

Building better futures

A group of Syrian refugees living in Turkey have been awarded DAFI scholarships to complete their higher education in Ankara.

Displaced and stateless persons are no different from anyone else in wanting better and more dignified futures for themselves and their loved ones. But to achieve their dream of a better future, people of concern to UNHCR need education opportunities, identity documents, freedom of movement, work and employment. These are all things that can make a tremendous impact in their lives.

In 2017, UNHCR continued to work with host governments with the goal of achieving durable and comprehensive solutions for all people of concern. In line with the New York Declaration for Refugees and Migrants, collective efforts were undertaken to deliver sustainable responses from the outset of an emergency and to promote the inclusion of refugees in national systems.

Key policy developments in recent years—the 2030 Agenda for Sustainable Development and its pledge to “leave no one behind”, the World Humanitarian Summit’s commitment to a “new way of working”, and the Comprehensive Refugee Response Framework (CRRF) annexed to the New York Declaration—have helped bring about a shift towards more systematic and predictable solutions to situations of forced displacement. The ultimate goal remained to find solutions for all people of concern and, pending this, help refugees actively contribute to host communities and enjoy basic services alongside nationals of the countries that host them.

Building on these policy shifts, in 2017, UNHCR set about working with governments and other partners to ensure better alignment in humanitarian and development efforts for the benefit of refugees and host communities alike. To that end, the Office rolled out the CRRF in 13 countries, developing partnership-based responses to large-scale refugee situations, and working with new government counterparts, such as local authorities. The application of the CRRF generated an increase in global responsibility-sharing in line with its first objective of easing pressure on host countries.

Greater engagement with bilateral development actors saw the launch of more projects supporting access to services for both refugees and host communities which, in turn, promoted inclusive policies in refugee-hosting areas. Comprehensive approaches fostered greater synergies with the 2030 Agenda on Sustainable Development Goals, and reinforced the inclusion of refugees in national development plans and the United Nations Development Assistance Frameworks (see the chapter on *Expanding partnerships*).

This chapter outlines UNHCR’s response, including innovative practices, progress made, and challenges encountered in the search for comprehensive and durable solutions for people of concern to UNHCR.

COMPREHENSIVE SOLUTIONS



Manaal, 14, is from Somalia and lives in Amsterdam, in the Netherlands. She dreams of being a flight attendant to “be able to travel, see Paris and have butterflies in my stomach.”

Voluntary repatriation

Most displaced people would prefer to return to their country or area of origin, even after many years in exile. Under the New York Declaration, States committed to promoting durable solutions, with an emphasis on sustainable and timely return in safety and dignity. These commitments, made in the New York Declaration and the CRRF as part of it, recognize that voluntary repatriation requires not only support for the return process, but also that sustainable returns need more support from humanitarian, development, and peacebuilding perspectives.

While voluntary repatriation conditions remained challenging in 2017, the number of refugees who returned to their countries of origin increased during the year from 552,200 in 2016 to 667,400, most of whom (518,600) received assistance

from UNHCR. While the return to their country of origin is often the preferred solution for many refugees, repatriation should be based on a free and informed decision and with the full commitment of the country of origin to the reintegration process to ensure that returnees are able to safely rebuild their lives. These contexts in which such returns took place in 2017 were often complex. In places where people returned despite conditions not being conducive to sustainable reintegration, UNHCR engaged in protection monitoring and provided refugees and IDPs with information on return conditions, protection risks and obstacles to ensure they were making free and informed decisions about their return. For people of concern wanting to return home voluntarily, key factors in their decision-making remained the existence of a functioning government and rule of law, legal recognition of property rights,

and security and safety. Apart from these general considerations, factors related to culture and identity were also important in the decision to return home.

When conditions are not conducive to return, people may end up internally displaced, seeking refuge outside their country or otherwise at risk. Globally, UNHCR observed large, self-organized returns to potentially unsafe situations and where the sustainability of reintegration is at risk. This scenario reflects the complex and fluid dynamics in which many refugees find themselves. People who wish to return before circumstances are conducive have the right to do so. UNHCR's response to such situations balances respect for every person's right to return to their country of origin or habitual residence, and the principle that repatriation should be on the basis of a free and informed decision by refugees without incentivizing or encouraging them to return prematurely. In 2017, the Office continued to work with partners to leverage the rule-of-law so as to make progress in the development, conflict prevention and peacebuilding sectors to help create conditions conducive for return of people of concern.

For example, UNHCR prepared for the facilitated voluntary repatriation of a group of refugees from the Republic of the Congo to one area of the Central African Republic (CAR), while simultaneously responding to a displacement emergency in another part of the country. In Nigeria, while there were reports of significant self-organized returns,



Cash for returnees

In 2017, UNHCR started working to help returnees from Kenya access banking services in Somalia. Returnees were able to use ID cards issued by UNHCR to access their funds. The initiative involved UNHCR bringing together its work in cash assistance programmes and its relationship with private sector partners to create opportunities for people of concern for financial inclusion.

UNHCR has not to date facilitated voluntary repatriation in neighbouring countries due to the prevailing conditions. In the future, UNHCR anticipates facilitating voluntary repatriation from Cameroon and Niger for Nigerian refugees wishing to return to areas in the north-east, if the security situation in potential return areas becomes stable.

In 2017, UNHCR assisted around 58,800 registered Afghan refugees, mostly from Pakistan, to voluntarily return and strengthened its return monitoring systems in Afghanistan. Nevertheless, there was a limited absorption capacity in return areas notably due to a lack of work and employment opportunities, clarity surrounding land and property rights and restitution, and adequate housing. Together with a worsening security situation and increased internal displacement, voluntary repatriation to, and sustainable reintegration in, Afghanistan remained challenging.

The situation in Burundi remained such that UNHCR could not comprehensively encourage or promote returns. However, UNHCR supported the voluntary return of 13,000 refugees from the United Republic of Tanzania to Burundi during the period of September to December 2017. In Burundi, a joint FAO, UNDP, UNFPA and UNHCR programme supported border monitoring and access to justice, and security and social services for returnees and local communities, along with increased work and employment opportunities. The Office also facilitated the voluntary return of refugees elsewhere, including to Côte d'Ivoire, Mali, Somalia, Sri Lanka and Sudan.

In Somalia, UNHCR participated in several joint United Nations programmes. One of them involved partners from UNDP and UN-Habitat and focused on making relevant institutions accessible to both IDPs and returnees by enhancing local governance mechanisms. The programme also helped to improve refugee access to affordable housing and other essential services involved in the integration journey.

UNHCR also actively engaged in the development of the next phase of the joint United Nations Rule of Law Project, which is expected to expand access to justice and community-oriented policing support to IDP, returnee and other displacement-affected communities.

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Fadumo sells her tie-dyed fabric in Kismayo market where she also sells fruit and vegetables.



Support programmes give Somali returnees a chance to rebuild better futures

Despite ongoing challenges related to drought, food insecurity, conflict and lack of services in Somalia, some 111,000 Somali refugees have returned home since 2014, mainly from Djibouti, Kenya and Yemen. UNHCR assisted nearly 35,000 refugees to repatriate from Kenya to Somalia voluntarily in 2017.

With partners, UNHCR is helping returnees like Fadumo transition back into their country of origin. The 24-year-old was born and raised in Kenya's Dadaab camp, but she and her family decided to return to Kismayo in southern Somalia.

However, settling in Somalia was not easy. Besides adjusting to a new environment rife with insecurity and a severe lack of infrastructure, Fadumo needed a job to help her take care of her three young sons. She learned of a centre supporting returnees in Kismayo, which was run by the American Refugee Committee and UNHCR. She registered for courses in computer literacy and technical vocational training.

Fadumo has now started her own business and runs a busy workshop, making beautiful garments that she sells in the local market. She has found success, and a sense of belonging, for the first time in her life. "Life here is much better than in the refugee camp," she says. "I can afford food. I am able to pay rent and take my eldest son to school."

In the CAR, UNHCR worked with peacebuilding and development partners to include IDPs and potential returnees in a national perception survey on justice, security and peace. With partners, the Office also supported returnees' access to housing, land and property, in addition to aiding the work of local peace and reconciliation committees.

Globally, UNHCR supported other mechanisms promoting social cohesion, such as inter-faith platforms and return committees, to encourage stronger connections between returnees and national civil society. In Honduras, to help address potential conflict in areas where refugees were returning, UNHCR encouraged civil society cooperation

between local and national authorities. This included work to analyze the local housing, land and property situations in line with the Comprehensive Regional Protection and Solutions Framework, known as MIRPS—*Marco Integral Regional para la Protección y Soluciones*, the regional iteration of the CRRF. In Sudan, a joint United Nations programme continued to strengthen justice and security, including dispute resolution mechanisms, and the rebuilding of the criminal justice system in pilot areas where IDPs are likely to return.

Local integration

Local integration for refugees in a country of asylum is a complicated and gradual process with the hope of leading to a durable solution. The process has different but inter-related dimensions.

Local integration is a legal and civil-political process. Host States grant refugees a progressively wider range of rights and entitlements, which are broadly commensurate with those enjoyed by nationals. These include freedom of movement, access to education and the labour market, access to public services, the possibility of acquiring and disposing of property, and valid travel and identity documents. Family reunification is also crucial to local integration. As a result, UNHCR continued to advocate in 2017 for naturalization and permanent residence with States. The Office also supported refugees in addressing administrative and practical barriers in accessing these rights, and worked with national authorities on legal integration policy and legislation.

Between late 2016 and 2017, Costa Rica, India, Kazakhstan, Mexico and the former Yugoslav Republic of Macedonia all granted citizenship to refugees. Zambia also confirmed that it would issue three-year

residence permits to former Rwandan refugees no longer requiring international protection, without the requirement of a national passport. It is also moving forward on granting permanent residency visas to former Angolan refugees.

Beyond its legal and social components, local integration is also an economic process whereby refugees become less reliant on State and humanitarian aid over time. As refugees become more economically independent, their contribution to their host communities grows too. In recognition of the importance of economic inclusion to refugees, in 2017, UNHCR continued to encourage States to better facilitate refugee access to labour opportunities and employment (for more information on this, see the section on *Economic inclusion and livelihoods* in this chapter).

In addition, local integration is a social and cultural process that involves the relationship between host communities and refugees, and requires public institutions to meet the needs of a diverse population. Promoting peaceful coexistence between displaced and host communities is one of UNHCR's Global Strategic Priorities, and is aligned with the principles of inclusion contained in the CRRF. In 2017, community-based approaches to protection provided opportunities for displaced and host communities to jointly identify concerns, and design and implement actions to respond to them.

In Brazil, the national government and the municipality of São Paulo continued work to create conditions conducive to refugee inclusion. Together, the municipality, international organizations, civil society members, migrants, and refugees developed the first public policy for inclusion and integration.

Community-based approaches promoted social cohesion within displaced populations by ensuring inclusiveness and representation of all groups, including those with specific needs and the most marginalized. Regular participatory assessments were undertaken with refugees on their integration experience, with proposals and feedback given to national authorities.

Other interventions globally included initiatives with cultural institutes, participation in State working groups, joint assessments of the challenges to local integration which took into account the perspectives of refugees and local communities, and work with private sector and civil society actors involved in improving reception conditions and integration prospects. For example, in Mexico the UN High Commissioner for Refugees met with Chief Executive Officers to discuss the role of the corporate sector to further support refugee integration. In Gambia, UNHCR met with authorities to discuss how refugees' access to agricultural land might be included as part of that country's plans to stimulate development and economic growth in rural areas.

UNHCR continued to broaden engagement with local and national authorities, and host communities. All of these stakeholders have a role to play in the successful integration of refugees. In Europe, the Office has developed a partnership with OECD to develop ten case studies on local authorities' engagement with refugees, to better understand refugee policy in cities. An example of where local authorities took a leading role in integration is in the city of Gdansk in Poland. There, local authorities developed an integration plan in 2016 that was so successful it was rolled out to a further 11 other Polish towns and cities in 2017.

In 2017, UNHCR was heartened by the work of the Global Mayors Summit and Cities of Solidarity. These entities demonstrated the value of leadership at the local level in building successful refugee integration policies and approaches. In Latin America, where Cities of Solidarity is based, authorities in Brazil, Chile, Costa Rica, and Ecuador made progress towards better inclusion of refugees in social safety nets and in health and housing programmes (see the *Americas* regional summary). In Mexico, UNHCR supported the relocation of refugees from border regions to the city of Saltillo, where there is a specific local integration programme and opportunities for formal work. Relevant ministries and employers have ensured coordinated support to refugees seeking to access the labour market. Recognizing the need for secure land tenure to facilitate local integration, UNHCR worked with authorities in Colombia on legalizing 30 informal urban IDP settlements, an essential step towards local integration and helping IDPs enjoy rights such as access to housing, land and work and employment. Also in Colombia, UNHCR was hopeful that the development of a new government policy on the management of urban settlements would help deliver benefit to people of concern as well as host communities.

The Global Mayors Summit and Cities of Solidarity showcase the value of local leadership in refugee integration in Latin America.

200

National ID cards were issued by Ecuador to refugees in 2017, allowing them to exercise the same rights and services as nationals.

Resettlement

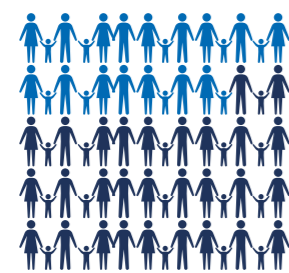
AT A GLANCE | 2017

71.4 MILLION
PEOPLE OF CONCERN

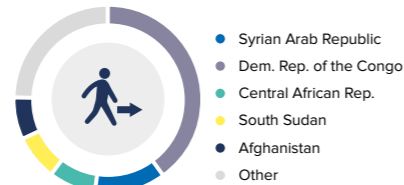
19.9 MILLION
REFUGEES UNDER UNHCR'S MANDATE

1.2 MILLION
REFUGEES IN NEED OF RESETTLEMENT

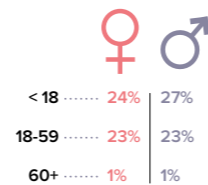
75,200
RESETTLEMENT SUBMISSIONS



Top five nationalities in need of resettlement



Resettlement submissions by age and gender



Many refugees cannot return home because of continued conflict and persecution. Some live in perilous situations or have specific needs that cannot be addressed in the country where they have sought protection. In such circumstances, UNHCR helps them resettle to a third country.

In 2017, there were 19.9 million refugees of concern to UNHCR worldwide, of which 1.2 million were in need of resettlement. However, close to 75,200 resettlement places were made available—a 54 per cent drop compared to 2016 (163,200). The fall represents declining resettlement opportunities driven by a changed international environment.

In response, UNHCR stepped up its advocacy efforts to increase the number of resettlement places and ensure programmes were protection centred, strategic and in line with global resettlement priorities.

The Office advanced the quality and integrity of resettlement processes, in particular through a resettlement innovation project. This project involved UNHCR taking stock of its internal procedures while leveraging existing innovations in the resettlement process.

Throughout the year, the Office helped States implement protection-centred resettlement programmes and influenced legal and policy developments that could impact resettlement, particularly in the European Union. UNHCR expanded the global resettlement base through the emerging resettlement countries joint mechanism (ERCM). Advocacy efforts helped contribute towards increased resettlement quotas by some States, this included ensuring access to emergency resettlement places for refugees whose lives were at imminent risk (see regional summaries).

The Syrian Resettlement Core Group played a critical role in mobilizing support for large-scale resettlement, testing new approaches to processing people for resettlement, sharing best practices and building relationships between States with a critical interest in better responding to refugee outflows from the Syrian Arab Republic (Syria). In August 2017, a Central Mediterranean Core Group for enhanced resettlement and complementary pathways was established. The Group mobilized efforts to increase resettlement for the most vulnerable refugees, and proactively pursued opportunities for safe and regulated admission through complementary pathways (for more information on the central Mediterranean situation see the chapter on *Safeguarding fundamental rights*).

UNHCR invested in, and widened, its partnerships with States and non-traditional actors to expand resettlement and humanitarian admission. It participated in the Global Refugee Sponsorship Initiative to promote and support the establishment of community-based sponsorship programmes. The Office assisted civil society involvement in these programmes by conducting two scoping assessments in Argentina and Chile and coordinating a roundtable in Brazil. Its efforts led to stronger participation of civil society in the implementation of community-based sponsorship programmes. Through annual tripartite consultations on resettlement, and working groups on integration, integrity and capacity-building, UNHCR also built and maintained partnerships with States, sponsoring organizations, multilateral and NGO partners, the private sector, development actors, academia and refugee communities.

Complementary pathways to protection and solutions

While resettlement remains one of the most important tools by which States can meet the protection needs of refugees, complementary pathways for admission can provide further opportunities to achieve long-lasting solutions. By learning new skills, contributing to the labour market, acquiring an education, or reuniting with family members in third countries, refugees can enjoy a safe and lawful stay in a place where their international protection needs are met. Complementary pathways are not meant as a substitute for the protection afforded to refugees under the international protection regime: rather, they complement it and serve as an important expression of solidarity and responsibility-sharing, as reaffirmed in the New York Declaration and the CRRF.

While refugees face many barriers and challenges in accessing complementary pathways—for instance, obtaining exit permits, entry visas or travel documents or meeting strict eligibility criteria—important progress was made in 2017. UNHCR supported action on States' pledges and existing initiatives on complementary pathways, for instance higher education programmes offered by France and Japan for Syrian refugees. The Office developed guidance in setting up the systems and mechanisms needed to support complementary pathways and worked with all those concerned, including States, civil society, the private sector, academia, governmental organizations and refugees.



Goodwill Ambassador support

UNHCR Goodwill Ambassadors, such as Khaled Hosseini, highlighted UNHCR’s essential work building better futures for displaced people. Hosseini’s mission to Uganda explored the impact of innovative approaches such as land-sharing between Ugandan nationals and refugees, while David Morrissey’s meeting with a Syrian family recently housed in London gave a human angle to the resettlement process. Alek Wek also penned an op-ed for CNN, emphasizing to global audiences the central importance of education for refugee empowerment.



UNHCR Goodwill Ambassador, Khaled Hosseini, with Ugandan Yahaya Onduga, Head of the Local Committee (LC) at Bidibidi settlement, Uganda.

UNHCR assisted countries in the Asia and the Pacific and the Middle East and North Africa regions, as well as countries concerned by the central Mediterranean route situation, to design solutions strategies for refugees and identified interventions and partnerships that could expand refugee access to these safe and regulated avenues. At the regional level, the Office supported

the adoption of an African Union protocol on free movement of people, the right of residence and establishment, which will create opportunities for refugees to access solutions in the region. UNHCR established new partnerships with, for example, the United World Colleges (UWC) to expand secondary education for refugee students in third countries.



The United World Colleges helps expand refugee access to secondary education

A UNHCR-supported initiative is working to provide 100 refugees and internally displaced students with a scholarship for secondary education at UWC schools and colleges every year.

In 2017, less than 1 per cent of refugees attended university and only 23 per cent attended secondary school. But UWC, a member of UNHCR’s #WithRefugees coalition, is hoping its commitment to young refugees and IDPs worldwide will help to change that.

A lack of access to education is a major issue facing young refugees. Of the 19.9 million refugees under UNHCR’s mandate, half are children. The education of these young refugees is crucial to the peaceful and sustainable development of the countries that have welcomed them, and to their home countries when they return. Yet compared to other children and adolescents around the world, the gap in opportunity for refugees has continued to grow.

UWC, which has 17 secondary schools on four continents, supported 47 refugee students to undertake their international baccalaureate diploma in 2017 by giving them access to universities worldwide. UWC’s students are selected by national committees in 159 countries according to their potential and independent of socioeconomic means.



The United World Colleges has helped extend access to education for refugees.



With the OECD, UNHCR initiated a mapping of non-humanitarian, safe and regulated entry and visa pathways used by refugees in OECD countries. Initial findings, presented in November 2017, are hoped to better inform future UNHCR guidance on complementary pathways, and improve

development programming and policy approaches to this issue in OECD countries. Together, ILO and UNHCR in 2017 explored ways to implement complementary pathways through labour mobility, which are detailed in a joint work plan.

AREAS OF INTERVENTION

KEY ACHIEVEMENTS

DURABLE SOLUTIONS

SUPPORT VOLUNTARY RETURN IN SAFETY AND DIGNITY. IN 2017, UNHCR:

Support refugees’ voluntarily return in safety and dignity in situations where conditions are conducive

Supported 518,600 refugees to voluntarily return in safety and dignity in situations where conditions permitted. Assisted 19,000 Rwandans to return home. The Rwanda Comprehensive Solutions Strategy formally ended in December 2017. Since its inception in 2009, some 70,000 Rwandans have returned. Conducted structured dialogues with refugees in countries of asylum, together with national authorities, development partners, and other stakeholders, and with IDPs and returnees in countries of origin to plan and support sustainable reintegration.

Develop Multi-Year, Multi-Partner solutions strategies, together with national authorities, development partners and other stakeholders, for the reintegration of refugee and IDP returnees

Developed 22 Multi-Year, Multi-Partner (MYMP) protection and solutions strategies. These strategies include support for voluntary repatriation and reintegration, where relevant, based on the context.

REALIZE POTENTIAL FOR INTEGRATION. IN 2017, UNHCR:

Make integration more sustainable

Supported governments and engaged with UNCTs on the inclusion of people of concern in local and national development plans and sector-specific projects, including through the roll-out of the CRRF and MYMP protection and solutions strategies. Developed technical guidance for operations on inclusion in local and national development plans. Supported the government of Malawi to conduct an institutional capacity self-assessment on RSD systems.

Strengthen capacities for including specific needs of people of concern in national processes related to housing, land and property projects in partnerships with development actors

Implemented 3 projects on housing, land and property with development actors in Myanmar, Somalia and Ukraine. Continued to roll out a project in Niger aimed at identifying and resolving ongoing and potential housing, land and property related challenges to the achievement of durable solutions by refugees, IDPs and returnees.

SUPPORT COMMUNITY EMPOWERMENT AND SELF-RELIANCE. IN 2017, UNHCR:

Identify obstacles to accessing rights and related national services from the perspective of affected communities

Worked with peacebuilding and development partners to include refugees from the CAR in a national perception survey on justice, security and peace.

REALIZE POTENTIAL FOR RESETTLEMENT. IN 2017, UNHCR:

Submit resettlement cases

Made 75,200 resettlement submissions globally to 35 States.

Assisted 6 countries to develop and expand their resettlement and humanitarian admission programmes through guidance and technical advice, training and capacity-building activities, and the mobilization of international expertise.

Commissioned a review of its resettlement processing methods to maximize efficiencies and map innovative field practices.

Submitted 10 comprehensive proposals outlining key resettlement priorities to resettlement States, including to the European Union. This led to increased quotas by several important State resettlement programmes, including Australia, Iceland, Sweden and the United Kingdom.

Advocated, with resettlement States through the Syria Resettlement Core Group, the submission of more than 37,000 cases for Syrian refugees.

Established a new core group for enhanced resettlement and complementary pathways along the central Mediterranean route.

Arrange resettlement departures

Arranged the departure of some 65,100 refugees globally to 34 resettlement States.

Ensure the integrity of the process

Issued a new policy on addressing fraud committed by people of concern.

Undertook anti-fraud assessment missions and provided regular guidance to support targeted operations on fraud risks, prevention and response.

Developed an online training module for the new anti-fraud policy.

Organized webinars for resettlement staff on integrity measures in case processing.

Training and capacity-building

Organized resettlement learning programmes, interview learning programmes and counselling skills workshops, as well as on the job training in resettlement policy and procedures for 300 UNHCR staff and affiliated workers.

Trained 46 government officials and NGO staff in new or emerging resettlement countries on ERCM.

Launched a comprehensive web-based resettlement data portal (<http://rsq.unhcr.org>), to provide an accessible evidence base of UNHCR's global resettlement programme.

SUPPORT AND EXPAND COMPLEMENTARY PATHWAYS. IN 2017, UNHCR:

Facilitate complementary pathways for refugees to third countries and mechanisms for enhanced protection and solutions

Supported States and partners in 6 countries to establish and develop community-based sponsorship, including as a co-founder of the Global Refugee Sponsorship Initiative.

In collaboration with the Government of Japan, supported 19 Syrian students and their families to complete a master's degree in Japan.

With the involvement of civil society, assisted 25 Syrian refugees to study at the Universities of Toulouse and Montpellier, through a scholarship programme sponsored by the Occitane-Pyrénées-Méditerranée region in France.

Supported Argentina and Brazil in implementing their humanitarian visa programmes for Syrians, leading to the arrival of more than 600 Syrians in Argentina and the establishment of necessary legal and institutional capacities in Brazil.

Capacities and partnerships strengthened in the identification, development and expansion of complementary pathways

Forged new partnerships to expand resettlement and complementary pathways to protection and solutions, including with the Global Refugee Sponsorship Initiative on community sponsorship, the Center for Global Development on increasing financing for resettlement, and the Community of Sant'Egidio on the humanitarian corridors project.

With the NGO partner, Talent Beyond Boundaries, established a database of refugee talent in Jordan and Lebanon to expand labour mobility opportunities in third countries. More than 9,000 refugees were registered in 2017.

Developed UNHCR training module on complementary pathways and trained staff in the operations.

IMPROVE ACCESS TO QUALITY EDUCATION



Rohingya refugee children in the classroom after receiving school supplies in a camp school in Bangladesh.

“Refugees have skills and talents that only need a chance to grow and flourish.”

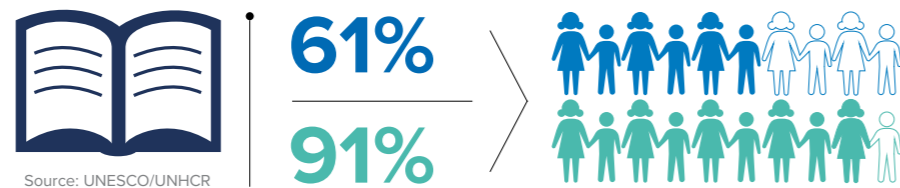
—Filippo Grandi, UN High Commissioner for Refugees

Applying a “whole-of-society” approach, UNHCR has systematically worked on the commitment in SDG 4 to “ensure inclusive, equitable quality education for all”. All partners are encouraged to include refugee

children and youth in national education plans. The CRRF approach builds on this commitment by making the inclusion of refugee children and youth in the national education systems one of its core elements.

- REFUGEE CHILDREN
- CHILDREN WORLDWIDE

PRIMARY SCHOOL ENROLLMENT RATES



As one of the Education 2030 co-convening agencies, UNHCR supported the Regional Meeting of Ministers of Education of Latin America and the Caribbean in January 2017 and the Ministerial SDG 4 Regional Forum for Eastern Africa held in the United Republic of Tanzania in February 2017. For both regions, States made commitments and formulated

priorities to include refugees in national education systems. Stronger collaboration with the Intergovernmental Authority on Development (IGAD), which covers seven countries in East Africa, led to a commitment to include refugees in national education systems by 2020 (see the *Africa* regional summary).



Educate A Child Programme—Education Above All Foundation

UNHCR’s multi-year partnership with Educate A Child (EAC), an initiative of the Education Above All foundation, founded and chaired by Her Highness Sheikha Moza bint Nasser of Qatar, continued to provide quality education and increase primary enrolment rates of refugee and IDP children in 12 countries across Africa, Asia and the Middle East.

The partnership between EAC and UNHCR has helped to strengthen education programming, identifying and addressing barriers refugee children face in enrolling, attending and completing primary school. This has been achieved through activities such as the delivery of certified qualifications, training courses for primary school teachers, improvements to infrastructure and cash-based interventions. The partnership has also supported host countries’ efforts to include refugees and IDP children in national education planning. Close to 680,500 children were enrolled in primary education in EAC countries of focus since the beginning of the project, including over 355,000 in 2017. “I like teaching refugee children who need teachers who can understand their situation best and provide them with the special care they need,” says Bako, a refugee teacher who received school supplies from the UNHCR and EAC project in Uganda.

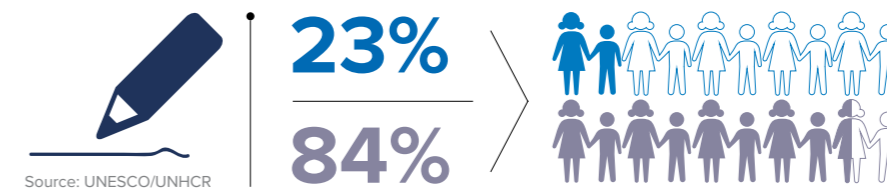


Bako, a refugee teacher at the Ofonze Primary School in Bidibidi settlement in Uganda, poses with teaching supplies received through the Educate A Child programme.



- REFUGEE CHILDREN
- CHILDREN WORLDWIDE

SECONDARY SCHOOL ENROLLMENT RATES



In 2017, UNHCR continued to address barriers to education for refugee students by supporting alternative pathways to secondary education. To that end, last year, the Office embarked on a multi-year youth education programme to increase access and completion of secondary school for more than 230,000 displaced young people and host community youth in Kenya, Pakistan, Rwanda and Uganda. The programme sought to create opportunities for education and training, creating pathways to higher education and actively encouraging youth to participate in decision-making processes and to monitor programme impact.

UNHCR continued to support alternative and flexible education options for refugee children and youth who have missed out on substantial amounts of schooling as a result of forced displacement. Certified accelerated education programmes helped increase access to flexible condensed education programmes. In addition, the Office continued to lead the multi-agency accelerated education working group (AEWG)—a grouping that includes United Nations agencies, NGOs and development partners—and that works to expand the quality of accelerated education programming globally.

UNHCR launched a multi-year youth education programme targeting 230,000 refugee youth in four countries to encourage the continuation of studies through secondary education and skills training.

Cash for education



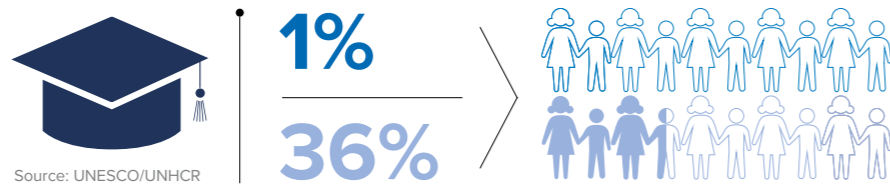
Cash-based interventions (CBIs), when paired with education programmes, have become a useful tool to address barriers to education in a variety of contexts.

UNHCR has increasingly used CBIs to support education of refugees and others of concern, while also preserving their right to make choices about their own needs. In Pakistan, UNHCR provides cash assistance to girls in grades 9-12 in refugee villages in Balochistan. Sensitive to the unique cultural constraints placed on girls in the area, the Office has developed separate girls-only classrooms with female teachers and located within two kilometres of the refugee villages. This allows girls to walk to school in groups rather than take public transport. These seemingly simple adaptations to the programme design, combined with the financial reward for school attendance, encourages families to allow their daughters to stay in school.



- REFUGEE CHILDREN
- CHILDREN WORLDWIDE

HIGHER EDUCATION ENROLLMENT RATES



Access to higher education for refugees is a pathway to solutions because it helps them develop leadership skills and is often critical for their future employment prospects. Education also helps refugee students gain the knowledge, skills and experience

needed to build a future for themselves and their community. Many refugees who graduate from higher education become leaders in their communities, whether they return to their country of origin, or settle in their host country.



Innovation for education

Innovative education programming and interventions, such as the Instant Network Schools and the Humanitarian Education Accelerator, helped boost refugee enrolments in education, improve the quality of teaching and learning, and contributed to building an evidence base of innovative education programmes.

In partnership with the Vodafone Foundation, UNHCR established 31 Instant Network Schools in the DRC, Kenya, South Sudan and the United Republic of Tanzania. The integration of new technologies—particularly interactive digital technologies—in teaching and learning environments transformed classrooms into innovation hubs for learning, thereby improving access to quality teaching and learning resources. As of the end of 2017, nearly 62,500 young refugees and over 860 teachers had benefitted from these services.

Through the Humanitarian Education Accelerator programme, UNICEF and UNHCR are working on approaches to scale up innovative education projects. The programme helps five key partner organizations—Caritas, Kepler, Libraries Without Borders, War Child and World University Service—to improve their monitoring and evaluation capacity in their work to deliver education projects in more than nine countries in Africa, Europe and the Middle East. With the support of the American Institute for Research, partner organizations in this work have now all developed research and evaluation plans.

In addition to establishing robust data management and improving education data quality, UNHCR commenced a roll out in 2017 of a refugee education management information system that captures education statistics on refugee children. A regional workshop on this new system was held in Rwanda and included participants from five countries in the East Africa region.



Girl students using tablets pre-loaded with educational software at their Instant Network Schools (INS) classroom in Juba primary school, Dadaab, Kenya.

© UNHCR/Asadullah Nouraini

The Albert Einstein Academic Refugee Initiative (DAFI), funded by the Government of Germany, with support from other partners including, increasingly, private donors, provides scholarships that enable refugees to undertake undergraduate degree in their country of asylum. Since its creation in 1992, more than 14,000 DAFI refugee students have been supported through higher education, including 6,700 refugee students in 50 countries during 2017.

The programme reported a 44 per cent increase of DAFI scholarships in 2017 compared to 2016 and the programme reach an additional 13 countries of operation. Beyond scholarships, over 3,500 refugee students in 12 countries have now participated in DAFI-facilitated digital connected learning programmes run by a range of universities and organizations.

The DAFI higher education scholarship programme has continued to help improving refugee access to higher education. In 2017, the programme supported 6,700 refugee students in 50 countries.



Award puts Malian refugee on road to university in Mauritania



Fatimetou feels relieved after finishing her first English exam at Nouakchott University.

© UNHCR/Helena Pus

Fatimetou is the only woman among 2017's 18 DAFI scholarship recipients at Nouakchott University. The scholarship enables young refugees to enrol in higher education. After her school in northern Mali closed and she was forced to flee to Mauritania, she did not imagine she would go to school again, let alone study English at university.

Most refugees in Mauritania have missed years of school and struggle to acquire an education, particularly at higher level. Many face a language barrier or lack the funds to support themselves during their studies. Often, girls like Fatimetou with parents who are illiterate, grow up believing that education is not an option for them.

Fatimetou completed her baccalaureate in Mbera camp, which allowed her to compete for the DAFI scholarship. She is among a small number who took on the challenge of studying English in the Arabic- and French-speaking country.

"The most important thing to me is to help my community," she said. "I want to be able to talk about the reality we experience to the world, and I know that learning English will help me do that. It will also help me to understand the world and discover things that are different, new and interesting ways of living."



AREAS OF INTERVENTION

KEY ACHIEVEMENTS

BASIC NEEDS AND ESSENTIAL SERVICES

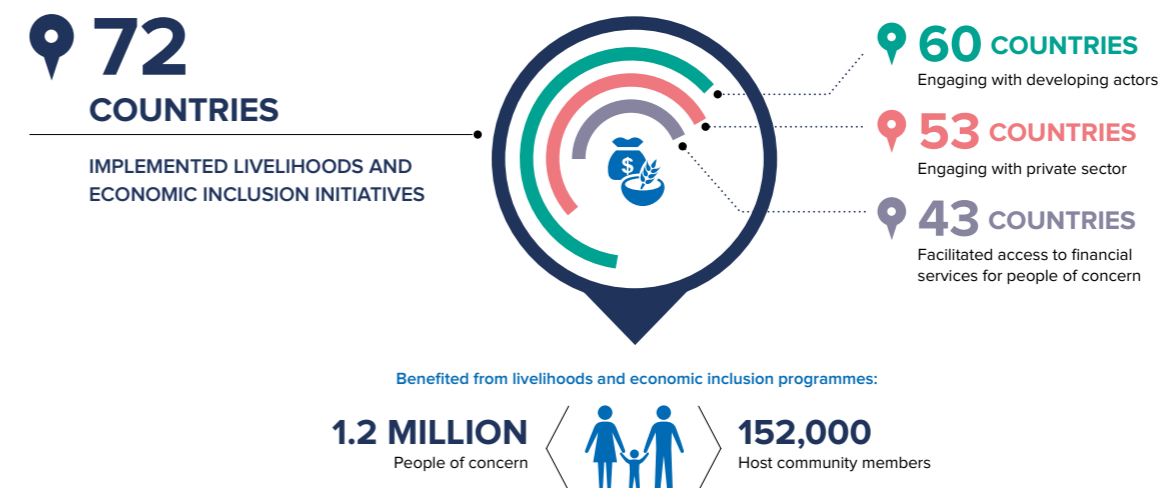
IMPROVE ACCESS TO QUALITY EDUCATION. IN 2017, UNHCR:	
Provide technical support to operations for inclusion of refugees within national education systems and programmes	Together with the Global Partnership for Education, UNHCR supported 22 country programmes to develop and implement national education policies, programmes and practices that helped ensure students from both refugee and host communities could access high-quality education through national systems. Delivered 20 training and mentoring programmes.
Increase enrolment and retention of out-of-school children and youth in primary and post-primary education in country operations	Increased primary school enrolment from 50% to 61% globally and enrolled over 355,000 refugee children in primary school in 12 countries under the UNHCR-EAC partnership. Developed and launched a Youth Education Programme in 4 countries, focusing on secondary education.
Expand and promote the use of innovation in education	Expanded innovative educational services in 20 countries, benefitting more than 150,000 refugees through Instant Network Schools and humanitarian education accelerator and other programmes. Coordinated the AEWG, which launched a set of guidance materials and a learning agenda to strengthen the evidence base for accelerated education. Refugees accessed accelerated education programmes in 10 countries.
Enhance access to tertiary education	Expanded the provision of scholarships through the DAFI programme to 6,700 students. Rolled out 10 Connected Learning programmes on connected learning to support 3,500 refugee students to participate in higher education programmes.

ECONOMIC INCLUSION AND LIVELIHOODS

UNHCR is committed to working in new ways that include and empower refugees and other people of concern. The Office has sought to build on refugees' resilience, knowledge and skills, recognizing the contribution they can make to the development of their host communities.

Building on previous years' results, UNHCR expanded its work and partnerships in 2017 to improve the economic empowerment and inclusion of refugees, in line with its global livelihoods strategy and its 2017–2021 Strategic Directions.

AT A GLANCE | 2017



Work to support refugees' economic independence continued to require diverse partnerships with development, private sector, government and civil society partners. In 2017, UNHCR focused on ensuring the sustainability and efficacy of its work and economic inclusion and livelihoods initiatives across 72 countries. These efforts necessarily relied on the involvement and support of key partners. Reflecting the growing recognition of work and employment to refugee well-being, the Office also increased its number of in-country livelihoods experts from 39 in 2016 to 61 in 2017. UNHCR also worked with ILO to assess labour market and other economic factors in refugee hosting countries and

completed analysis in six countries. These assessments helped ensure that initiatives designed to help boost refugee economic independence took into account local market conditions.

Expanding efforts for refugees' economic and financial inclusion in host countries

Building on the results of UNHCR's graduation approach pilots since 2014, the Office worked with the NGO, Trickle Up, to roll out new projects with this approach targeting refugees and host community members living in extreme poverty in Argentina, Mozambique and Sudan in 2017. The Office also maintained its

The graduation approach is a time-bound, sequenced household-level livelihood intervention, which has proven effective in supporting people living in extreme poverty and other vulnerable populations to achieve sustained income and asset gains and begin the journey out of deep poverty.

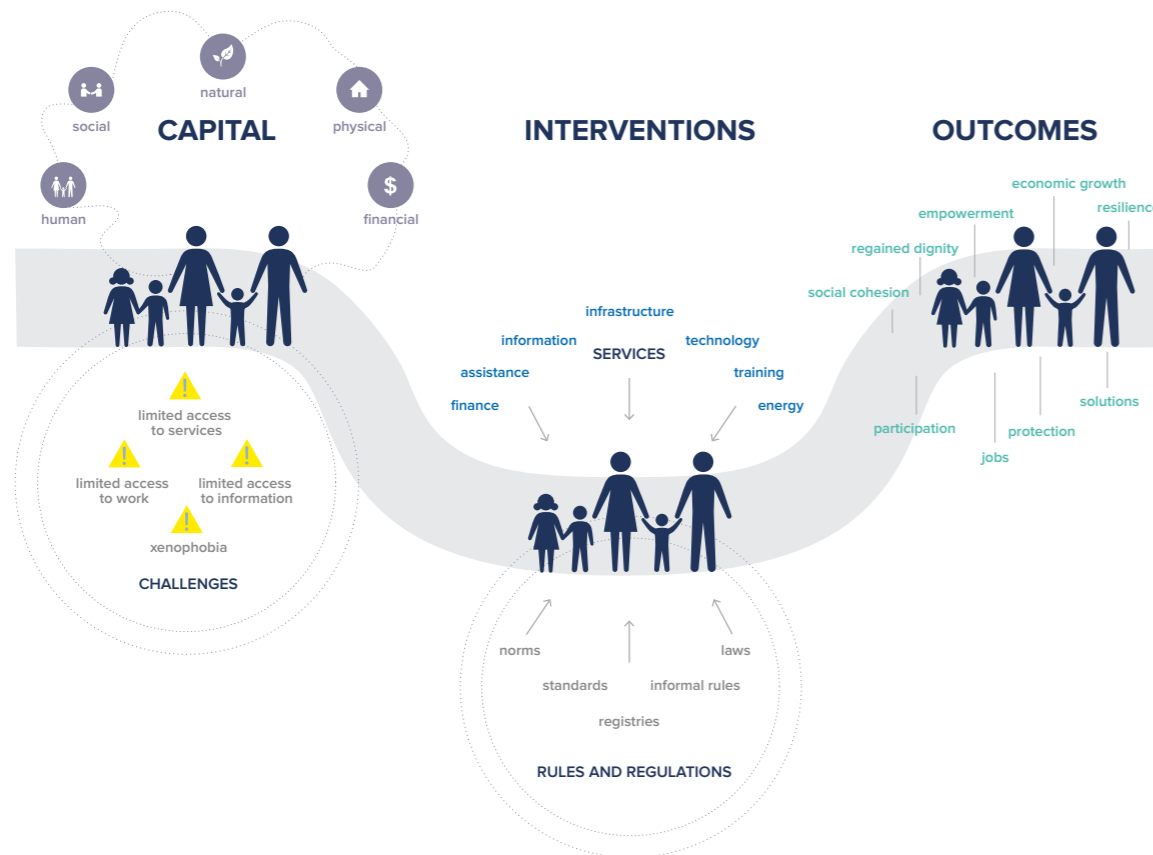
support of its existing projects in six other countries—in Burkina Faso, Costa Rica, Ecuador, Egypt, Zambia and Zimbabwe. In all countries, UNHCR and Trickle Up worked with government stakeholders and local NGOs. The Office’s work to promote the

graduation approach generated interest from government and development actors in new contexts, such as Lebanon, Pakistan and Uganda, who were keen to scope out opportunities to invest in, and include refugees in similar programmes.

Inclusive Market System

AT A GLANCE | 2017

Improving livelihoods of people of concern and host communities through economic and financial inclusion.



Expanding its efforts to advance refugees’ financial inclusion, UNHCR also partnered with UNCDF to establish a joint, multi-year facility to improve efforts to work with financial service providers in ten countries. The establishment of this new facility helped encourage financial service providers to grant refugees and host communities access to credit, savings, financial services and micro-insurance. UNHCR and the Swedish International

Development Cooperation Agency (Sida) also partnered with Grameen Crédit Agricole Foundation to implement the Credit Guarantee Facility in Jordan and Uganda, which provides refugees and host communities with access to financial services through a lender’s guarantee facility, as well as loans (for more information on cash-based interventions, see the chapter on *Responding with Lifesaving support*).

Promoting entrepreneurship

UNHCR increased its collaboration in 2017 with development actors and the private sector. These efforts helped ensure greater leveraging of comparative advantage and resources. UNHCR embarked on a global, collaborative initiative to better link refugee artisans’ access to international, regional

and local markets through the MADE51 initiative, which focuses on market access, design and empowerment for refugee artisans. The Office introduced product lines created by refugees in partnerships with local social enterprises in eleven countries. The products underwent market testing at the *Maison & Objet* trade show in Paris.

“It is only through sales that these refugee artisans will be able to employ their skills and earn income. By including refugee-made products in their sourcing plans, retailers and brands have a vital role to play. They can be part of the solution.”

—Filippo Grandi, UN High Commissioner for Refugees

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Kapya Katungwa, a refugee from the Congo, arranging his pieces during the Market Day in Nairobi, Kenya.

Market opportunities open up for refugee entrepreneurs

Kapya, a 40-year-old refugee, has lived in Kenya since 2000 after fleeing war in the Congo. The only thing he carried with him was his skill in making sculptures. Kapya currently employs six refugees and three Kenyans and is a participant in UNHCR’s enterprise development programme.

“I started carving when I was about 20-years-old back home in the Congo. There are so many trees in my country and working with wood is our tradition,” says Kapya.

Among the challenges experienced by refugee artisans are limited access to local, national and international markets owing to lack of documentation; lack of information on markets available; and inaccessibility of product development services.



Together with FAO and IFAD, UNHCR worked on joint agriculture development programmes in 12 countries, including value chain development for livestock, animal feed, crops and vegetables. Funded by the IKEA Foundation, UNHCR continued to work on irrigation infrastructure development and livestock interventions benefiting both refugees and the host

community in Dollo Ado, southern Ethiopia (see *Africa* regional summary). By the end of 2017, results appeared positive, with self-sustained employment opportunities generated for more than 1,500 households including in irrigation, agriculture, animal husbandry, livestock management, and leather craft.

Promoting the right to work

New refugee policies were adopted, or are in the process of being implemented, in countries such as Djibouti and Ethiopia, which have granted refugees broader rights to foster self-reliance and inclusion.

While host governments, development actors, the private sector and UNHCR have made significant advances in fostering refugee self reliance, access to legal employment and decent work remains limited in certain contexts.

Several CRRF roll-out countries started adopting new policies to enable refugees to benefit from essential social services on par with nationals, as part of efforts to deliver integrated services for both refugees and host communities (see chapter on *Expanding partnerships*).

To promote refugees' access to local labour markets, UNHCR deepened its collaboration with ILO and OECD in 2017. An ILO recommendation on employment and decent work for peace and resilience served as a useful advocacy tool and a starting point for conversations with stakeholders about refugees' access to employment and decent work. UNHCR and OECD worked with private sector stakeholders to tackle barriers to refugees' employment and promoted refugees' access to labour markets in OECD countries. The fourth OECD dialogue held in Canada saw 36 private sector employers discuss and develop recommendations to address barriers to refugees' employment. A joint UNHCR-OECD policy brief was published and promoted with key supporters of refugees in OECD countries.



UNHCR and Sheraton Hotel in Tajikistan offer Afghan refugees a chance to shine

Tajikistan hosts the largest number of refugees in the Central Asian region, some 3,000 people, primarily from neighbouring Afghanistan. To help both refugees and the local population to compete in the labour market, UNHCR and the Sheraton Hotel launched an innovative programme. The programme runs twice yearly, for four months at a time. Upon completion, apprentices are issued with accredited certificates.

Nargis Alinazar Timuri, a determined 27-year-old Afghan refugee, is one of five refugees selected for this pilot apprenticeship programme, along with five Tajik youngsters. She has been assigned to the housekeeping department. "I couldn't sleep after the first day, I was really excited," she said. The group will learn the secrets of high end hospitality—from immaculate housekeeping and fine dining to basic management. "I thought this is my chance to apprentice at an international hotel," said Nargis. "This could open doors for me in the future, maybe even a job in a hotel anywhere in the world."



Nargis fled Afghanistan and was forced to abandon her studies. She has been selected with UNHCR and Sheraton to participate in the pilot apprenticeship programme.



© UNHCR/Nadia Atabekova

AREAS OF INTERVENTION

KEY ACHIEVEMENTS

FAVOURABLE PROTECTION ENVIRONMENT

DEVELOP OR STRENGTHEN LAW AND POLICY. IN 2017, UNHCR:

Advocate for law and policy to protect, respect and fulfil the right to work for refugees

Provided technical input and protection expertise during the drafting of an ILO recommendation on employment and decent work for peace and resilience.

DURABLE SOLUTIONS

IMPROVE SELF-RELIANCE AND ACCESS TO LIVELIHOODS. IN 2017, UNHCR:

Support and enhance enabling environment for refugees' economic inclusion

Developed a joint OECD-UNHCR action plan to encourage employers to hire refugees, based on the outcome of consultations with private sector employers in Europe and Canada.

Worked with ILO to fundraise for implementation of market-based livelihoods interventions. This resulted in the development of an agriculture project proposal and initial funding approval of \$6.1 million in Cameroon.

Promote the financial inclusion of refugees

Strengthened partnership with Sida to roll out a \$15 million Credit Guarantee Facility in Jordan and Uganda.

Extended financial services to refugees by partnering with Financial Sector Deepening Africa in Rwanda for a market assessment and a "design sprint" competition for financial service providers (FSPs).

Forged partnership with UNCDF on the establishment of a technical assistance facility for FSPs in 10 countries, as well as research on issues affecting refugees' access to affordable remittance channels.

Increase income levels and employment opportunities for poor and ultra-poor refugees in a coordinated manner

In partnership with Trickle Up, introduced the graduation approach targeting the poorest and most vulnerable refugees and host community members in 3 countries (Argentina, Mozambique and Sudan) in addition to the 6 pilots (in Burkina Faso, Costa Rica, Ecuador, Egypt, Zambia, and Zimbabwe) for which continued support was provided on the ongoing implementation of the strategy.

With FAO, launched joint agriculture programmes for refugees in 12 countries.

Increase technical capacity of UNHCR country operations in economic inclusion and livelihoods programming

Trained staff and partners in 18 operations and supported monitoring of the impact of livelihoods interventions with revised livelihoods indicators, surveys and mobile-based tools.

Deployed livelihood experts in 13 operations, 10 of which were identified through the livelihoods roster.

Trained 50 UNHCR staff and partners on livelihoods and economic inclusion, including through a global training session hosted by Hungary and an in-country training session in Cameroon engaging government, humanitarian and development actors.

Published the joint UNHCR-ILO "Guide to market-based livelihood interventions for refugees" in 4 languages and shared with UNHCR field staff and other practitioners.

Trained 40 participants from UNHCR, ILO, government agencies, the private sector and civil society on market-based livelihoods interventions for refugees. The course, offered by UNHCR and ILO-ITC, will be held annually in the future.

Improve strategic planning for economic inclusion and livelihoods

In collaboration with ILO, supported 6 countries (Argentina, Cameroon, the DRC, Djibouti, Pakistan, and Tunisia) to complete market and value chain analysis. Results of the assessments were used to design economic inclusion and livelihoods strategies that are market-oriented.

With IFAD, developed a targeting study for refugees that will benefit from a 3-year livestock project in 4 districts of Jordan.

ACCESS TO ENERGY AND A HEALTHY ENVIRONMENT



A Burundian refugee works in the tree-planting nursery at Nduta camp, in the United Republic of Tanzania, established by the NGO, Relief to Development Society.

Almost 10 million displaced people are living in camp settings. The vast majority of these people have minimal access to energy for cooking, lighting, education or livelihood activities. Many refugee camps and settlements remain in ecologically-sensitive areas that are also vulnerable to climate change (see the chapter on *Safeguarding fundamental rights*). In 2017, UNHCR focused on addressing environmental hazards that threaten people of concern and host communities, and work to mitigate the impacts of environmental damage.

Providing for the basic energy needs of the camp-based refugees is estimated to cost more than \$500 million per year.

Access to energy

In line with its Global Strategy for Safe Access to Fuel and Energy (SAFE), developed in 2014, UNHCR continued to treat energy as a cross-cutting issue. The Office focused on expanding green energy

options for clean cooking, electricity, lighting, as well as the use of clean and affordable energy in refugee schools, health and community centres.

Building on the CRRF approach, UNHCR revised its monitoring tools and indicators to improve how the impact of its energy programmes was measured and to enable evidence-based programming for energy interventions in refugee settings by the private sector and development partners. Lessons learned concerning cleaner fuels, household and communal power, and reduced dependency on fossil fuel were collected to inform more efficient future programming. UNHCR also focused on improving refugees' access to clean energy to improve their health and well-being, in particular for those living in camp settings. Increasing access to electricity and lighting for refugee and host communities improves their safety, builds their dignity, and gives

people the possibility to work and study longer. As a result, in Ethiopia, UNHCR established energy cooperatives across refugee and host communities, enabling them to purchase energy for marketplace, livelihood and household activities using

solar mini-grids to complement existing power supplies. Refugees were also trained as vendors for company products, thereby creating an opportunity for refugees to generate income.



A mother carries firewood to her shelter at Mahama refugee camp in Rwanda's Eastern Province. When night falls, the camp is in darkness.

Launch of International Olympic Committee campaign to bring light to refugee camps

There are around 4 million refugees living in more than 230 refugee camps worldwide without access to adequate lighting. When night falls, almost all activity ends. The effects of this are stark. There is no option for family or community gatherings or activities; no possibility for work, sports, culture, education or music.

It can be dangerous for refugees to do even the most mundane of activities like walking to the washroom or going to see a friend—especially for women and girls, who are exposed to a significant risk of SGBV.

Through its “Become the light” campaign, the International Olympic Committee has teamed up with UNHCR to bring light to residents of Mahama refugee camp, in northern Rwanda. The camp is home to more than 55,000 refugees who have fled violence in neighbouring Burundi.



Environmental protection

UNHCR helped refugees and host communities access climate finance, building resilience against shocks, and promoting awareness of climate change. To increase the understanding and management of natural resources, the Office worked with partners to undertake biomass and forest assessments and developed environmental management plans.

To better understand and mitigate environmental impacts during the early critical phases of emergencies, UNHCR collaborated with partners to develop a coordinated assessment on the environment in cases of humanitarian action. This initiative aimed to improve coordination of humanitarian and

environmental actors before and after disasters. In areas hosting Rohingya refugees in Bangladesh, removal of vegetation on hillsides has created erosion and increased the landslide and flood risk. UNHCR collaborated with the Asian Disaster Preparedness Center and UNDP to develop a risk map that will inform preparedness and warning systems for refugees.



Reforestation operation in Minawao refugee site, Cameroon

As the region of Minawao in Cameroon faces critical deforestation due to global warming and the activity of some 58,000 Nigerian refugees, UNHCR and its partners, Land Life Company and LWF, started a reforestation project. In the next two years, they expect to plant—with the assistance of refugees—20,000 trees in and around the site, using “cocoon” technology to allow plants to survive in a hostile environment.



© UNHCR/Xavier Bourgeois

The “Make Minawao green again” project aims to fight deforestation caused by global warming and human activities in Cameroon.

To ameliorate some of the immediate impacts of environmental degradation, UNHCR has worked with communities to improve clean cooking practices for refugees and host communities. Clean cooking practices have helped to address the substantial health, environmental, and social hazards related to

poor quality fuels. In Chad, the introduction of fuel efficient wood reduced household monthly wood use by 27 per cent. If households continued to use this technology at the same levels in 2018, this could save an estimated 27 football fields of forest and avoid 331 tons of CO₂ emissions.

AREAS OF INTERVENTION

KEY ACHIEVEMENTS

BASIC NEEDS AND ESSENTIAL SERVICES

POPULATION HAS INCREASED ACCESS TO CLEAN ENERGY. IN 2017, UNHCR:

<p>Create lighting solutions to improve safety during hours of darkness</p>	<p>Installed solar mini grids in Ethiopia and Nepal to provide lighting and electricity. Completed 12 megawatt solar power plant in Jordan, providing electricity to 80,000 people in Zaatar camp.</p>
<p>Increase access to energy products and services</p>	<p>In Rwanda, created livelihood opportunities for refugees by facilitating private sector access to camps, and selling portable solar devices to ensure households have access to a sustainable source of lighting. Trained refugees to act as vendors for company products, creating income generation opportunities.</p>
<p>Reduce carbon emissions</p>	<p>Introduced initiative to reduce emissions at UNHCR Headquarters and the need for offsets in the future. The solar farm in Jordan allows the yearly reduction of about 14,000 tons of CO₂.</p>
<p>Improve health and well-being through safe energy initiatives</p>	<p>In collaboration with other agencies and private sector, implemented an “alternatives to generators” strategy. A template for future hybrid energy solutions is being developed in Ethiopia and Zimbabwe. Finalized the procurement specifications for improved cooking stoves, having established long-term agreements with suppliers. In Cameroon, continued the partnership with Landlife Company on its innovative watering cocoon, which helps trees survive and thrive in harsh conditions. Installed 10,000 tree cocoons on camp and host community lands, with the long term view of improving the Zamay forest.</p>
<p>Build capacity and expertise and strengthen partnerships</p>	<p>Strengthened private sector and NGO partnerships, including with Eurelectric, GIZ, Phillips Lighting Foundation, Practical Action, Schneider and UNITAR to increase refugees’ access to energy. Updated and standardized environmental impact assessment approaches in emergency settings.</p>
<p>Refine and improve energy interventions through monitoring and evaluation</p>	<p>Developed and improved energy indicators that will better measure (and monitor) energy programmes. Tested these newly developed indicators in Burkina Faso, Chad, Rwanda and the United Republic of Tanzania.</p>