

# TURKEY

September 2019

**Key Figures** (as of 26 September 2019)

## 4 million

**Refugees and asylum-seekers in Turkey** including over 3.6 million Syrian nationals and close to 400,000 registered refugees and asylum-seekers of other nationalities. Over 98% of Syrian refugees live across Turkey in 81 provinces

## 9,300

**Refugees departed for resettlement** in 2019 as of end of September, 78 per cent of whom are Syrians

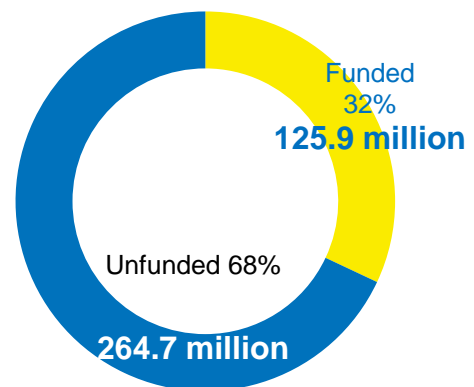
## 196,000

**Unique visitors to UNHCR's Services Advisor platform** which shares information about rights, obligations and available services to refugees, since August 2017.

**Funding** (as of 02 October 2019)

## USD 390.6 million

requested for UNHCR operations in Turkey



## Key Developments in September 2019

**UNHCR's High Commissioner was on mission to Turkey** in September. In Ankara, he met with high-level officials including Turkey's Vice-President, and ministers of Foreign Affairs, Interior, Family, Labour and Social Services (MoFLSS), the Vice Minister of National Education, the Director General of DGMM and with refugees. The High Commissioner also visited UNHCR-supported centres, a social services centre run by MoFLSS and a vocational training centre of Ankara Metropolitan Municipality. In his meetings with the government, the High Commissioner reiterated UNHCR's commitment to continue to cooperate with and support Turkey's refugee response, recognising its significant role as the country hosting the largest refugee population in the world for five consecutive years.

The **UNHCR Counselling Line** answered 24,968 calls in September providing counselling to refugees and asylum seekers on services, referrals and existing support mechanisms. Additional Arabic speaking counsellors were recruited in order to respond to the increased queries from Arabic speakers. This led to a significant increase in the answer rate for queued calls, from 53% in July and 70% in August to 88% in September.

UNHCR and DGMM organised the first **Migration, Security and Social Cohesion Regional High-Level Workshop** in Trabzon on 27 September covering provinces of the Black Sea region. High-level officials including senior management of DGMM, various ministries, academics, governors and deputy governors participated in the workshop where issues of international protection, security and social cohesion were discussed. In his opening remarks, Director General of Migration Management underlined DGMM's efforts to manage migration in Turkey in a systematic and participatory way, while UNHCR's Deputy Representative highlighted that Turkey's legal framework was complemented by a comprehensive policy on harmonisation which envisages supporting foreigners, refugees and host communities to develop a culture of living together.

## Promoting Access to and Provision of Protection

### Support to registration and development of the national asylum system

On 10-12 September, a workshop on the **Standardization of Decision Centres and Quality Assurance in the Turkish Asylum System** was held in Antalya for 49 participants of the Directorate General for Migration Management (DGMM), its provincial departments and UNHCR. The Director General of DGMM and the Head of International Protection Department participated in the workshop and provided an overview of international protection status determination procedures stressing the importance of quality assurance in international protection processes.

A **training on interviewing techniques** took place in Ankara 17-18 September for 15 DGMM and PDMM staff to support them in conducting international protection status determination interviews taking into consideration different types of claims. UNHCR is also working on aspects of an e-learning programme with DGMM.

UNHCR facilitated a **study visit to the Netherlands** between 18-20 September for five DGMM staff and five staff of the Ministry of Family, Labour and Social Services. The study visit aimed to examine the reception conditions of international protection applicants in the Netherlands and the activities carried out by the Dutch authorities for the integration of refugees. Participants met with officials from the Netherlands Immigration and Naturalization Service (IND), Repatriation and Departure Service (DT&V), Central Agency for the Reception of Asylum Seekers (COA) agencies and conducted two field visits to Rijswijk Reception Centre and the detention centre in Rotterdam.

### Strengthening Protection and Access to Quality Services of Refugees with Specific Needs

In South East Turkey, the Refuge Call Centre in Sanliurfa received a total of 487 calls in September and UNHCR also counselled 105 refugees through the UNHCR Gaziantep hotline number. Queries were mainly related to resettlement, medical assistance, registration, child protection, detention, LGBTI, and ESN assistance.

UNHCR organized a training from 11-13 September to support 49 national institutions and NGOs, focusing on the prevention and response to Sexual and Gender Based Violence (SGBV), protection interviews, assessment and identification of specific needs.

A training on Best Interests Procedures and Child Protection Case Management took place in Izmir 9-11 September, and in Adana 25-27 September to contribute in the capacity development of 62 staff of partners, including IOM, WFP, TRC, ASAM and AAR Japan. UNHCR also facilitated a training jointly with IOM on "Working with LGBTI persons in forced migration and the humanitarian context" which included 31 participants from NGOs and UN agencies.

### Cooperation with the Ministry of Family, Labour and Social Services (MoFLSS)

In September, UNHCR completed a joint training programme with the Istanbul provincial directorate of MoFLSS, which targeted 71 municipal staff of 13 districts and took place in two sessions: 16-18 and 23-25 September. The training focused on child protection, SGBV response, the role of social service centres, services for the elderly and persons with disabilities as well as UNHCR's areas of responsibility, code of conduct, the prevention of sexual exploitation and abuse, as well as community-based protection and rights and obligations of refugees under international and temporary protection.

### Communication with communities

Through its main digital communication platforms, Help and Services Advisor, UNHCR shares information about rights, obligations and available services for refugees and asylum seekers. In September, Help reached approximately 575,000 unique visitors since its launch in August 2017. Services Advisor received over 196,000 unique visitors. UNHCR's followers continue to grow on the CwC Facebook page with approximately 42,000 followers. In September, UNHCR published a range of announcements to inform refugees and asylum-seekers of

UNHCR’s education grants and a scholarship programme for Syrians to study in Japan as well as other issues relevant to them.

## Promoting Social Cohesion and Harmonization

As part of DGMM’s Harmonization Initiative, **‘Engaged Conversations’** were held in Bursa (4-5 September) and in Tekirdağ (19-20 September) covering the sub-regional level with refugees from Edirne, Kırklareli and Tekirdağ. The events were widely publicised with high media coverage and highlighted the importance of harmonization in Turkey. Furthermore, **Social Cohesion Workshops** in cooperation with the Presidency of Religious Affairs (Diyanet) and the Ministry of National Education were held in Adana, Mersin, and Hatay on 10, 11, and 13 September. The workshops reached over 1,060 religious officials and education professionals in the region with UNHCR and guest speakers confirming the need for a coordinated approach to harmonization among institutions.

The importance of language and the ability to communicate was identified as a most important factor in fostering social cohesion during engaged conversations and events with refugees, host community representatives and public institutions in September. Adult language learning was emphasised. The guest speakers at the social cohesion workshops, including the Head of the Harmonization and Communications Department at DGMM, and representatives of the provincial departments of migration management and national education, as well as the provincial muftis, all indicated that harmonisation was a two-sided approach which requires time and patience from both communities. Furthermore, several persisting misconceptions and wrongly known facts about refugees, migrants and their rights and obligations were addressed with the participants at the workshops. The social cohesion workshops are undertaken in various provinces of Turkey and aim to bring together religious officials and education professionals because of their vital role in society, to raise awareness and strengthen their capacity on social cohesion.

## Working towards Durable Solutions

### Education

Turkish language courses continue to take place with some 900 beneficiaries in Ankara, Konya, Bursa and Kayseri. UNHCR interviewed students in collaboration with the Presidency of Turks Abroad and Related Communities (YTB) to provide 50 additional scholarships for its new intake of DAFI scholarships. The current cohort of DAFI graduates attended a one-day workshop on capacity building sessions on entrepreneurship, innovation and leadership. The workshop was held on 28 September in cooperation with YTB and helped to raise awareness on refugee employment and access to the Turkish job market.

Furthermore, the Turkish Ministry of National Education joined the Global Refugee Forum Education Co-Sponsorship Group aiming to showcase good practices related to institutionalising emergency response with development programming. In that light, UNHCR is working closely with the ministry to provide guidance on its submissions to the Global Refugee Forum.

### Self-reliance and livelihoods support

UNHCR works with partners to provide livelihood support to refugees and host communities. In September, UNHCR partner World Academy for Local Government and Democracy (WALD), assisted with the registration of eight refugee businesses in various districts of Istanbul. WALD also visited more than 80 refugee-owned workplaces in Istanbul to inform business owners of registration processes, rights and responsibilities. UNHCR also supports refugee entrepreneurs continues through training, mentorship and financial support. UNHCR partner, HABITAT has provided entrepreneurship, financial and IT literacy trainings to 888 beneficiaries in total as of September 2019. So far, UNHCR has reached a total of 3,887 individuals with entrepreneurship training, 163 individuals with business licenses and 502 individuals with business grants. UNHCR’s continuous livelihoods activities which include skills, language and vocational training programmes have reached 27,418 individuals.

UNHCR also cooperates with the Turkish Employment Agency (İŞKUR). On 16-17 September, UNHCR trained 44 İŞKUR employment experts from Istanbul on protection regulations and communication skills with the aim of supporting interaction with and inclusion of refugees in the labour markets.

On 12-13 September, UNHCR participated in the TAIEX Workshop, the Technical Assistance and Information Exchange Instrument of the European Commission in Ankara. The workshop was co-organised by the European Commission and the MoFLSS Directorate General of International Labour Force with the aim of increasing the knowledge of government institutions and national organizations, as well as NGOs, on how to carry out employment registration procedures for immigrants, especially EU policies and views as well as methods of implementation of these policies.

### Resettlement and complementary pathways

As of end of September, close to 12,900 submissions for resettlement of refugee cases (68 per cent Syrian and 32 per cent refugees of other nationalities) were made to 18 countries. Over 9,300 refugees departed for resettlement (79 per cent of them Syrian). Furthermore, UNHCR organised a training on resettlement for UNHCR staff in South East Turkey and partner agencies and organisations including AAR Japan, ASAM, DRC, IBC, WHH and IOM on 13 September. The training focused on resettlement procedures, selection criteria and quotas.



Social Cohesion workshop held in Adana in cooperation with Diyanet and Ministry of National Education. ©DGMM

### Thanks to donors for their support to UNHCR Turkey and their unrestricted and regional funds in 2019 as of 02 October

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### LINKS

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