

TURKEY

August 2020

Key Figures (as of 27 August 2020)

4 million

Refugees and asylum-seekers in Turkey

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

2,220

Refugees departed for resettlement in 2020 as of end of August, 72 per cent of whom are Syrians. Close to 4,800 refugees were referred to UNHCR for resettlement consideration in August.

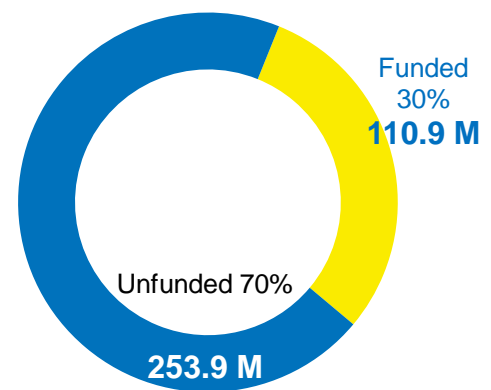
22,650

Calls answered on the UNHCR counselling line in August with an 88 per cent answer rate for queued calls.

Funding (as of 1 September 2020)

USD 364.8 million

requested for UNHCR operations in Turkey



The UNHCR Turkey Counselling Line operators respond to the queries and concerns of refugees. The Counselling Line can be reached on **4444868** and counselling is provided in Arabic, Persian, Turkish and English.

Emergency cash-based interventions

The disbursement of Covid-19 Emergency Cash Assistance by UNHCR in close cooperation with the Directorate General of Migration Management (DGMM) and through the Postal Service of Turkey, PTT, continued in August. By the end of August, a total of 19,948 households (over 91,300 individuals) had collected their assistance. Thus, the first phase of the emergency cash assistance, targeting 20,000 households came close to completion.

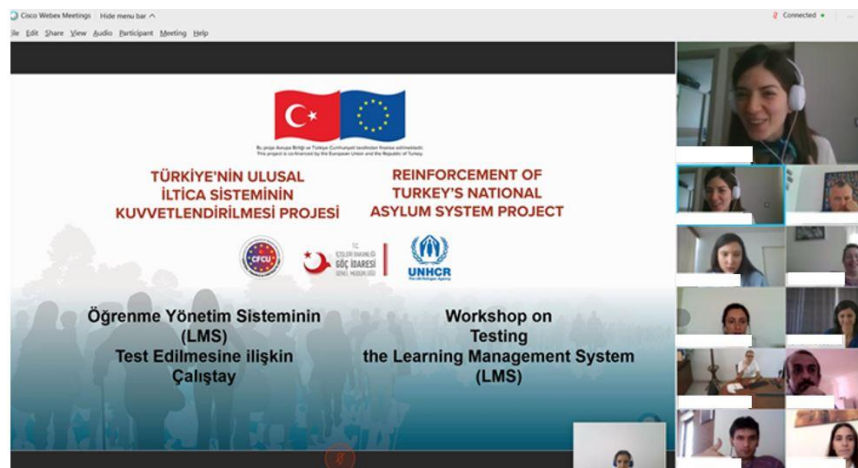
A Technical Working Group comprising of DGMM and UNHCR was formed to address the challenges faced during the initial phase of the cash assistance, to reach the target of altogether 85,000 households during its second phase.

UNHCR analysed the results of the first Post-Distribution Monitoring which was conducted in July. Initial findings indicate that 51% of the recipients of the one-off COVID-19 emergency cash assistance depend on informal sources of income and only 12% have formal employment. 44% cannot meet half of their needs. The key findings also showed that 97% of respondents prefer cash as an assistance modality and 90% reported that the process went smoothly. Post Distribution Monitoring continues.

Protection during times of COVID-19

In August, UNHCR cooperated with DGMM to deliver various trainings using alternative methodologies to replace in-person training. These included an induction training for newly recruited support personnel for Provincial Directorates for Migration Management (PDMM). UNHCR also delivered an online training for newly recruited psychosocial support staff of removal centres on 24 to 27 August. The participants comprised 32 psychologists and 21 social workers working at 26 removal centres in 23 provinces of Turkey. The training focused on legal and technical topics, such as national legislation related to administrative detention, identification of international protection needs, court decisions, interviewing techniques, country of origin information research and use, and the identification of persons with special needs and victims of human trafficking.

The 11th Active Training for DGMM and PDMM staff was held virtually 5-14 August and consisted of theoretical and practical sessions providing participants with a comprehensive knowledge of international protection status determination. Interactive methodologies, such as in-app tools and online platforms for conducting tests and evaluation, were used by facilitators. The training received increasingly positive feedback from the participants. In addition, a two-day online Specific Training on Interviewing Techniques for involved in international protection status determination was held on 31 August and 1 September.



DGMM and UNHCR working together to develop alternative training methodologies to replace in-person training.



Legal clinics in Sanliurfa, Gaziantep and Hatay worked on a rotational basis in August providing legal assistance through telephone or video calls. In August, the legal clinics provided legal assistance to 340 persons regarding international and temporary protection procedures (including registration, documentation, rejection of applications and withdrawal of decisions), matters of civil law (such as marriage, divorce, custody and guardianship), exit and re-entry procedures, family reunification and citizenship procedures.

Over 15,750 copies of the “Access to Legal Aid” leaflet which was developed in collaboration between DGMM, the Union of the Turkish Bar Associations (UTBA) and UNHCR were re-printed based on a request from UNHCR field offices and partners. The leaflet is printed in seven languages (Turkish, Arabic, English, Farsi, Pashto, French and Russian) and was disseminated to partners as well as legal clinics and removal centres.

In August, a countrywide information campaign with key messages related to the prevention and response to SGBV and mental health and psychosocial services key messages information campaign was initiated. Key messages and information on referral pathways and service points were shared and disseminated widely. The information-campaign and messages were developed, based on input from refugee community groups and 3RP partners, and are available in Arabic, Farsi, Turkish and English.

Communication with Communities

In August, the **UNHCR Counselling Line** responded to a total number of 22,650 calls. The majority of callers enquired about resettlement (52%) followed by financial assistance (31%). The calls were received from across the country but mostly from Istanbul followed by Gaziantep and Ankara.

UNHCR shares information about rights, obligations and available services with refugees and asylum seekers through its **Help website** which received approximately 34,650 users and 86,000 views in August. UNHCR published information posts related to accessing the school online system, travel permits online application, refugees podcasts on several topics such as Covid-19, including refugees in multimedia production, livelihoods topics and FAQ posts on general topics. The **UNHCR Turkey Information Board** (Facebook page) had approximately 75,600 likes and 78,200 followers (with a monthly reach of over 711,400 impressions) while the **WhatsApp Communications Tree** reached approximately 66,650 clicks (and 11,270 receivers). The **Services Advisor** platform continues to be updated with information to serve refugees better during the COVID-19 pandemic. In August, the Services Advisor was visited by 4,248 new users with over 28,000 page views.

Durable Solutions

In collaboration with the Ministry of National **Education** and Istanbul University, UNHCR printed 7,000 A1 and A2 level Turkish language books to be used in eight Public Education Centres in Ankara, Konya, Kayseri and Bursa.

In support of **self-reliance** and in response to difficult socio-economic conditions, UNHCR has been working through its partners to provide online vocational courses, Turkish language courses, soft skills online training and online entrepreneurship training. That is, in addition to the continuing advocacy and assisting businesses with work permits. In August, 30 refugees benefitted from a business law training delivered by UNHCR’s partner, Habitat. The Ankara Metropolitan Municipality International Vocational Training Centre completed its round of Turkish language courses benefitting 100 participants, and exams were held on 7 August. Those who successfully completed the language courses will proceed with the vocational training programme.

The Gaziantep Chamber of Commerce (GCC) also organised online entrepreneurship trainings, 11-14 August, with 40 beneficiaries attending a training on the feasibility of business projects. GCC will continue to provide online trainings in the upcoming months.

As of end August 2020, UNHCR provided over 4,962 **resettlement** submissions (4,087 Syrians and 875 refugees of other nationalities) to 14 countries; and 2,220 refugees (1,594 Syrian and 626 of other nationalities) departed for resettlement to 12 countries. Some 4,795 refugees were referred to UNHCR for resettlement consideration in August.



Refugees benefit from Turkish language classes at PECs and then proceed to vocational training courses. Workshops, computer labs and kitchens have been refurbished, and vocational courses are expected to start soon benefitting both host and refugee communities. ©UNHCR

Thanks to donors for their support to UNHCR Turkey in 2020 as of 1 September 2020

USA | European Union | Germany | Japan | France | Norway | Unilever (UK) | Switzerland | CERF | Slovenia | United Kingdom | Denmark | Canada | Sweden | Finland | Spain | Ireland | Private donors

CONTACTS

Amira Abd El-Khalek, Reporting Officer, Turkey, abdelkha@unhcr.org, Tel: +90 312 409 7420

LINKS

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