets.

Furthermore, the affirmation of the Compact and the variety of pledges made at the Forum have been accompanied by renewed enthusiasm among many States for resettlement and complementary pathways for refugees. These States recognize them as tangible, lifesaving mechanisms by which governments and communities across the world share responsibility for finding solutions for the increasing number of refugees worldwide. However, although expanding third-country solutions is a key objective of the Compact, in 2019 those solutions were still only available to a fraction of the world's refugees.

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- Delivering through partnerships
- Voluntary return and local integration and solutions
- Resettlement and complementary pathways
- Access to quality education
- Livelihoods and economic inclusion
- Strengthening city networks and supporting the urban displaced
- Energy and environmental protection

Delivering through partnerships

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Shifat Ullah, 23, holds up his chequebook at his fabrics shop in Karachi, Pakistan. Afghan refugees like Shifat have recently been allowed to open bank accounts in Pakistan.



Key partnerships and engagement with development actors

The Global Compact on Refugees and the first Global Refugee Forum encouraged development actors to strengthen their engagement in the humanitarian-development-peace nexus. UNHCR played a catalytic role in supporting host governments to strengthen complementarity of programmes and policy interventions by development actors, targeting areas hosting forcibly displaced populations.

A stronger engagement in forced displacement issues by multilateral development banks—through targeted financing instruments and policy dialogue—was exemplified by the commitments to the Compact made by the African Development Bank, Asian Development Bank, European Bank for Reconstruction and Development, European Investment Bank, Inter-American Development Bank, Islamic Development Bank and the World Bank Group at the Forum in December 2019.

By the end of 2019, approximately 20 projects receiving financing from the IDA18 sub-window for host communities and refugees (RSW) were approved by the World Bank in support of 13 low-income countries hosting major refugee populations.

Examples include an integrated water management and development project in the north-east of Uganda designed to gradually replace water trucking to refugee hosting sites with sustainable water supply systems, as well as an RSW-supported project in Niger, providing community infrastructure and better access to basic services and economic opportunities.

Other elements of the partnership continue to flourish, including joint learning and capacity-building initiatives that are increasing technical collaboration in specific sectors, such as employment, social protection, education, and data collection and analysis. The latter was exemplified by the launch in October 2019 of the UNHCR-World Bank Joint Data Centre on Forced Displacement.

The World Bank and UNHCR also completed comparable (nationals and refugees) socioeconomic data studies 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 with which to work in a more informed way with host governments, development and other partners.

Partnerships were also strengthened with bilateral development actors, such as the German Federal Ministry of Economic Cooperation and Development (BMZ), the European Commission's Directorate-General for International Cooperation and Development (DEVCO) and the Japan International Cooperation Agency (JICA). With BMZ's support, an urbanization project supporting out-of-camp solutions in the Tillabery region of Niger began, with planned construction of social housing and services for 40,000 Malian refugees and host community members. JICA has also supported basic services, including water and health, in Cox's Bazar.

Partnerships and support from Denmark, Luxembourg and the Netherlands, have built significant opportunities for UNHCR to grow its knowledge and practical experience in the humanitarian-development nexus.

Under the framework of the joint action plan, UNHCR and UNDP developed a Sustainable Development Goals (SDG) tool on displacement and an internal displacement guide. They further collaborated on the regional refugee responses for the Congolese, Nigeria, Rohingya and Syria crises; rule of law and governance efforts in more than 20 countries; and livelihoods programming in Ethiopia, Somalia, Turkey and Uganda, among others.

A UNHCR and ILO joint action plan saw collaboration to advocate refugees' inclusion in national social protection health systems in eight African countries. They also called for the monitoring and follow-up of child labour cases in the Syrian Arab Republic among displaced and host populations.

The agencies further collaborated to support the Intergovernmental Authority on Development regarding the adoption of the "Kampala declaration on jobs, livelihoods and self-reliance for refugees, returnees and host communities"; and collaborated on the Venezuela situation through the Regional Inter-Agency Coordination Platform for refugees and migrants. In addition, supporting efforts to translate international standards into national policies, ILO and UNHCR developed "Decent work for refugees" guidelines, and training sessions on market-based livelihoods and access to decent work.



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Hope for a refugee child of becoming an electrical engineer

With financial support from the Netherlands, David Kiiza, a refugee born in the Democratic Republic of the Congo (DRC), secured a scholarship from UNHCR to study electrical installation at Nakivale Vocational Training Centre in Uganda.

Through the Prospects Partnership, the Netherlands brings UNHCR, UNICEF, ILO, the World Bank and the International Finance Corporation together to provide decent work opportunities for skilled young people like David, lifting the local economy and increasing earnings.

The type of initiative available through the Prospects Partnership will allow refugees to send their children to school and further invest in household self-reliance. David says that he is happy and motivated to complete his course.

"I am already an engineer because I can wire a house and do any electrical work."
—David Kiiza, a refugee from the DRC in Uganda.

VOLUNTARY RETURN AND LOCAL INTEGRATION



Binianga Asiya and her family are Congolese returnees living in their new house in Tshikapa, in the Democratic Republic of the Congo.

2019 RESULTS

317,291 refugees returned to their country of origin



compared to **593,814** in 2018

55,000 people of concern were supported with naturalization processes



compared to **62,600** in 2018

41 situations in which refugees were supported to return voluntarily in safety and in dignity, where conditions permitted



compared to **40** in 2018

42 situations in which refugees were supported to integrate



compared to **31** in 2018

Voluntary return

For more information on solutions, see Chapter 5 of the 2019 Global Trends



The number of refugees who returned in 2019 decreased from 593,814 in 2018 to 317,291 in 2019—a 46% decrease when compared with 2018. UNHCR worked with governments and key humanitarian and development partners to ensure sustainable conditions for the reintegration of returnees and IDPs. For example, in Afghanistan,

15 priority areas were selected based on government planning, the number of returnees and the range of communities' protection needs. 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 livelihood projects, and public

infrastructure. Nearly 13,000 individuals benefitted from livelihood and cash-for-work activities, job placements and entrepreneurial skills development, with many later establishing grocery shops or wool-spinning projects.

The African Union declared 2019 the year of refugees, returnees and IDPs. This encouraged States parties to adopt national laws and policies. Equatorial Guinea acceded to the African Union Convention for the Protection and Assistance of Internally Displaced Persons in Africa, also known as the Kampala Convention, which remains the world's only legally binding regional instrument on internal displacement.

Other African countries took measures to support solutions for IDPs and refugees. The Central African Republic established a national strategy for sustainable solutions for IDPs and returned refugees covering 2018 to 2021, with UNDP and UNHCR as facilitators. In Chad, the National Commission for Reception and Reintegration of Refugees and Repatriated Persons was tasked to support the implementation of the Kampala Convention, while the Government of Niger adopted a law on the protection of, and assistance to, IDPs. To create conditions for the safe, sustainable and voluntary return and reintegration of refugees and IDPs following adoption of the Nairobi Declaration, the Federal Government of Somalia drafted a national policy for refugees, returnees and IDPs; a land distribution policy for returning refugees and IDPs; and a national disaster management plan. Mogadishu is home to nearly 400,000 IDPs, more than a third of the country's IDPs. More than half (55%) are concentrated in two of Mogadishu's peripheral districts and live in informal settlements within urban areas, a sign

that protracted internal displacement is becoming an urban phenomenon. In response, UNHCR identified collective aims to be achieved by 2022, including risk and vulnerability mitigation; strengthening the resilience of IDPs, refugee returnees and host communities; and searching for durable solutions for 100,000 displaced households.

Despite complex security situations and fragile peace, UNHCR observed self-organized refugee and IDP returns to or within places like the Syrian Arab Republic (Syria) and South Sudan. In Syria, between November 2018 and January 2019, UNHCR conducted its fifth Refugee Perceptions and Intentions Survey in Egypt, Iraq, Jordan and Lebanon with Syrian refugees. The majority (75%) hoped to return to Syria eventually, but only 5.9% intended to return in 2019. Most wanted to return to their place of origin (93%). Refugees planning to return were motivated by better security, family reunification, and livelihood opportunities. To improve return conditions, UNHCR strengthened its support and capacity in documentation, pre-departure vaccination, health referrals, housing, land and property, legal counselling and return monitoring.

In 2019, UNHCR worked with the South Sudan Relief and Rehabilitation Commission and others to monitor self-organized returnees. It also advocated including vulnerable returnees in existing aid programmes. In countries hosting South Sudanese refugees, a Regional Intention Survey was organized, to help prepare for possible returns. In Sudan, UNHCR and other UN agencies supported the Government in designing and launching a project to implement the peace process, with three main priority areas identified: rule of law, durable solutions and community peacebuilding. In Ethiopia, to make returns

Syrian refugees' perception and intentions on return to Syria



more sustainable, refugees were included in a government-run national justice perception survey, with the report available in 2020.

Local integration and solutions

Refugees' local integration is a complex and gradual process, comprising distinct but inter-related legal, economic, social and cultural dimensions, all of which are important for refugees' ability to integrate successfully as full members of society.

UNHCR welcomed Ethiopia's historic new refugee proclamation in January 2019, which enables refugees who have stayed in the country for a protracted period to locally integrate, if they wish to do so. The Proclamation also provides refugees the right to acquire work permits; access primary education; obtain drivers' licenses; register life events, such as births and marriages; and open bank accounts. The Abuja Action Statement was reaffirmed, calling for proactive approaches to local integration and alternatives to camps.

Civil registration, documentation and legal stay options for refugees and asylum-seekers was a focus in several countries. In Zambia, UNHCR advocated issuing residence permits for 10,000 former Angolan refugees and 4,000 former Rwandan refugees as part of the legal integration process. Namibia also began formalizing the residency and inclusion of

former Angolan refugees. In Gambia and Guinea Bissau, more than 5,000 refugees gained citizenship in 2019. Some 55,000 refugees were naturalized, a decrease of 12% compared to 62,600 in 2018. UNHCR and governments worked to improve refugees' access to adequate housing, exploring options to include them in national housing services and pursuing alternatives to camps, as in the Kurdistan region of Iraq, and in Niger.

During the Global Refugee Forum, several countries pledged to advance and promote local integration and solutions. The DRC committed to offering 10-year residence permits to the 200,000 Rwandan refugees who opted to stay in the DRC after their status clause ended, while the Government of Liberia pledged to provide land for agriculture and permanent housing to 5,000 locally-integrated Ivorian refugees.

Constraints and unmet needs

Sustainable voluntary repatriation is contingent on addressing the root causes of displacement. Despite some promising steps, many countries could not offer displaced populations safe and dignified returns.

More displaced people were gravitating towards urban centres rather than their places of origin, requiring a different response for housing, infrastructure and

service delivery. Development actors needed greater understanding of trends in urbanization and increased engagement in support of refugees and host communities.

Sustainable reintegration was hindered in Sudan when returnees did not receive their civil documentation, which was mainly available locally. As in several other contexts, access to land also remained a concern, leading to secondary displacement. Some IDP families in Iraq

returned to camps after discovering partially damaged houses, homes occupied by relatives, or finding themselves unable to pay rent on return. UNHCR continued "know-before-you-go" campaigns as well as "go-and-see" visits to support access to reliable information ahead of returning.

Ethiopia law grants more rights to refugees



Delivering through partnerships

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Central African Republic returnees rebuild their lives



While parts of the country remain unstable because of the conflict that has now lasted for over five years, a recent peace agreement between the Government of the CAR and armed groups has brought security to other areas.

UNHCR and partners are working closely with the Government and those of asylum countries to organize and assist refugees who have made an informed choice to voluntarily return to the CAR to do so in safety and in dignity.

Returning from the Republic of Congo, Clavette Bodo is one of them, using the voluntary return money she received to rebuild her destroyed house in Mongoumba.

For those who choose to return, UNHCR and partners, including WFP, UNICEF and UNFPA, provide relocation support of three months of food and a modest cash grant, yellow fever vaccines, and sanitary kits for women. Altogether, 116,000 CAR refugees have voluntarily chosen to return home since 2016.



RESETTLEMENT AND COMPLEMENTARY PATHWAYS



Somali refugees aboard a flight from Dadaab to be resettled in Sweden.

2019 RESULTS

81,671 refugees identified in need of resettlement, submitted for resettlement

compared to **81,337** in 2018



63,726 UNHCR-facilitated resettlement departures

compared to **55,680** in 2018



81 country operations submitted refugees for resettlement

compared to **82** in 2018



For more information on solutions, see Chapter 5 of the 2019 Global Trends



Against a backdrop of continuing large-scale forced displacement, resettlement and complementary pathways remained important tools for protection and solutions for some of the world's most vulnerable refugees as well as tangible demonstrations of solidarity and responsibility-sharing.

In total, 81 UNHCR operations submitted 81,671 refugees to 29 countries for resettlement consideration. The majority (three-quarters) of those submitted in 2019 originated from just five countries: the Syrian Arab Republic (Syria, 29,660), the Democratic Republic of the Congo (DRC, 18,997), Afghanistan (5,892),

Somalia (4,393) and Eritrea (3,147), all of which suffered from protracted conflict or insecurity.

States accepted more than 90% of the cases referred by UNHCR. The largest number of UNHCR-facilitated resettlement departures in 2019 were from five major refugee-hosting countries, including Turkey (10,558), Lebanon (8,359), Jordan (5,501), the United Republic of Tanzania (4,030) and Egypt (3,995). Women and girls comprised half (50%) of those submitted for resettlement and 52% were children, while urgent/emergency submissions represented 18% of all submissions.

Lifesaving mechanisms for evacuation, resettlement and other solutions were expanded by establishing a second Emergency Transit Mechanism (ETM) facility in Rwanda, which opened on 10 September 2019. In all, 878 people were evacuated from Libya through the mechanism in Niger; 393 people were evacuated to Italy; 452 were evacuated to Romania; and 306 to Rwanda, where the first seven evacuees later departed for resettlement. In Central America, the Protection Transfer Arrangement (PTA) continued to provide people at serious risk with safe and legal access to a resettlement country. Of the 1,023 people processed from El Salvador, Guatemala and Honduras, 716 were resettled in five countries.

UNHCR and IOM worked together on the Emerging Resettlement Countries Joint Support Mechanism (ERCM) and expanded the overall resettlement base

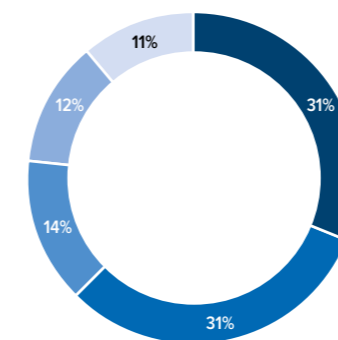
in the Southern Cone (Argentina, Brazil and Chile). The ERCM culminated in September 2019, having started in 2016.

An objective of the Global Compact on Refugees was to expand refugees' access to third-country solutions as a means of achieving comprehensive refugee responses. In 2019, UNHCR and stakeholders launched the "Three Year (2019-2021) Strategy on Resettlement and Complementary Pathways". Its aim is to increase the number of refugees obtaining solutions through resettlement or complementary pathways by, for example, greater opportunities in education and labour, and its targets are ambitious. By the end of 2028, the strategy aims to have 3 million refugees benefit from effective protection and solutions through resettlement (1 million refugees) in 50 resettlement countries and complementary pathways (2 million refugees).

The Three Year (2019-2021) Strategy on Resettlement and Complementary Pathways

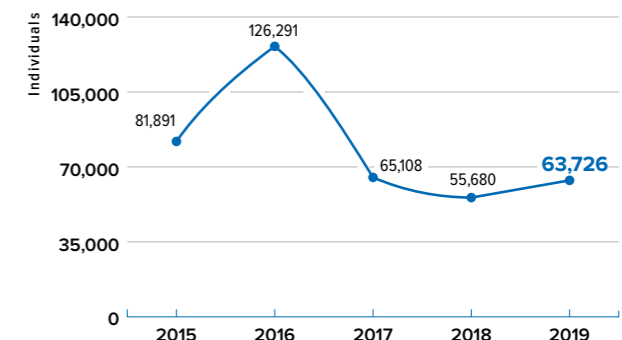


GLOBAL RESETTLEMENT SUBMISSIONS BY CATEGORY | 2019



- Legal and/or physical protection needs
- Survivor of violence and/or torture
- Women and girls at risk
- Lack of foreseeable alternative durable solutions
- Other

GLOBAL RESETTLEMENT DEPARTURES | 2015-2019



More than 63,000 refugees assisted by UNHCR were resettled in 2019, surpassing the 60,000 target.

To achieve these targets, in 2019 UNHCR enhanced its operational capacity. For example, it used innovative processing methods and leveraged data and evidence to monitor global progress against submission targets.

In August 2019, a new Priority Situations Core Group was established, under the co-chairmanship of Ireland and Sweden, to boost support for resettlement and complementary pathways, facilitate joint advocacy between States and UNHCR, and maximize the impact of resettlement for refugees at risk in countries under the Syria and Central Mediterranean priority situations. UNHCR and IOM also launched the Sustainable Resettlement and Complementary Pathways Initiative, crucial for implementing the Three-Year Strategy. In line with the strategy, the initiative seeks to grow sustainable resettlement programmes and advance complementary pathways for admission through multi-stakeholder partnerships and targeted capacity-building of States and key actors.

In 2019, UNHCR issued “Key considerations for complementary pathways”, while taking steps to build its operational architecture. It released internal guidance on planning and reporting on complementary pathways, introduced staff positions to cover this area of work in various regions, and forged internal partnerships for advancing complementary pathways.

The Office launched a pilot project for family reunification covering the Central Mediterranean region with six staff deployed to Egypt, Ethiopia, Libya and Sudan to assist the most vulnerable unaccompanied children. As a result, UNHCR reached approximately 600 children, conducted 129 best interests determinations, and referred 129 children for legal assistance.

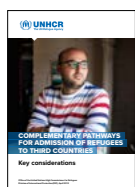
UNHCR also enhanced its engagement with partners working on complementary pathways. With the World University Service of Canada, it convened the first conference on education pathways at UNESCO in Paris. The conference was the first step in engaging relevant actors in a task force on education pathways, guided by the Three-Year Strategy and aimed at expanding education pathways globally. The conference produced a guidance report specifying steps to build education programmes.

Partnerships with the ILO, the OECD, Talent Beyond Boundaries and United World Colleges were also strengthened in 2019. The OECD-UNHCR study, “Safe pathways for refugees”, was updated to include 2018 data, and discussions with non-OECD countries began for their inclusion in future editions.

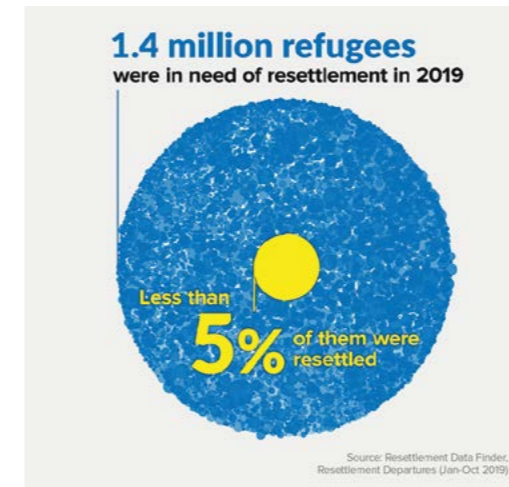
Doubling our Impact: Third Country Higher Education Pathways for Refugees



UNHCR's Complementary pathways for admission of refugees to third countries - Key considerations



Constraints and unmet needs



Less than 5% of global resettlement needs were met in 2019, meaning a small fraction of those at risk found a safe and lasting solution to their plight.

The lack of consistent information-sharing among States and partners hindered the comprehensive and accurate counting of refugees accessing pathways separate from government-sponsored resettlement programmes. During the past few years, UNHCR has worked closely with resettlement States to conclude or revise data-sharing agreements that ensure the safe, secure and reliable transfer of data.

Further partnerships were needed to support people of concern who require legal, financial, and in-kind assistance to access complementary pathways. Overly restrictive visa requirements kept many refugees from accessing potentially life-changing programmes.

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Syrian software developer starts new life as Canadian skilled worker



After eight years in Lebanon, Mohammed Hakmi is the first refugee to arrive in Canada as a skilled worker under an innovative pilot programme.

Bonfire Interactive, a Canadian tech company in Kitchener, Ontario, recently welcomed Mohammed to their team.

“We’ve got a great candidate who went through the same process other candidates go through, very high technical ability, good communication skills, everything you’d expect.”

—Corry Flatt, Bonfire’s CEO.

Mohammed sees the model as “a two-way benefit” because employers are helping to change the lives of refugees for the better and, in return, they profit from their skills and talents.

This belief in a win-win situation is at the heart of Talent Beyond Boundaries (TBB), an organization that matches employers to refugees who have the skills they need, which is how Bonfire found Mohammed. In Lebanon and Jordan, TBB has identified over 10,000 Syrian professionals in IT, engineering, trades, accounting and health care, most of the whom are unable to work, so their skills go unused.

The Canadian Government created an innovative pilot programme, called the Economic Mobility Pathways Project, to test the possibility for refugees to immigrate as skilled workers. Mohammed is its first success story.



ACCESS TO QUALITY EDUCATION



Afghan refugee children stand outside a school in an Islamabad settlement, Pakistan.

2019 RESULTS

1,136,002
children of concern enrolled in primary education

compared to 1,076,935 in 2018

63,888
children of concern enrolled in secondary education in four countries

compared to 51,649 in 2018

8,362
students supported in tertiary education

compared to 6,866 in 2018

10
operations supported in strengthening educational programming for out-of-school children

compared to 5 in 2018

10
operations supported in increasing access and enrolment to secondary education

compared to 4 in 2018

Refugee Education 2030: A strategy for Refugee Inclusion



Throughout 2019, UNHCR worked to support access to quality primary and secondary education to refugee, asylum-seeker, returnee and internally displaced children and youth around the world, with its educational activities aligned with “Refugee education 2030: a strategy for refugee inclusion”. Launched in September 2019, the strategy outlines the Office’s approach to supporting refugee inclusion in national education systems,

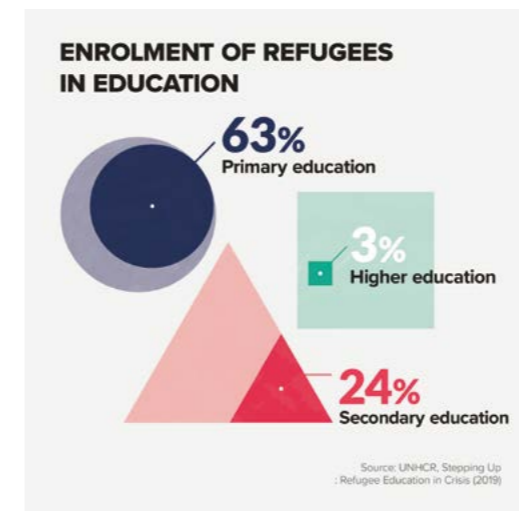
in line with the Compact and SDG 4 (ensure inclusive and equitable quality education and promote lifelong learning opportunities for all). Activities to support the provision of quality education included construction of, or improvements to, school facilities; the distribution of teaching and learning materials; specialized teacher training; cash assistance for vulnerable households; and skills training, also linked with employment.

Encouragingly, the education theme at the Global Refugee Forum received vast support, with 68 stakeholders, including 16 States, joining the Education Co-sponsorship Alliance. More than 204 pledges were received on education (27 of them cross-cutting other themes). Pledges, made by governments, humanitarian and development actors, covered a range of activities: inclusion in national development plans and education systems; teacher training; scholarships for higher education; support to language learning; support to girls and women; development of early childhood education; better education infrastructure; and continued or increased financing of education in emergencies.

and South Sudan. These same 10 countries were also supported to prioritize refugee children’s access to secondary education as part of the Secondary Youth Education Initiative, which promotes the inclusion of refugee learners in national education systems. In tertiary education, UNHCR’s higher education scholarship programme, DAFI (Albert Einstein German Academic Refugee Initiative) continued to offer financial support to undergraduate refugees. UNHCR supported 8,362 refugee students in 54 countries with a DAFI scholarship, with more than 2,643 newly-enrolled students. In 2019, the programme opened in Mexico, Afghanistan and Somalia, with additional focus on returnees in the latter two countries. UNHCR also supported the launch of the Tertiary Refugee Student Network, a global network of refugee students from different programmes, which is committed to the Office’s goal of enabling 15% of refugee students to access higher education by 2030.

In 2019, more than 12,600 additional students were enrolled in digital blended programmes through the Connected Learning in Crisis Consortium including in bachelor and master’s degrees, preparatory programmes and professional development. Consortium membership grew to 27 university and higher education partners in 21 countries, all dedicated to increasing access to blended higher education opportunities. In 2019, 11 countries received remote and field-based technical assistance to strengthen educational data management.

UNHCR continued its leadership of the inter-agency Accelerated Education Working Group (AEWG), collaborating and strengthening partnerships straddling the humanitarian and development nexus.



Refugee enrolment in primary school rose from 61% to 63%, while secondary level enrolment increased from 23% to 24%. More refugees were also accessing higher education, rising from 1% to 3%. Peer-to-peer schemes were set up with UNHCR support, enabling operations to share challenges and lessons learned in facilitating refugee children’s access to primary education in Cameroon, Egypt, Ghana, Iraq, Malaysia, Mexico, Mozambique, Pakistan, Rwanda

Tertiary Refugee Student Network



Connected Learning in Crisis Consortium



The AEWG worked with governments and key stakeholders to improve programme quality for both refugees and host communities. In 2019, the AEWG collaborated with governments and partners to harmonize accelerated education at a national level in Kenya, Pakistan and Uganda; conducted a global mapping of accelerated education programmes in 51 countries; developed an Accelerated Education Monitoring and Evaluation Toolkit; and advocated key donors' support for accelerated education. One of the working group's key achievements was the inclusion of the AEWG's tools and guidance in ECHO's "Education in emergencies" policy document.

Constraints and unmet needs

Funding remained inadequate to meet growing education needs. This was demonstrated by the large number of out-of-school refugee and displaced children and youth, both at primary and secondary levels, and by the high number of applications that were received for the DAFI tertiary education scholarship programme but could not be met. Further evidence could be found in the ambition

and success of the AEWG, in line with the capacity and funding available to meet demand. Furthermore, UNHCR lacked dedicated education personnel in many field locations, limiting its capacity to effectively mobilize humanitarian and development funding at country level.

In situations where the legal framework and policy environment was not conducive with inclusion in national systems, children and youth may have had no educational alternatives besides parallel systems offering uncertified, poor quality education. Ministries of education in host countries may have lacked the capacity or support to meet the education needs of refugees and the internally displaced, particularly at the onset of an emergency. More area-based approaches where the host community is included were needed, as nationals often have similar or sometimes even worse educational conditions than refugees.

A lack of robust data in 2019 continued to hamper advocacy and programming at all education levels, including in accelerated education programmes. Efforts were underway to improve education data management, in line with UNHCR's data transformation strategy for 2020 to 2025.



Expanded programme to benefit more than 500,000 young refugees

Vodafone Foundation has been a flagship partner for UNHCR since 2013, expanding refugees' access to education and connectivity through the Instant Network Schools programme. As of the end of 2019, there are 35 Instant Network Schools in Kenya, the United Republic of Tanzania, South Sudan and the DRC. Since the programme's inception, it is estimated that the Instant Network Schools programme has reached over 130,000 students and over 2,000 teachers.

In December 2019, Vodafone Foundation and UNHCR announced the ambitious plan to scale up to 255 schools and improve learning outcomes for 500,000 refugee and host community students by 2025. Selected schools will be provided with a digital package that includes computer tablets, a laptop, solar-powered batteries, connectivity and a suite of digital learning material. The programme is supported by a dedicated team at Vodafone Foundation and more than 50 employee volunteers worldwide.



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LIVELIHOODS AND ECONOMIC INCLUSION



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Azeem Mohamed, 27, sells spices at his shop in Al-Asif Square market in Karachi, Pakistan. Afghan refugees like Azeem benefit from a 2019 law allowing them to open bank accounts.

2019 RESULTS

17 financial service providers in 12 countries offered financial services to refugees compared to **16** financial service providers in **10** countries in 2018



30% of refugees lived in countries with the right to work



34% of refugees lived in countries with the unrestricted right to freedom of movement



53% of refugees lived in countries with the unrestricted right to access bank accounts



In 2019, UNHCR engaged with partners to enhance the economic inclusion of refugees and other forcibly displaced communities. Platforms were established to promote and advocate multi-stakeholder actions and commitments in the lead up to the Global Refugee Forum in December 2019. Progress looked promising, as more than 125 pledges for jobs and livelihoods were received during the Forum and 35 good practice examples of refugee inclusion shared.

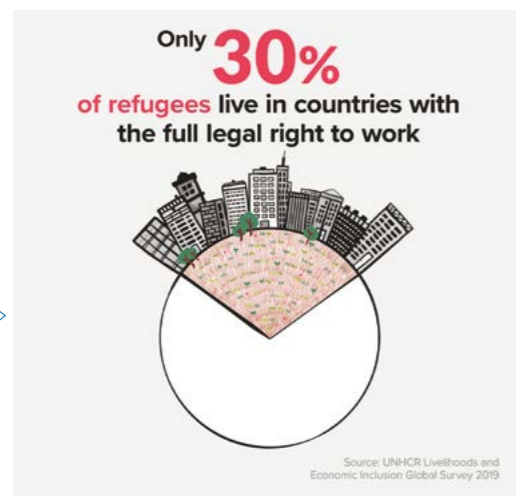
Over the year, with IOM, OECD and UNCTAD, UNHCR organized 14 employment and

entrepreneurship forums engaging the private sector, governments, NGOs and refugee communities in Argentina, Brazil, Chile, Costa Rica, Ecuador, Estonia, Ghana, Italy, Mozambique, Pakistan, Panama and Ukraine to promote and advocate refugees' access to entrepreneurship and employment opportunities. These countries were chosen based on needs and opportunities identified by refugees, local partners and UNHCR.

Following presentations of the OECD-UNHCR joint publication "Engaging with

employers in the hiring of refugees” and the UNCTAD-IOM-UNHCR “Policy guide on entrepreneurship for migrants and refugees”, policy- and programme-related recommendations were developed by different stakeholders to facilitate the hiring of refugees and establish refugee-owned businesses. These forums enabled local firms to share best practice and encouraged peer companies to hire refugees. They also helped form a local network of companies and organizations committed to including refugees and encouraged links across countries, including with multi-national companies committed to hiring refugees and offering them apprenticeship programmes; and with government agencies committed to enhancing refugee employment.

Advancing economic and financial inclusion of refugees



Access to affordable financial services, such as bank accounts, mobile money, loans and credit, are key to ensuring refugees’ financial inclusion. These enable them to cope with negative shocks, reduce their exposure to risk and stimulate economic activity in their communities as consumers, producers and business-owners. Following UNHCR’s outreach, 17 financial service providers in Argentina,

Brazil, Ecuador, Jordan, Kenya, Lebanon, Malawi, Morocco, Peru, Rwanda, Tunisia and Uganda are now offering financial services to refugees, while more than 15 others are working on doing likewise.

A joint initiative with Grameen Crédit Agricole Foundation and Sida was launched in 2019, providing technical assistance to three financial service providers in Uganda (BRAC, Ugafode and VisionFund). Services, such as microcredit, are expected to benefit 100,000 refugees and host community members in the next four years, most of whom (70%) are women.

In 2019, UNHCR and the ILO conducted rapid market assessments in Ethiopia, Malawi and Thailand. More than 15 joint market assessments have been finalized in the past three years. The countries were chosen based on needs identified by UNHCR and local partners.

These assessments identify gaps and opportunities in refugees’ access to economic opportunities, informing plans to enhance refugees’ economic inclusion in each country.

Alleviating poverty for refugees

In July 2019, UNHCR launched the “Poverty Alleviation Coalition” with the Partnership for Economic Inclusion of the World Bank and several NGO partners, including BRAC, The BOMA Project, Caritas, Concern, the Danish Refugee Council, GOAL, HIAS, Innovations for Poverty Action, Mercy Corps, Norwegian Refugee Council, Trickle Up, Village Enterprise, and World Vision. Through this coalition, partners aim at supporting 500,000 refugees and host community households in 35 countries within five years in their journey out of poverty.

The Coalition implements the Graduation Approach—a sequenced, multi-sector

intervention that supports the poorest and most vulnerable households to achieve sustained income and move out of extreme poverty within a specified period (18-36 months). Targeting for the Graduation Approach is context-specific and draws on socioeconomic criteria. Four joint proposals for funding in three countries have been approved, while five are awaiting decision.

MADE51 helps craftspeople who have fled conflict or persecution achieve economic inclusion by providing a global platform to market and sell their crafts. In 2018 and 2019, MADE51 was implemented in 15 countries, in partnership with 22 local social enterprises. This enabled more than 2,600 refugee and host community artisans to access market opportunities. In 2019 alone, MADE51 participated in six events reaching more than 500 buyers.

Efforts continued to include refugees and other forcibly displaced people in national systems and development plans through UN Development Assistance Frameworks at country level.

In Iraq, a vulnerability assessment model aligned to a government and World Bank system is helping allocate multi-purpose cash grants. It has identified up to 2.8 million highly vulnerable people requiring assistance.

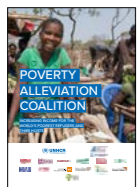
Potential referrals will be made to various social protection schemes, including those administered by the Government for poverty reduction. Efforts to strengthen links between humanitarian, development and State actors include the National Development Plan, Poverty Reduction Strategy 2028-2022 and the Social Protection Strategic Roadmap 2015-2019.

Constraints and unmet needs

UNHCR and partners raised awareness of refugees’ potential to be contributors to their host communities and economies. However, legal barriers, a lack of awareness of how refugees’ economic inclusion can be supported, as well as the limited capacity or presence of some actors to offer services in remote refugee locations, all limited refugees’ access to the labour market and financial services.

The 2019 UNHCR Global Livelihoods and Economic Inclusion Survey revealed 70% of refugees lived in countries with restricted right to work; 66% of refugees lived in countries with restricted freedom of movement; and 47% of refugees lived in countries with restricted access to bank accounts. These statistics highlight the need to continue advocating towards more favorable conditions enabling refugees’ economic inclusion.

The Poverty Alleviation Coalition



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An ingenious and inclusive approach to agricultural livelihood in Rwanda

UNHCR and the IKEA Foundation have been creating livelihood opportunities for refugees and host communities since 2012.

An example comes from Rwanda where, since 2018, 1,427 Congolese refugee and host community farmers have farmed land provided by the Government of Rwanda. The earnings from the harvest provide a sustainable income, helping families cover their basic needs, and improving children’s access to education. Additionally, a portion of the earnings is reinvested in agricultural activities to maintain and improve future crops. This project has enhanced livelihoods, improved food security and encouraged social cohesion between refugees and host communities.



STRENGTHENING CITY NETWORKS AND SUPPORTING THE URBAN DISPLACED



Congolese refugee Aimee Vwase at RefuSHE in Nairobi, Kenya, where urban refugees find skills and friendships.

2019 RESULTS

5 urban contexts in which UNHCR had a shelter response strategy

225 cities engaged in refugee advocacy through the Cities #WithRefugees initiative

compared to 126 in 2018

According to projections, it is likely that by 2050, 6.7 billion (68%) of the world's population will live in cities, while the current figure is 4.2 billion (55%). This situation is similar for refugees, IDPs, stateless persons and asylum-seekers, with more than half living in urban settings, often in situations where essential services are overstretched or inaccessible and national social safety nets are not fully accessible. Refugees in urban settings live in privately hosted and out-of-camp individual accommodation. As recognized in the Global Compact on Refugees, city or municipal administrations are increasingly important for delivering protection, assistance and solutions to people of concern to UNHCR.

In 2019, the Office tackled both policy and operational challenges related to cities and urban displacement through integrated support to national and local governments to enable them to absorb the needs of people of concern. To support cities in this endeavour, UNHCR also provided refugees and others of concern with cash assistance for basic needs covering rent and essential items, while facilitating education, child protection and mitigating sexual and gender-based violence. The Office also established community outreach networks as well as complaints and feedback mechanisms. It provided identification and documentation, engaged in case management and legal advice, and monitored protection concerns.

In 2019, the partnership with UN-Habitat delivered the first draft of “Guidance for responding to displacement in urban areas”, as well as assessment methodologies, including settlement profiling tools that prioritize developing interventions in settlements. The tools are applicable at any scale, including in urban areas, and build on several years of development and implementation of the “Master Plan” process for sustainable settlements. They were used in 2019 in Kebribeyah, Ethiopia, and Nakivale, Uganda, for multi-sectoral spatial assessment and to plan future interventions.

The presence of large refugee or IDP populations in urban areas can strain the capacities of local authorities and put pressure on basic social services, such as education, health, housing, civil documentation, justice, and water and waste management. At the operational level, UNHCR adapted how protection and assistance are delivered. With UN-Habitat, it deployed technical experts to urban settlements. For example, an urban planning specialist in Cox's Bazar, Bangladesh, carried out detailed planning

and analysis inside Kutupalong camp and across the district with local government. This produced a detailed district settlement profile, which supported the Asian Development Bank and Government stakeholders' understanding and prioritizing of current needs and future investments in the area, benefiting both refugees and host communities.

Shelter and settlement response strategies covering urban contexts were developed for Iraq, Lebanon, the Syrian Arab Republic, Ukraine and Yemen. Globally, most people of concern to UNHCR in urban areas live in privately hosted and individual accommodation. While finding safe and affordable housing is a challenge for everyone in the lower economic strata, refugees and IDPs can face additional barriers, such as not knowing how to find, or not being able to secure, somewhere to rent; not possessing the necessary rental documentation; and not understanding local, informal rental mechanisms. UNHCR's “Rental assistance guidelines” facilitated a standardized approach to establishing cash-for-rent programmes for all people of concern to UNHCR.

Cities stand #WithRefugees at the Global Refugee Forum

UNHCR sought to anchor cities' implementation of the Compact in international refugee and migrant policy fora, including in the lead up to the Global Refugee Forum. More than 50 pledges directly involving local authorities, and those given through the efforts of global city networks were made. Pledges by international organizations, NGOs and academic institutions included engagement with local authorities varying from capacity-building efforts to addressing the challenges of including the forcibly displaced in urban areas.

Pledges were made by cities ranging from Bristol to Milan and São Paulo at the Global Refugee Forum. Bristol pledged to create a bespoke programme facilitating refugee entrepreneurship with local businesses and civil society. Milan pledged to pilot a municipal website to expand and strengthen in-person services, facilitating access to verified and updated information about hiring procedures for asylum-seekers and employers. São Paulo committed to creating the city's first municipal migration policy, in consultation with hundreds of locally-elected migrant and refugee representatives.

Durban (eThekweni municipality), in South Africa, pledged to improve social cohesion between refugees and host community members. It also committed to set up “one-stop shops” to provide information, as well as linguistic and cultural mediation, for migrants, refugees and asylum-seekers, so they could effectively access health care, education and welfare services. Advocacy efforts were also strengthened through the Cities #WithRefugees initiative, which recognizes the importance of municipalities as advocacy and communications partners.



The guidelines were implemented during the Venezuela situation, as well as in Iraq, Libya, Mexico, and Nigeria.

While rental support was scaled-up in urban contexts, there were in-kind solutions in many locations. In cities across Argentina (400), Bolivia (516), Chile (933) and Paraguay (112), 1,961 people of concern were assisted with transitional shelter. In Argentina, UNHCR provided food and non-food items, as well as home appliances, to vulnerable Venezuelans in four cities. The Office also supported infrastructure improvements in 12 community shelters run by civil society organizations and local governments, providing shelter to 400 people of concern, including 200 women. In Santiago, Chile, UNHCR provided financial and technical support to seven community shelters hosting Venezuelan families. Financial support was given to five partners so they could refer people to alternative emergency accommodation in the cities of Antofagasta, Arica, Iquique and Santiago.

Reflecting UNHCR's commitment to stepping up responses in all IDP contexts, significant support was provided to urban IDP operations. In South Sudan, where 12,147 IDPs received shelter and infrastructure assistance, significant numbers of those receiving assistance were in, or returning to, urban areas such as Bentiu and Juba.

Constraints and unmet needs

Despite some notable success, multiple challenges remained for displaced populations in cities. Refugees faced numerous disadvantages; these include lack of community support systems, uncertain legal status and legal restrictions, cultural and linguistic differences, exclusion from social security systems or health insurance schemes, and insufficient income or support to meet even half of their basic needs, such as rent or food. Stigma and discrimination also reduced access to already overstretched government services.



Refugees get traction in Germany's auto industry

Mastura Ekhlas, an Afghan refugee, arrived in Germany in 2013. On inquiring at the job centre, she found Volkswagen had a year-long qualification programme for refugees at its huge plant and logistics centre in Baunatal and, once accepted, gave everything to impress her superiors.

Volkswagen's programme started in 2017 and has helped 5,000 refugees across its sites. Its entry qualification couples a traditional programme with extra language tuition to help newcomers find their feet in the German workplace.



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ENERGY AND ENVIRONMENTAL PROTECTION



© UNHCR/Omerica Elahi

Thanks to solar lighting, a Burundian refugee studies in his refugee housing unit in Kigoma refugee camp, in the United Republic of Tanzania.

2019 RESULTS

1,000,000 people of concern had access to a sustainable source of cooking fuel compared to **200,000** in 2018



838,220 tons of CO₂ emissions reduced by using cleaner sources of energy compared to **18,120** in 2018



100 UNHCR field offices participated in the UN-wide environmental inventory compared to **10** in 2018



4 country operations where plastic waste audits were completed compared to **2** in 2018



In 2019, UNHCR scaled up its work to improve people of concern's access to sustainable and clean energy and bolster the environmental protection of refugee-hosting areas. By strengthening collaborations with partner agencies, it increased its technical capacity in the field. For example, NorCap and the Swedish Civil Contingencies Agency supported the deployment of six energy and two environmental experts, respectively, to UNHCR field locations.

In line with UNHCR's integrated approach, highlighting the key relationship between energy, environment and WASH, UNHCR's partnership with Engineers Without Borders Norway helped solve challenges with solid waste management. By the end of 2019, waste audits were completed in camps in Algeria and Zambia, leading to a plastic waste processing and recycling proposal, which received support from donors with funding for innovative projects. Similar support was received for a "trash to cash"

project in Ethiopia, with the Norwegian Geotechnical Institute managing the project in Melkadida refugee camp, in partnership with the Norwegian Refugee Council and with UNHCR support. The project will improve solid waste management in the camp and create job opportunities in the plastic recycling facility for approximately 15 refugees and members of the host community. In the long-term, more people are likely to benefit as the project upscales in size and location, and it will also give the wider community the opportunity to collect plastic and sell it to the recycling facility.

Collaboration between UNHCR and Land Life Company, a Dutch social enterprise, led to the establishment of the first ever green refugee camp, in Minawao, Cameroon. The project provided environmentally-sustainable shelter and cooking solutions, while protecting the environment through reforestation. The cocoon technology applied in this project, and replicated in Sudan, has significantly increased the survival rate of trees planted in refugee-hosting areas. In 2019, the project was selected as a global best practice for delivering on the SDGs.

In a bid to have a more comprehensive picture of the energy data and capacity in operations worldwide, UNHCR partnered with the Global Plan of Action for Sustainable Energy Solutions (GPA) in 2019. The GPA brings together UN and development agencies, the private sector, NGOs, research institutions and donors to develop responses that improve access to affordable, reliable, sustainable and modern energy services for forcibly displaced people and their hosting areas.

UNHCR also collaborated with GIZ to improve access to electricity and cooking fuel in refugee hosting areas and boost sustainable energy use at UNHCR compounds in Ethiopia, Kenya and Uganda.

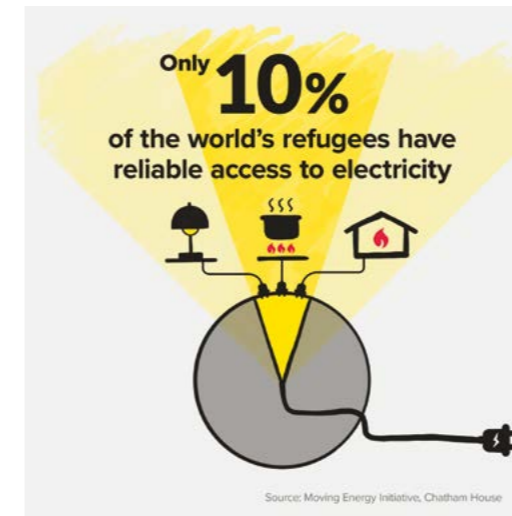
The project targets three main interventions: improving the policy framework in the energy sector in support of the CRRF; market-based access to sustainable energy for UNHCR infrastructure; and access to sustainable energy for households, businesses and social institutions.

UNHCR also scaled up its contribution to UN-wide sustainability targets by better monitoring carbon emissions. In 2019, 100 UNHCR offices participated in the environmental inventory, which covers emissions of greenhouse gases, waste generation and water use—up from 10 in 2018. This enabled UNHCR to estimate its total emissions and offset them, being declared carbon neutral for the first time.

A Sida-commissioned study demonstrated that converting field offices from diesel fuel to solar energy could have a positive carbon and financial impact. Based on this, Sida committed seed funding to establish an internal UNHCR green fund that would help convert its offices. Renewable energy will be provided through private sector independent power producers and savings will be reinvested in future conversions.

UNHCR and its partners successfully scaled-up the liquefied petroleum gas (LPG) programme in Bangladesh, which not only reduced deforestation and net carbon emissions but also diminished the risk to women and girls of sexual and gender-based violence (SGBV). A 2019 survey conducted by IUCN showed that the distribution of LPG in the camp meant a Rohingya family currently only uses one kilo of firewood per day, compared to 4.76 kilos before the LPG distribution programme. As household demand for firewood fell by 80% in the Rohingya camp, so did the need for firewood collection from the forest—one of the causes of SGBV in refugee-hosting areas (see the *Climate Action Overview* for more details).

Constraints and unmet needs



UNHCR continues to seek innovative and cost-effective means of delivering environmentally-sound services to people of concern, while greening its own operations.

UNHCR increasingly mainstreamed environmental concerns in its various activities and sectors—through its choice of shelter materials and during procurement—minimizing, as far as possible, subsequent adverse environmental impacts.

There has been a net increase in the number of people of concern having access to sustainable cooking fuel in 2019, but about 80% of UNHCR's people of concern still rely on unclean and unsustainable energy for their cooking needs. UNHCR is therefore collaborating with the Global LPG Partnership on a concept note for a global LPG market creation fund for refugees, for which UNHCR will be seeking international community support.

Global Strategy for Sustainable Energy and the Clean Energy Challenge



In October 2019 UNHCR developed and launched the “Global strategy for sustainable energy 2019-2024”. The strategy aims to ensure that the priority energy needs of people of concern for cooking, lighting and heating are safely and sustainably met, supporting both refugees and host communities. In December 2019 at the Global Refugee Forum, the High Commissioner launched the Clean Energy Challenge underlining that its aim is for “all refugee settlements and nearby host communities to have access to affordable, reliable, sustainable and modern energy by 2030”. The Challenge sets an ambitious and forward-looking agenda, pushing to do more around a measurable target that helps refugees and host communities to access clean energy, while also delivering on commitments towards climate action. The Challenge is aligned to the SDGs and speaks to SDG 7 (ensure access to affordable, reliable, sustainable and modern energy for all).

