

2014 GLOBAL STRATEGIC PRIORITIES PROGRESS REPORT



JUNE 2015



GLOBAL
STRATEGIC
PRIORITIES

 **UNHCR**
The UN Refugee Agency

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A young Pakistani girl whose family was displaced by the floods.
UNHCR / S. Phelps / September 2011

Graphic Design: Alessandro Mannocchi / Rome

COVER PAGE:
A group of refugee women and girls at the Mbile site in Cameroon.
They head off in groups to gather wood in an area one hour's walk away.
UNHCR / C. Tijerina / 2015

Introduction

GLOBAL STRATEGIC PRIORITIES – 2014 PROGRESS AT A GLANCE

Favourable protection environment

Legislative changes to enhance the protection of asylum-seekers and refugees were reported in 19 countries, and in 5 countries in relation to IDPs. 13 accessions to the two statelessness conventions were registered in 2014.

Fair protection processes and documentation

UNHCR recorded increased or maintained levels of individual registration in 89% of 83 situations. For birth registration, of the 22 situations reporting increases in the systematic issuance of birth certificates to newborn children, 86% are at or close to the standard of 100%.

Security from violence and exploitation

UNHCR reported that 89% out of all 104 situations have improved or maintained the provision of support to known SGBV survivors. Progress was reported in mobilizing communities to engage in SGBV prevention in 85% of 60 situations.

Basic needs and services

The UNHCR standard of $\leq 10\%$ Global Acute Malnutrition was met in 59% of 58 surveyed camps and settlements. UNHCR standards for < 5 mortality rates (U5MR $< 1.5/1000/\text{month}$) was met in 92% of 140 monitored sites. UNHCR operations reported increased or maintained levels of water supply in 86% of 50 situations.

Community empowerment and self-reliance

71% of 56 situations increased or maintained levels of the participation of women in leadership structures. 72% of 111 situations reported increased or maintained enrolment rates of primary school-aged children. 79% of 33 operations reported an increase in the number of self-employed persons of concern (ages 18-59) or persons with their own business.

Durable solutions

Some 96% of refugees who expressed their intention to return voluntarily to their country of origin were supported by UNHCR to return. 72% of 47 situations reported some improvement in relation to local integration. For resettlement, some 73,000 refugees departed.

Introduction

UNHCR's Global Strategic Priorities (GSPs) for 2014 and 2015 represent important areas where the organization is making concerted efforts through its operations to strengthen protection, improve the quality of life and seek solutions for refugees and other people of concern. Intended as a common set of key priorities and a "blueprint" for planning of UNHCR operations worldwide, they are meant to bring the programmes into line with international standards. The GSPs are divided into two categories: one set of operational GSPs that apply to field operations; and another set which focuses on the support and management functions provided by headquarters divisions.

This report focuses on the 20 operational GSP engagements, and highlights progress made and how the situation has evolved in the first year of the biennium. It outlines results, ingredients of success, challenges and examples of good practices and ongoing initiatives undertaken at field and global levels. It also includes a "criticality view" which provides a breakdown of the overall level of progress achieved within the engaged situations measured against thresholds set for each of the GSP indicators.

The operational GSPs have provided important guidance for UNHCR operations in developing their annual operations plans and in helping decide on areas to be given special priority. They figured prominently in the strategic planning sessions with UNHCR partners, and were incorporated in the prioritized plans and budgets for 2014, taking into consideration the specific operational context. The GSP results build on achievements of the 2012-2013 GSPs.

The analysis of the 2014 results indicates that the efforts made to focus on the GSPs have led to positive outcomes, with many operations reporting that they have achieved improvements in the situation and wellbeing of people of concern across a wide range of areas. However, given the need to prioritize within available levels of funding, many operations report that they have been unable to achieve progress against all GSP areas, often because they have had to concentrate their efforts on areas where the situation was considered most critical. In some operations, the occurrence of new emergency situations also required a reprioritization of funds towards the most pressing life-saving needs.

* Information in this report has been analysed and reported on by field operations through Focus, UNHCR's results based management tool, and Twine (UNHCR's health information system) for health-related indicators.

GLOBAL STRATEGIC PRIORITY

LEGISLATION ON REFUGEES

Seek improvement to national law in 82 countries, so as to be consistent with international standards concerning refugees and asylum seekers.

IMPROVEMENTS IN 19 COUNTRIES

19

82 COUNTRIES

RESULTS AND ACTIONS

Legislative revision processes were on-going in more than 59 countries and supported by UNHCR through provision of official comments, expert advice and/or active assistance, with adoption of legislative changes reported in 19 countries. Depending on the context, UNHCR supported the preparation and drafting process and provided comments and analysis of international refugee law. UNHCR advocates for the inclusion of civil society representatives in reform processes wherever possible. Many legislative changes are underway in the European Union Member States, where UNHCR is actively engaged in providing advice on the transposition of the recast asylum legislative instruments at national levels.

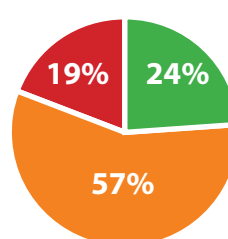
HIGHLIGHTS FROM THE FIELD

- **Mexico** introduced new provisions strengthening the protection of children seeking asylum through an amendment of the 2000 General Law on the Rights of Girls, Boys and Adolescents. Several procedural guarantees were also amended to facilitate the granting of asylum under the current refugee law.
- In **Poland**, a new Law on Foreigners entered into force in May 2014. UNHCR provided comments to some of the provisions that regulate the situation of asylum-seekers and refugees. The law introduced important protection safeguards; a humanitarian status, suspension effect of appeals, as well as alternatives to detention for unaccompanied asylum seeking children.
- **Rwanda** adopted a new asylum law in June 2014. It includes clear provisions on the refugee definition, the principle of non-refoulement, and non-penalization for illegal entry.
- In **Tajikistan**, an amendment adopted in July 2014 to the Law on Refugees, provided enhanced protection with regard to non-discrimination, application of the non-refoulement principle, family reunification, and special provisions to protect the interests of vulnerable persons.

CHALLENGES

Bringing about positive changes in national laws is a long process, which involves many stakeholders. It requires careful and patient advocacy work at several levels. UNHCR offices play an important advocacy role, including by providing advice and guidance on refugee law and policy. While UNHCR's views are often solicited, they are not always followed, leading to the adoption of legislation with reduced protection safeguards or with provisions that may be at variance with the international legal obligations of the country.

CRITICALITY VIEW OF THE 82 COUNTRIES



LEGEND

- **Satisfactory**
≥85% Extent law consistent with international standards relating to refugees
- **Need improvement**
Between 85% and 50%
- **Unsatisfactory**
Less than 50%

REGIONAL AND GLOBAL INITIATIVES

- The *UNHCR Protection Manual* was launched, containing up-to-date guidance on legal and operational protection topics. UNHCR updated its *Thematic Compilation of General Assembly & Economic and Social Council Resolutions*¹, as well as the *Thematic Compilation of Executive Committee Conclusions*.² These products contain up-to-date legal and policy guidance relevant to ensure national laws are in compliance with international law.
- To ensure that national laws are in compliance with international standards, UNHCR has, in 2014, intervened in 14 judicial proceedings in 11 different jurisdictions around the world. It is worth recalling the December 2011, Ministerial Intergovernmental meeting facilitated by UNHCR to mark the 60th anniversary of the 1951 *Convention relating to the Status of Refugees* during which more than 25 countries pledged to revise and amend refugee legislation or adopt new laws. Unfortunately, still more than half of these countries have yet to implement their pledge in the legislative area.
- Following expert meetings in 2012 and 2013, *Guidelines on Temporary Protection or Stay Arrangements*³ were issued, which may be particularly important in regions where few States are party to the 1951 Refugee Convention.

“Legislation consistent with international standards is an important part of the rule of law to help ensure a favourable protection environment.”

1 <http://www.unhcr.org/53b2c42c9.html>

2 <http://www.unhcr.org/53b26db69.pdf>

3 <http://www.unhcr.org/5304b71c9.html>

GLOBAL STRATEGIC PRIORITY

LAW AND POLICY ON IDPs

Seek improvements to national law and policy in 20 countries, so as to be consistent with international standards concerning IDPs.

IMPROVEMENTS IN 5 COUNTRIES

5

20 COUNTRIES

RESULTS AND ACTIONS

Improvements in national law and policy on IDPs were reported in 5 countries in 2014. Alongside technical advice and guidance for national authorities, UNHCR assisted civil society actors to promote and contribute to the development of legislative and policy frameworks. UNHCR also advocated for the ratification and adoption of regional instruments. UNHCR focused on strengthening capacity at national level, including training and outreach with a range of actors engaged in policy and law development. UNHCR also supported the development of action plans to guide and facilitate roll-out and implementation of newly adopted national IDP laws or policies.

HIGHLIGHTS FROM THE FIELD

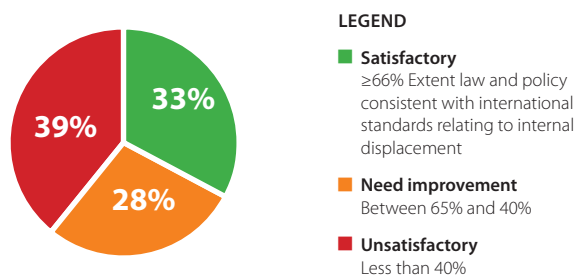
- Within the **African Union**, 39 of the 54 member states have signed the 2009 African Union Convention for the Protection and Assistance of Internally Displaced Persons (Kampala Convention), with 22 countries having ratified the Convention.
- In **Afghanistan**, the Government adopted in February 2014 a comprehensive National IDP Policy. UNHCR was actively engaged in the development process. The policy seeks to protect the rights of displaced persons, support the early identification of solutions for people displaced by conflict and natural disasters, and define the responsibilities of relevant actors.
- In **Somalia**, UNHCR collaborated with the Office of the Special Rapporteur for the Human Rights of Internally Displaced Persons with its support to the federal authorities on the development of a national policy on internal displacement.
- In **Colombia**, the Government received support from UNHCR as it commenced work on the revision of Decree 4912, which establishes the legal grounds for the national protection programme managed by relevant state actors.

CHALLENGES

Forced displacement is of a scale and scope never witnessed since the Second World War. According to the Internal Displacement Monitoring Center (IDMC), 11 million people were newly displaced in 2014, bringing the total number of IDPs worldwide to 38 million. The steady global rise in IDPs, reports IDMC, is attributed largely to protracted crises in the Middle East (Iraq and Syrian Arab Republic) and Africa (Democratic Republic of Congo, South Sudan and Nigeria), which are responsible for 60 per cent of new displacement in 2014. Modern warfare today is characterized by widespread disregard for international humanitarian law and other relevant bodies of law by State and non-State actors in what are mostly characterized as internal armed conflicts. The changing nature of

conflict has also heightened the risks for humanitarian actors, who, along with civilians, are increasingly the target of violent attacks. It is the view of the International Red Cross and Red Crescent that the decline in the protection of civilians by State and non-State actors is a "crisis of compliance" more than any failings in the legal framework. Against this background, UNHCR's strong focus on IDP policy and law is fully justified as a complement to parallel efforts by other actors to promote rule of law in today's context of armed violence and conflict.

CRITICALITY VIEW OF THE 20 COUNTRIES



REGIONAL AND GLOBAL INITIATIVES

- The 10th edition of the annual course, *Law on Internal Displacement*, was held in November 2014 in San Remo, Italy. UNHCR supported several representatives of governments and partners to attend the workshop, which offered rich insights into IDP protection and law.
- In August 2014, UNHCR contributed to the organization of a regional workshop in Accra, Ghana to promote ratification, domestication and implementation of the 2009 Kampala Convention.
- The handbook for parliamentarians on internal displacement, published by UNHCR and the Inter-Parliamentary Union in 2013, continued to be widely disseminated following its translation into Arabic, Portuguese and Georgian and national-level workshops to promote its use. The handbook has been particularly helpful in reinforcing UNHCR's efforts to engage members of parliament in appreciating the value and necessity of national IDP laws and policies.
- A 2014 study carried out by the Brookings-LSE Project on Internal Displacement (*Ten Years After Humanitarian Reform: How Have IDPs Fared?*) concluded that, despite progress by the humanitarian community in responding to large-scale humanitarian crises involving IDPs, more attention needs to be directed at pursuing sustainable solutions for internal displacement.

GLOBAL STRATEGIC PRIORITY

LEGISLATION ON STATELESSNESS

Seek improvement in citizenship laws in 59 countries, so as to be consistent with international standards on the prevention of statelessness; seek to increase the number of stateless people who acquire or confirm nationality in 45 situations.

IMPROVEMENTS IN 3 COUNTRIES

3

59 COUNTRIES

RESULTS AND ACTIONS

Three countries adopted significant changes to their national laws to bring them closer in line with international standards on the prevention of statelessness. UNHCR engaged in advocacy interventions and technical advice on the reform of nationality legislation in 33 countries. UNHCR promoted accessions to the two United Nations Conventions on Statelessness and 13 accessions to the Conventions were recorded in 2014. UNHCR's advocacy and technical advice focused on recommendations for introduction of safeguards against statelessness at birth, gender equal provisions on transmission of nationality to children and safeguards against loss and deprivation of nationality in situations where it would lead to statelessness. According to the latest statistics, at least 37,000 stateless persons acquired or had their nationality confirmed in 2014.

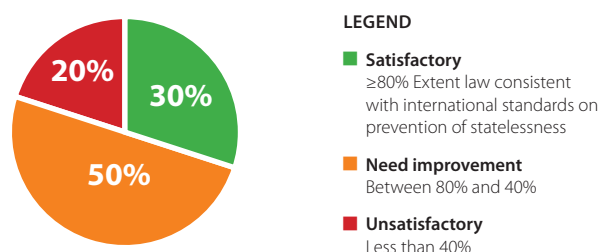
HIGHLIGHTS FROM THE FIELD

- **Georgia** adopted new legislation on nationality and statelessness, ensuring that all children born on the territory of Georgia who would otherwise be stateless are granted citizenship and that prolonged residence abroad without registration at the Georgian Consular representations may no longer lead to statelessness. UNHCR had advocated for the reform with government counterparts and provided technical advice and comments on the legislative proposal at various stages of the process.
- In **Kyrgyzstan**, building on progress made in previous years, UNHCR worked with the government and an NGO partner to provide assistance to over almost 6,000 people to apply for Kyrgyz nationality. Some 2,400 of these individuals acquired or had their Kyrgyz nationality confirmed by the end of 2014.

CHALLENGES

Currently, most countries in the world have gaps in their nationality legislations which may lead to situations of statelessness. These gaps include lack of safeguards against statelessness among children and failure to grant equal rights to men and women to pass on their nationality to their children and to acquire, change and retain nationality upon marriage, divorce or death of a spouse. UNHCR is advocating with the relevant stakeholders that situations of statelessness will continue to arise unless all countries adopt and effectively implement nationality legislation and policies that are consistent with international standards on prevention of statelessness. Further efforts are required to resolve major situations of statelessness.

CRITICALITY VIEW OF THE 59 COUNTRIES



GLOBAL AND REGIONAL INITIATIVES

- On 4 November 2014, UNHCR launched the *#IBelong* campaign to end statelessness within 10 years, along with the corresponding *Global Action Plan to End Statelessness 2014-2024*. The Global Action Plan aims at resolving existing stateless situations; preventing new stateless cases from emerging; strengthening the international legal framework governing statelessness; and gathering better baseline data on stateless populations.
- Latin America and the Caribbean became the first region to respond to the campaign, with 28 States committing to eradicate statelessness by 2024.
- In the Asia and the Pacific region, 44 States agreed to support universal civil registration and endorsed a Regional Action Framework that recognizes the vital role of birth registration in preventing statelessness.
- UNHCR reinforced its partnership with NGOs at the Annual Statelessness Retreat in which 28 organizations participated. With UNHCR's support, a group of civil society organizations, academic initiatives and individual experts created the Americas Network on Nationality and Statelessness.
- UNHCR supported a coalition of NGOs in a campaign to remove gender discrimination from nationality laws.
- UNHCR published a *Handbook on Protection of Stateless Persons* to assist with the interpretation of the 1954 Convention relating to the Status of Stateless Persons

"Statelessness is a profound violation of an individual's human rights. It would be deeply unethical to perpetuate the pain it causes when solutions are so clearly within reach."

GLOBAL STRATEGIC PRIORITY

BIRTH REGISTRATION

Seek increase in the systematic issuance of birth certificates to newborn children in 32 refugee situations.

INCREASED IN 22 SITUATIONS

22

32 SITUATIONS

RESULTS AND ACTIONS

UNHCR operations reported progress in the issuance of birth certificates to newborn refugee and asylum-seeker children in 22 situations and maintained levels in 6 situations. A key contributor to progress was ongoing advocacy with Government partners, in particular national registrar offices, to seek their active engagement. UNHCR also provided targeted support to facilitate issuance of birth certificates through mobile teams. Innovative approaches using new technologies (SMS registration) or electronic registration of births also facilitated the process. UNHCR and partners organized awareness raising campaigns for refugee communities to sensitize them to the importance of obtaining birth certificates for their children.

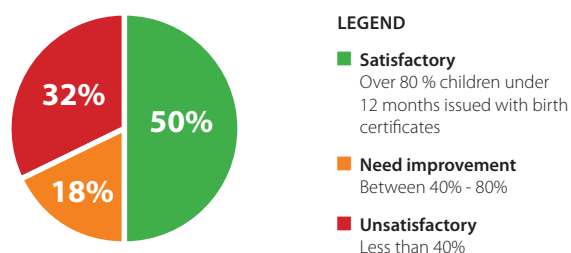
HIGHLIGHTS FROM THE FIELD

- In **Kenya**, the expansion of the existing civil registration system resulted in a significant increase of birth registration of Somali refugee children under 12 months old.
- In **Liberia**, UNHCR supported the Ministry of Health to undertake birth registration of all refugee children living in camps using mobile registration teams.
- In **Bangladesh**, UNHCR and the government reached agreement on undertaking birth registration of all newborn refugee children and to address the backlog of children without birth certificates.
- In **Thailand**, the government provided birth certificates to all children under 12 months and cleared the backlog of older children without birth certificates.

CHALLENGES

The main challenges included restrictive government policies which do not provide refugee children with access to birth registration, a general lack of capacity among the local registrar offices to issue birth certificates within their districts and remote location of refugee settlements. Complex procedures, sometimes involving high fees, also discourage families from seeking birth certificates. Additionally, in some locations refugee communities lack awareness of birth registration procedures or the importance of birth certificates.

CRITICALITY VIEW OF THE 32 SITUATIONS



GLOBAL AND REGIONAL INITIATIVES

- The Asia Ministerial Conference held in November 2014 resulted in the adoption of an Asia-Pacific Ministerial Declaration proclaiming a shared vision of civil registration for all by 2024, with inclusion of refugees, asylum-seekers and stateless people.
- The Third Conference of African Ministers responsible for Civil Registration adopted a resolution proposing 2015-2024 to be the decade for civil registration.
- Promotion of universal birth registration for the prevention of statelessness is a core element in UNHCR's #IBelong campaign to end statelessness by 2024.
- UNHCR has also started a global mapping exercise of birth registration among refugee and asylum seeker children to get a global understanding of framework, procedures and good practices in order to promote improved operational approaches and advocacy of birth registration for refugee children.

"Birth Registration: A passport to Protection - an essential tool for children to access basic services, other civil documents and durable solutions, and be protected from becoming stateless."

Democratic Republic of Congo / IDPs / Step five: Provide the children with birth certificates. Honorine Ntomba holds her 6-month old baby Ngongo Honorine and Ngongo's new birth certificate in Kabembe, Katanga Province where the internally displaced people residing there have worked with the local community and authorities to settle permanently. This process, called "local integration" is common when finding durable solutions for refugees — where people have crossed an international border — but is something of a new model for IDP situations. / UNHCR / B. Sokol / November 2014



REPUBLIQUE DEMOCRATIQUE DU CONGO

Volet 1

Province de Katanga
Ville de Tanganyika
District de Kalemie
Territoire/Commune de Tumbwe
Chefferie/Secteur ou Cité de Tumbwe
Bureau Principal de l'Etat civil de Tumbwe
Bureau Secondaire de l'Etat civil de Tumbwe
Acte n° 438 Volume 144 Folio n° 438

N° 0426

ACTE DE NAISSANCE

L'an deux mille Quatorze vingt-unième jour du mois de septembre à huit heures
Par devant nous Musye via Mwamba
Officier de l'Etat civil de la chefferie Tumbwe
A comparu Sabuni en qualité de père
Né (e) à Kalemie le 1995
Profession Cultivateur

Résident à Kalemie

Lequel (laquelle) nous a déclaré ce qui suit:
Le Enfant un enfant de sexe féminin
est né à Kalemie le 20 jour du mois de septembre de l'année 2014
nommé Ngongo Honorine
fils (filie) de Sabuni né à Kalemie
le 1995 nationalité Congolaise profession Cultivateur
et de Jeane Elotache née à Mbulika
résident à Kalemie le 1995 nationalité Congolaise profession Ménagère

le 1995 nationalité Congolaise profession Ménagère

laquelle de l'acte a été donnée ou
langue que nous
interprète ayant été sermenté

et acte.

GLOBAL STRATEGIC PRIORITY REGISTRATION

Maintain or increase levels of individual registration in 83 refugee situations.

INCREASED IN 29 AND MAINTAINED IN 45 SITUATIONS



RESULTS AND ACTIONS

UNHCR operations reported increased levels of individual registration in 29 refugee situations and maintained levels in 45 refugee situations. Refugees often registered in transit areas through expedited procedures using biometrics technology, where possible, followed by more substantive registration processes. UNHCR also conducted verification exercises in 15 operations of over 500,000 refugee identities to address multiple registrations. The increasing use of biometrics as part of registration provides an accurate way to verify identities using unique physiological characteristics, such as fingerprints, iris and facial features.

HIGHLIGHTS FROM THE FIELD

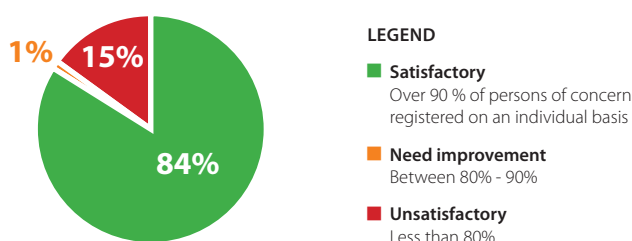
- In **Ethiopia, Uganda, Kenya and Sudan** - the countries affected by the 2014 South Sudanese crisis - UNHCR set up emergency registration facilities including capturing biometrics from the outset of the emergency, and registered some 484,000 persons.
- In **Jordan**, a successful biometric verification exercise in Zaatar camp eliminated multiple registrations between urban and camp based population. Each adult received an individual refugee ID card.
- In **United Republic of Tanzania**, UNHCR conducted a re-validation verification exercise for 64,121 individuals which identified also refugees with specific needs. Biometric data was captured for each individual over 6 years old.
- In **Chad**, UNHCR introduced the new Biometric Identity Management System through a large exercise that verified the identities and updating data of some 460,000 refugees with the aim of improving the registration data and identifying instances of multiple registration.

CHALLENGES

Lack of adequate funds and capacity for registration activities, including timely deployment and recruitment of trained registration staff, and issues pertaining to joint government registration activities, remain challenging. The emergency response to the CAR crisis in Cameroon is an example of how such challenges can hamper efficient registration early on in the emergency. UNHCR is working towards new learning initiatives in registration and data management and is establishing a roster of registration specialists to respond to urgent requirements. In Mozambique, the last verification and profiling exercise for the urban population took place in 2010. Although planned since 2013, a countrywide verification exercise that would

allow obtaining accurate figures of the urban population has not been conducted due to funding constraints and other priorities. The absence of accurate data hampers the design and implementation of an urban strategy,

CRITICALITY VIEW OF THE 83 SITUATIONS



GLOBAL AND REGIONAL INITIATIVES

- In February 2015, UNHCR completed development of UNHCR's new centralized, live biometric identity management system (BIMS), building on the successful use of biometrics across a number of UNHCR operations globally. When rolled out, BIMS will support all standard registration activities.
- UNHCR has completed the first development phase of its new centralized global registration and case management software, *proGres in Partnership*. The new software will gradually replace the existing *proGres V3* application currently in use. *ProGres in Partnership* will enhance collaboration between UNHCR and partners, and can facilitate accessibility from multiple locations.
- UNHCR finalized an *Emergency Registration Checklist for Refugee Operations* in 2014. The checklist provides updated guidance to registration officers on carrying out and prioritizing essential registration activities in emergencies. In addition, UNHCR continue to train people in registration in the Workshop in Emergency Management (WEM).

"Registration: A key to protection and accessing services."

GLOBAL STRATEGIC PRIORITY

SEXUAL AND GENDER-BASED VIOLENCE

RESULTS AND ACTIONS

Provide and seek improved provision of support to known SGBV survivors in 85 refugee situations, in 14 situations where UNHCR is operationally involved with IDPs and in 5 returnee situations.

IMPROVEMENTS IN 58 SITUATIONS

58

104 SITUATIONS

UNHCR operations reported improvement in the provision of support to known SGBV survivors in 44 refugee situations, 12 IDP situations and two returnee situations, and maintained levels of support in 35 refugee situations. UNHCR focused on improving the quality of and access to medical, legal and psychosocial services for SGBV survivors, including training of law enforcement officials on SGBV prevention and response, better referral pathways for SGBV survivors, constructing safe spaces, and strengthening coordination of multi-sectoral responses.

Seek improved community involvement in prevention and protection of SGBV survivors in 46 refugee situations, in 11 situations where UNHCR is operationally involved with IDPs and in 3 returnee situations

IMPROVEMENTS IN 51 SITUATIONS

51

60 SITUATIONS

UNHCR operations reported improvement in mobilizing communities to be involved in SGBV prevention and survivor-centred protection in 39 refugee situations, 10 IDP situations and two returnee situations. Awareness raising, sensitization and educational initiatives were particularly effective when targeting also men and boys. Successful activities included the establishment of community-based groups working on SGBV prevention and response, mass awareness sessions through arts and child-friendly educational materials on SGBV and prevention of exploitation and sexual abuse (PSEA).

HIGHLIGHTS FROM THE FIELD

- In **Cameroon**, UNHCR and partners, through improved engagement with the community, provided Central African survivors in over 500 reported SGBV incidents access to shelter and medical and psychosocial support through the establishment of referral mechanisms.
- In **Uganda**, UNHCR supported the establishment of community watch groups consisting of refugee volunteers from South Sudan. With training and visibility material, these groups effectively raised awareness through community dialogues and home visits.
- In **Ecuador**, UNHCR engaged the local authorities through gender workshops and facilitated access to legal remedies for survivors of SGBV. The establishment of pathways for legal services resulted in survivors receiving support in 900 reported incidents of SGBV.

CHALLENGES

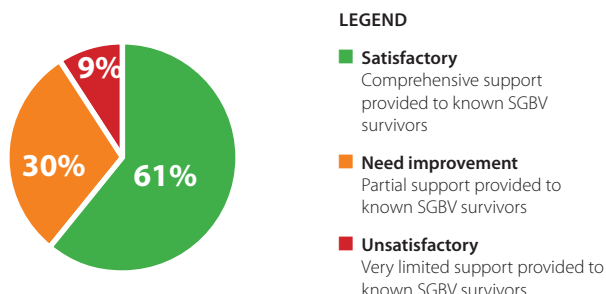
Weak administrative and judicial mechanisms, shortage of safe shelter and law enforcement officials that are not always responsive to the needs and rights of survivors hampered success. Several operations, notably in Egypt, Ethiopia, and Malaysia, regressed in this area due to the shortage of implementing partners with the capacity to provide adequate support services to survivors. Cultural norms and practices that tolerate violence against women and the stigmatization of survivors, including male survivors, who come forward to report incidents, remained main obstacles to progress. The engagement of men and boys in SGBV presentation and response is still limited despite evident efforts in operations.

"Robust SGBV prevention and response is a core accountability that cuts across sectors."

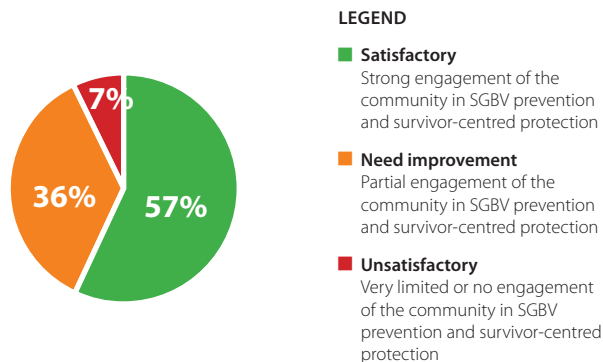
GLOBAL STRATEGIC PRIORITY

SEXUAL AND GENDER-BASED VIOLENCE (cont.)

SUPPORT TO SGBV SURVIVORS CRITICALITY VIEW OF THE 104 SITUATIONS



COMMUNITY ENGAGEMENT IN SGBV PREVENTION CRITICALITY VIEW OF THE 60 SITUATIONS



GLOBAL AND REGIONAL INITIATIVES

- UNHCR has taken significant steps to improve SGBV prevention and response from the onset of emergencies with the support of the US Government's Safe from the Start Initiative, including through the deployment of specialized staff, training and multi-sectoral SGBV programmes.
- The updated SGBV Strategy *Action against Sexual and Gender-Based Violence* provides the overall framework for field operations. Multi-year country-level strategies are in place in 41 country operations.
- The English version of the mandatory SGBV e-learning programme will be launched for all staff in 2015.
- As part of its commitments to the *Call to Action on Protection from SGBV in Emergencies*, UNHCR has contributed to the development of a five year roadmap aimed to ensure that humanitarian response addresses SGBV.
- Funded by the Canadian Government, UNHCR, UNFPA, UNICEF and IRC are implementing a project to improve service provision to SGBV survivors, and expand SGBV data collection and management. In this context, UNHCR supported 14 countries in the roll-out and implementation of the Gender-based Violence Information Management System (GBVIMS).



This brother and sister have found shelter with their family in a primary school in Iraqi Kurdistan's Duhok governorate. Finding shelter for the vast majority of those who have fled Iraq's latest fighting is a major challenge. UNHCR/ S. Baldwin / June 2014

GLOBAL STRATEGIC PRIORITY

BEST INTERESTS

Maintain or increase the proportion of unaccompanied or separated refugee children for whom a Best Interests process has been completed or initiated in 57 refugee situations.

INCREASED IN 40 AND MAINTAINED IN 14 SITUATIONS



RESULTS AND ACTIONS

UNHCR operations reported increases in the proportion of unaccompanied and separated refugee children (UASC) for whom a Best Interests (BI) process was completed or initiated in 40 situations and maintained level in 14 situations. Decisive elements for success were: recruitment of additional staff directly engaged in best interests procedures, targeted training courses to increase the skills and knowledge on best interests procedures, establishing and/or strengthening the Best Interests Determination (BID) panels, developing and improving Standard Operating Procedures for child protection, and setting up data systems for case management. Special attention was given to ensuring the BI process is part of a broader child protection programme, including the identification and provision of immediate support to UASC in emergency situations, with reinforcement of child protection teams and regular coordination meetings with partners.

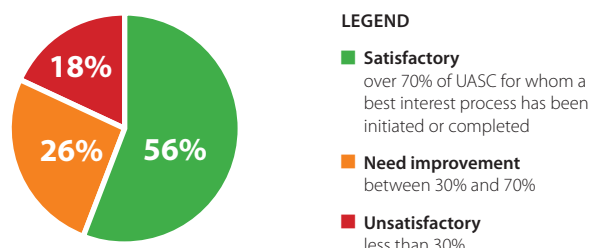
HIGHLIGHTS FROM THE FIELD

- The office in **Botswana** reported improved performance mainly due to a reinforced child protection team formed of 4 case workers, 3 volunteers and a qualified Social Worker who were able to conduct regular BI procedures and weekly home follow up visits for all the identified UASC.
- Cameroon** improved BI Assessment practices through training that enables communities to better identify children at risk and systematically refer these children to partner agencies and UNHCR. A new child protection case management database and regular coordination meetings also helped improve BI processes.
- In **Jordan**, the establishment of a BID panel with partners, regular case conferences and BID training to specialized child protection service providers ensured high standards in best interests procedures and coverage for all Syrian UASC.
- In **Pakistan**, UNHCR provided five training events on BIA/ BID and child protection to 119 UNHCR and partner staff to improve the BIA/BID quality and the identification of children with specific needs requiring case management services through the BI process.

CHALLENGES

The main challenges to progress included increases in arrivals and identification of unaccompanied and separated children, and operational constraints such as insufficient staffing to dedicate to best interests procedures, and data systems that are not up to date. Although several training initiatives, the capacity for Best Interest processes is still not sufficient to meet the needs on the ground.

CRITICALITY VIEW OF THE 57 SITUATIONS



GLOBAL AND REGIONAL INITIATIVES

- UNHCR invested in deployment schemes and training to enhance BI process capacity. The partnerships with RefugePoint resulted in more predictable deployments that were of longer duration with more positive impact and continuity. The Regional protection/ BID Advisor for East Africa provided training and capacity-building to field staff in Uganda, United Republic of Tanzania, Rwanda, Burundi, Ethiopia and Kenya.
- The launch of the UNHCR-UNICEF publication 'Safe and Sound – on what States can do to ensure the Best Interests of Unaccompanied and Separated Children in Europe' was an important step forward to provide a practical framework for implementation of the BI process in Europe. It was well received by governments and practitioners in Europe and has also informed work with UASC in other industrialized contexts.
- UNHCR improved data inconsistency through introducing a shorter Best interests' assessments template that can be generated from the UNHCR registration software *ProGres*. The initial results of the use of the BIA template in Uganda, Kenya and United Republic of Tanzania will support the longer term development of a standard BIA to be generated from *ProGres*.

"Child-centered decision-making for boys and girls at risk."

GLOBAL STRATEGIC PRIORITY

ACCESS TO NATIONAL CHILD SERVICES

Seek increase in the non-discriminatory access to national child protection and social services in 26 refugee situations, in 4 situations where UNHCR is operationally involved with IDPs and in 3 returnee situations.

INCREASED IN 12 SITUATIONS

12

33 SITUATIONS

RESULTS ANALYSIS

UNHCR operations report increases in the non-discriminatory access to national child protection and social services in 12 situations (9 refugee situations, two IDP situations and one returnee situation). UNHCR supported the strengthening of national protection systems to respond to the situation of children of concern, thereby enabling the national authorities to assume their responsibilities under the Convention on the Rights of the Child. This was done through sensitisation on the special situation and protection needs of displaced children, especially with regard to protection from violence, personal documentation, access to education and public health services.

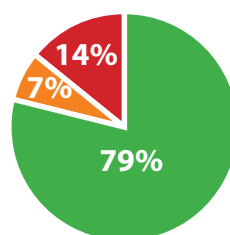
HIGHLIGHTS FROM THE FIELD

- In Eastern **Sudan**, the access of refugee children to national child protection services has increased after Child Rights' campaigns organized by the Ministry of Social Welfare in six refugee camps and surrounding communities focused on enabling a secure and safe environment for all children.
- UNHCR **Costa Rica** strengthened coordination with the Costa Rican Childhood Welfare Institute, the Migration Office and the police involved in the protection of children. UNHCR paid particular attention to the situation of children traveling from the Northern Triangle of Central America towards the United States, given the likelihood that some of the children may arrive in Costa Rica.
- The reinforced collaboration with the Ministry of Education in **Ethiopia**, at both federal and regional levels, is a positive step forward toward improved access to public schools for refugee children.
- In **Iran (Islamic Republic of)**, UNHCR supported the continuation of a project developed by the Ministry of Health to provide preventive and curative Primary Health Care (PHC) for refugee children free of charge.

CHALLENGES

The main obstacles to progress were linked to gaps in legislation addressing children of concern, limited presence of national authorities, weak capacity of national services, and administrative and financial challenges to access existing services. In IDP and returnee situations, the capacity of the authorities to provide an effective and comprehensive child protection response for displaced children was limited.

CRITICALITY VIEW OF THE 33 SITUATIONS



LEGEND

- **Satisfactory**
Broad access to national services available for displaced children
- **Need improvement**
Access to selected services available for displaced children
- **Unsatisfactory**
Very limited or no access to services available for displaced children

GLOBAL AND REGIONAL INITIATIVES

- UNHCR's complementary protection strategies – *Framework for the Protection of Children*, the *Education Strategy 2012-2016*, and *Action Against Sexual and Gender-Based Violence: An Updated Strategy* – are useful advocacy vehicles for promoting the inclusion of refugee children into national support systems.
- UNHCR's report for the Executive Committee *Child protection including education* focused on efforts and good practices to ensure access of refugee children to national services. The report reflects a paradigm shift, with a move from the establishment of parallel systems to the longer term goal of integration of refugee children in national child protection and education systems.
- UNHCR support to the African Union in its work on Civil Registration and Vital Statistics (CRVS) resulted in consensus to include refugee children in the national CRVS systems in Africa. The African Committee on the Rights and Welfare of the Child (ACERWC) approved the General Comment on Article 6 of the African Charter on the Rights and Welfare of the Child¹.
- UNHCR in the southern region of Americas has actively promoted the establishment of national SOPs for the protection and assistance of unaccompanied asylum-seeking children.
- UNHCR supported the governments of El Salvador, Guatemala, and Honduras in addressing the reception of children returned from the US and Mexico.

“National child protection systems are an effective way – even in emergency settings – of preventing and addressing the multiple protection risks that displaced children face.”

¹ <http://www.refworld.org/pdfid/54db21734.pdf>

GLOBAL STRATEGIC PRIORITY – GLOBAL ACUTE MALNUTRITION (GAM)

Maintain UNHCR standards or reduce level of Global Acute Malnutrition (GAM) in 32 situations where refugees live in camps or settlements.

STANDARDS MET IN 34 CAMPS OR SETTLEMENTS

34

58 SURVEYED CAMPS OR SETTLEMENTS

RESULTS AND ACTIONS

Progress against this GSP can only be measured in those situations where nutritional surveys have been carried out. In 2014, UNHCR conducted nutritional surveys in 58 camps and settlements in 16 countries. Of these, 11 sites were in emergency situations, 23 in post-emergency phase and 24 in protracted situations. The UNHCR standard of $\leq 10\%$ GAM (measured on children <5) were met in 34 sites. Comparative GAM data from previous surveys were available for 45 of the 58 sites. Levels of GAM had been reduced in 12 sites and were stable in 24 sites. Investment in infant and young child feeding (IYCF), inter-sectoral collaboration and deployment of nutritional experts in emergency operations were key factors behind these results. UNHCR's approach to improve nutrition outcomes was holistic, aiming to have positive effects on GAM, Stunting and anaemia. Given its central role on these three nutrition indicators and the associated mortality, UNHCR invested in IYCF practices, advocacy and the scaling up of programmes and guidance.

HIGHLIGHTS FROM THE FIELD

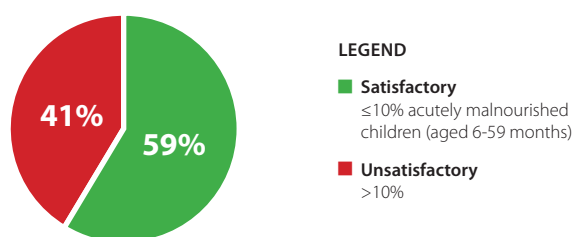
- In **Mauritania**, a multi-sectoral action plan in M'Berra refugee camp resulted in major improvements in the levels of chronic malnutrition (down from 44.5% in 2013 to 31.6% in 2014) and a 27% reduction in anaemia amongst children under 5 and a 10% reduction in anaemia amongst women of reproductive age. These positive trends highlight the gains that are possible with concerted efforts combining nutrition specific and nutrition sensitive activities within operational plans whilst emphasizing the needs to reduce nutrition indicators.
- In **Burkina Faso**, following the influx of refugees from Mali, UNHCR and partners conducted a SENS survey in the refugee camps. GAM levels were acceptable at $<10\%$ in all camps except in Goudebou where UNHCR recorded extreme emergency levels at 24.5%. Due to significant efforts in both treatment and preventative activities in all camps, the 2014 SENS surveys recorded a dramatic reduction in Goudebou to 10.6% - just over the threshold, and acceptable levels of GAM in the other camps.

CHALLENGES

Where the levels of GAM exceeded 10 % or where GAM levels had deteriorated, the reasons were often linked to pre-existing chronic malnutrition levels or new influxes of refugees in poor health and nutritional status. IYCF is often compromised during displacement

due to the unavailability of traditional food supplies or the lack of knowledge on how to prepare a variety of food for children. Traditional and cultural practices also play a role with a reliance on monotonous low nutritional quality of foods introduced too early in a child's life with low levels of exclusive breastfeeding. Despite attempts to prioritize nutrition surveys on a regular basis, in an environment where there are limited funds and competing priorities, nutritional surveys are often prioritized in areas of high malnutrition prevalence. This bias in the surveys makes it difficult to present a representative picture of the global nutritional status amongst refugee children. The dire WFP funding situation also adversely affected the food security situation with common reductions in food rations.

CRITICALITY VIEW OF THE SURVEYED SITES



GLOBAL AND REGIONAL INITIATIVES

- The *Global Strategy for Public Health*, released in 2014, set the overall framework and vision for UNHCR's nutrition work. One of its key objectives is effective provision of up-to-date food security and nutrition information and analysis. UNHCR is collaborating with UNICEF, WFP and other partners on improving this data collection, collation and analysis.
- UNHCR promoted the use of the *Standardised Expanded Nutrition Survey (SENS) Guidelines* with a view to improve monitoring of nutrition indexes. The data collection was simplified, thereby improving timelines, accuracy and effectiveness of the surveys.
- Together with Save the Children, UNHCR developed a holistic, multi-sectoral framework for infant and young child-feeding (IYCF) programmes that focus on the interface between various behavioural factors and cost-effective methods to improve the infant and young child feeding practices.

GLOBAL STRATEGIC PRIORITY

UNDER-5-MORTALITY RATE

Maintain UNHCR standards or reduce mortality levels of children under 5 years old in 37 situations where refugees live in camps or settlements.

STANDARDS MET IN 130 CAMPS OR SETTLEMENTS



RESULTS ANALYSIS

Based on data available from 140 monitored sites, UNHCR standards for < 5 mortality rates (U5MR <1.5/1000/month) was met in 130 sites. The global average Under-five Mortality Rate (U5MR) was 0.5/1000/month, which is within standards for both emergencies and protracted situations. UNHCR's engagement in real-time surveillance of health indicators and monitoring of programmes contributed to effective health interventions that reduced and prevented morbidity and mortality, including through vaccination interventions with particular focus on measles and poliomyelitis. Other useful approaches included promotion of good practices in safe motherhood, such as on access to skilled birth attendance and antenatal and postnatal care. UNHCR's health information system, *Twine* (<http://twine.unhcr.org>) is the backbone for monitoring health status and detecting outbreaks of communicable diseases.

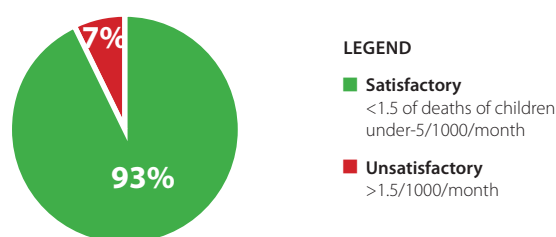
HIGHLIGHTS FROM THE FIELD

- In **Ethiopia**, comprehensive public health approaches, including preventative health and strengthened nutrition programmes, reduced significantly the under-five mortality rate to a level within UNHCR standards among South Sudanese refugee children in Gambella.
- In **Uganda**, during the emergency influx of South Sudanese refugees, the <5 mortality reached alarming levels. UNHCR and partners brought the situation under control through a comprehensive response including an immediate screening of all children, immunization, enhanced emergency food rations and accelerated relocation of refugees to settlements where adequate health services were provided.
- In **Guinea and Liberia**, effective collaboration between UN partners and national authorities prevented transmission of the ebola virus among refugee populations.
- Jordan** introduced a systematic process to review neonatal deaths in Zaatari refugee camp. Refresher training, standardizing of neonatal care protocols and better management of pre-term deliveries improved overall newborn care and reduced newborn deaths.
- In **Kenya**, skilled birth attendance at delivery in Dadaab area reached 100% in several of the camps. The availability of well-functioning 'mama taxis' - a private network of transport providers recruited by the hospitals - was the main reason.

CHALLENGES

In the 10 sites with elevated mortality rates in Cameroon, Chad, Niger and DRC, UNHCR observed poor nutritional status as well as high morbidity from communicable diseases among newly arrived refugees. During displacement, many refugees had spent weeks and often months seeking safety in other regions within their country. Their access to essential needs and basic health services was often very limited, or non-existent, which had a particular adverse effect on the situation of children. Poor immunization coverage of the children from communicable diseases also exposed them to heightened risks during outbreaks of measles.

CRITICALITY VIEW OF THE 140 MONITORED SITES



GLOBAL AND REGIONAL INITIATIVES

- UNHCR issued new *Operational Guidelines on Improving New-Born Health in Refugee Operations*, which provide step-by-step practical guidance on reducing neonatal mortality.
- The *Global Strategy for Public Health 2014–2018* provides a comprehensive response to public health challenges like disease burden, malnutrition, lack of access to health and nutrition services, WASH and food insecurity.
- UNHCR developed a regional health care strategy for Syrian refugees and new multi-year country level strategies for mainstreaming refugees into national health care arrangements, thus ensuring better care for children.
- UNHCR and WHO have agreed on an important policy change in the immunization protocols for emergency situations with the inclusion of poliomyelitis vaccination as a part of the initial vaccination package.

*"Children's lives:
Not just another statistic."*

GLOBAL STRATEGIC PRIORITY

SHELTER

Maintain or increase the percentage of households living in adequate dwellings in 51 refugee situations, in 15 situations where UNHCR is operationally involved with IDPs and in 7 returnee situations.

INCREASED IN 55 AND MAINTAINED IN 5 SITUATIONS



RESULTS ANALYSIS

UNHCR operations reported increased levels of the percentage of households living in adequate dwellings in 38 refugee situations, 11 IDP situations and 6 returnee situations. UNHCR maintained the percentage in 4 refugee situations and one IDP situation. Progress was achieved through the development and implementation of comprehensive shelter strategies. 60% of the priority countries under the *Global Strategy for Settlement and Shelter* now have such strategies in place. An increase of rapid technical deployments to field operations, training of international and national staff and the availability of new toolkits also contributed to the results. UNHCR invested particular efforts in support for shelter construction using local building techniques and materials as well as by providing cash grants.

HIGHLIGHTS FROM THE FIELD

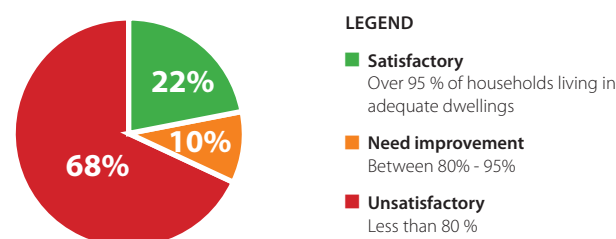
- **UNHCR Cameroon** developed comprehensive shelter strategies that ensured a phased response from emergency to more sustainable solutions. At the initial stage of the emergency, communal shelters were constructed to provide immediate protection to refugees, promptly followed by the distribution of family tents and a progressive move towards transitional shelters composed of locally procured material such as wooden poles and bricks.
- In line with UNHCR's *Global Strategy for Settlement and Shelter and the Policy on Alternatives to Camps*, **Lebanon, Uganda, Jordan, Zimbabwe and Mozambique** pursued shelter and settlement options that seek to integrate refugees within the broader context of national and local development, services and infrastructure, society and the economy. This comprises, for example, including refugee camps into national urban planning initiatives.
- In **Niger**, the government allocated land plots to some 15,000 refugees in the Refugee Hosting Zones in the Tahoua region. UNHCR and partners constructed essential infrastructure such as schools and ensured sufficient water quantity for both refugees and their cattle. UNHCR provided refugees with locally procured shelter kits that allowed them to adapt the living space according to their culture and habits.

CHALLENGES

The overarching challenge in providing adequate shelter solutions to displaced persons is inevitably linked to the scale of financial investment required. In 2014, UNHCR continued to face high levels of shelter needs, both in response to emergency situations as well as to upgrade shelters in more

protracted situations. However, given the associated cost and limited funding available, operations were often faced with the difficult decision to prioritize emergency shelter for the maximum number of persons of concern, over an investment in more durable and sustainable solutions. Although UNHCR has strengthened the technical expertise in operations, reinforcement of existing staff and deployment of additional experts would enhance the shelter response.

CRITICALITY VIEW OF THE 73 SITUATIONS



GLOBAL AND REGIONAL INITIATIVES

- The *Global Strategy for Settlement and Shelter*, released in 2014 sets a five-year vision for UNHCR's shelter programmes. The Strategy places particular emphasis on developing and implementing technically sound and comprehensive shelter strategies for both emergency and protracted situations, using a phased approach, gradually moving toward more durable and sustainable shelters. The Strategy was rolled out in 16 priority countries.
- UNHCR promotes innovative research and development for shelter solutions. For example, UNHCR, the IKEA Foundation and the Refugee Housing Unit, AB of Sweden have developed the 'Refugee Housing Unit' (RHU), which is a shelter model that draws from innovative technologies and material solutions and can be adapted to a variety of contexts. It is light weight and easily transportable. Following successful testing in the field in 2014, the RHU will be available for deployment in 2015.
- UNHCR built field capacity through a global workshop on shelter and settlements, which brought together 20 site planning practitioners. The workshop resulted in a pilot standardized framework tool for settlement design.
- UNHCR deployed 60 physical site planners, Shelter Officers and Shelter Cluster Coordinators to support operations in shelter planning, design, implementation and monitoring.

"Shelter – more than just a roof over the head."



Amina's youngest baby was born 3 months premature in Iraq. As a vulnerable case the family was housed in a new UNHCR pilot scheme shelter, to which she attributes the survival of her baby. Kawergosk refugee camp, Kurdistan Region of Iraq on 23 March 2014.

GLOBAL STRATEGIC PRIORITY

WATER

Maintain or increase the level of water supply in 50 refugee situations.

INCREASED IN 32 AND MAINTAINED IN 11 SITUATIONS



RESULTS ANALYSIS

UNHCR operations reported increased levels of water supply in 32 refugee situations and sustained levels in 11 situations. Maintaining existing and developing additional water sources, such as groundwater boreholes, springs and surface water treatment plants, while ensuring solid distribution networks were key approaches to progress. UNHCR also focused on reducing operational costs for water supply systems by increasing the number of water pumping facilities powered with solar energy. UNHCR is committed to water supply solutions that are efficient and can reduce long term operational costs and environmental impacts, without compromising quality.

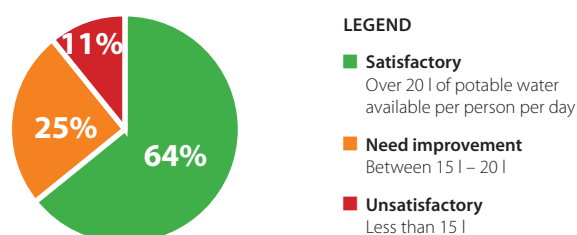
HIGHLIGHTS FROM THE FIELD

- In **South Sudan**, as part of a pilot initiative to reduce water costs, UNHCR converted the water supply in Kaya refugee camp from fuel powered pumps to a hybrid system using solar energy. The efforts resulted in a 50% reduction in fuel consumption and an increase in operating hours of the water supply system.
- In **Ethiopia**, the cost of traditional pit latrine construction in Hiloweyn camp in Dollo Ado is high due to hard rocky ground. In addition, the lifecycle of the latrines is less than two years. In 2014, UNHCR and Oxfam, introduced a new type of latrine, Urine Diversion Dry Toilets (UDDT), resulting in reduced costs and smell, and decreased risk of contamination of the high ground water level.

CHALLENGES

Meeting the required standards for WASH was particularly challenging in emergency situations where rapid increases in the number of refugees overwhelmed existing water supply and distribution systems. Where refugees were situated close to a surface water source, such as a lake or a river, UNHCR struggled at times to quickly provide alternative potable (chlorinated) drinking water supplies that reduce the risk of disease outbreaks, which surface water in these settings often brings. Finding a suitable source of water in deserts and operating in flood prone areas with excess of water also proved difficult. In addition to advocating with governments for suitable land for refugees, UNHCR works with hydro geologists, engineers and planners to assess these challenges and design suitable solutions for such difficult settings.

CRITICALITY VIEW OF THE 50 SITUATIONS



GLOBAL AND REGIONAL INITIATIVES

- The *Global Strategy for Public Health*, released in 2014-2018, sets the five-year vision for WASH activities with the key objective to ensure that refugees have sufficient access to water of adequate quality and quantity.
- In 2014, UNHCR issued research on calculating the cost of water in refugee settings to ensure early cost evaluations, better planning, investments and enhanced technical quality and effectiveness in WASH operations. UNHCR initiated a global study on the 'cost of water' and the development of a flexible decision making tool/model to analyse UNHCR costs and services.
- Partnerships with research institutes, universities and private sector for advanced and innovative design of water infrastructure are continuously being expanded to strengthen assessments and piloting of innovative solutions in refugee situations. This includes partnerships for groundwater monitoring, such as the Merti Aquifer monitoring programme in Dadaab, Kenya, and alternative solutions for water supply systems, such as solar powered water pumping in Dollo Ado, Ethiopia.
- In a joint effort with relevant partners, UNHCR has started a major revision of UNHCR's WASH guidelines. The revised UNHCR WASH Manual will be released during 2015 and will provide good practices and lessons learned from refugee situations.

"Water – the source of life."

GLOBAL STRATEGIC PRIORITY

FEMALE PARTICIPATION IN LEADERSHIP

Seek improved participation of women in leadership/management structures in 52 refugee situations and in 4 situations where UNHCR is operationally involved with IDPs.

INCREASED IN 32 SITUATIONS AND MAINTAINED IN 8 SITUATIONS



RESULTS AND ACTIONS

UNHCR operations reported progress in the participation of women in leadership structures in 28 refugee situations and in 4 IDP situations, and maintained the existing level of participation in 8 refugee situations. UNHCR and partner staff actively engaged in promoting the full participation of women in leadership structures in line with UNHCR's Age, Gender and Diversity (AGD) policy. In addition to overall awareness-raising in communities of women's rights, democratic processes and representation, successful approaches included targeted advocacy directed at influential leaders, men and women within the community, holding democratic elections, and innovative and proactive outreach methods of UNHCR staff. Special events such as International Women's Day, 16 Days of Activism, World Refugee Day, and the Day of the African Child, constituted efficient mechanisms to further women's involvement in community based structures.

HIGHLIGHTS FROM THE FIELD

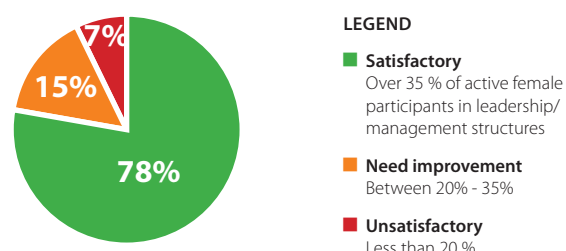
- In **Darfur, Sudan** UNHCR made significant progress in mobilizing camp populations. Women were leading major decision-making processes in managing the camps, which resulted in improvements in the living standards, the establishment of women-led SGBV committees and increased self-esteem in the community.
- In **Botswana**, through consistent engagement with the Refugee Welfare Committee, UNHCR succeeded in the inclusion of women in the leadership structures in the camp where women were able to advocate as a group and address their concerns.
- In **Myanmar**, the community volunteer peer educators saw situations where women were increasingly included in community mobilization programmes resulting in better representation of their concerns in community affairs.

"Gender equality is key to effective protection."

CHALLENGES

Arriving at and maintaining gender parity in leadership and management structures is challenging due to the unwillingness of communities to acknowledge the role of women as leaders. Behavioural change takes time. The main constraints for women's participation included socio-cultural and/or religious reasons and high illiteracy and language barriers among women. Several operations also reported that even where women are well represented in leadership structures, they often struggle to have influence as the groups remain dominated by male leaders.

CRITICALITY VIEW OF THE 56 SITUATIONS



GLOBAL AND REGIONAL INITIATIVES

- UNHCR's Age, Gender and Diversity (AGD) accountability report for 2013 provides all UNHCR staff with examples of best practices on how to overcome cultural, traditional and political barriers to women's participation in decision making and leadership structure.
- UNHCR has initiated development of a 'Gender Equality Guidance' with the aim of issuing up-to-date gender equality integration tools for UNHCR staff and partners in 2015.
- UNHCR engaged in the inter-agency work on gender equality to ensure greater coherence and accountability of the UN as a whole through the UN System Wide Action Plan on Gender Equality and the Empowerment of Women (UN SWAP). UNHCR reported on UN SWAP on all gender related activities undertaken in 2014, including on policies and plans aimed at increasing accountability, gender responsive performance, results based management and existing gender capacity.

GLOBAL STRATEGIC PRIORITY

COEXISTENCE

Seek improvement in relations between people of concern and local communities in 40 refugee situations.

IMPROVEMENTS IN 29 SITUATIONS

29

40 SITUATIONS

RESULTS AND ACTIONS

Operations reported improvement in the extent to which local communities supported the continued presence of refugees in 29 situations. The key ingredient to support co-existence between communities was to equally involve refugees and others of concern, and host communities in activities, for example in the renovation or construction of schools, kitchen blocks, WASH facilities, recreational and community centres, roads and clinics. Other successful means for peaceful coexistence included meetings between the community representatives, and sports programmes involving youth from displaced and host communities.

HIGHLIGHTS FROM THE FIELD

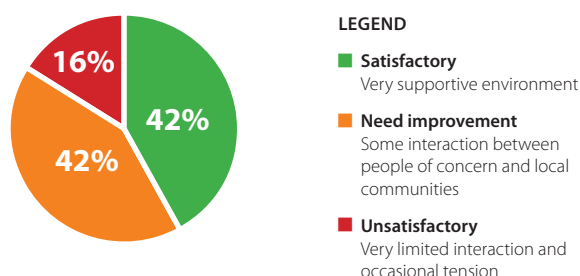
- In **Syrian Arab Republic**, UNHCR supported the implementation of the Outreach Volunteers Programme with 300 volunteers from different age groups joining the network. Outreach to affected communities ensured needs-based responses grounded on beneficiary participation in programme design and implementation. The active participation of national NGOs was a key element to success.
- In **Jordan**, UNHCR promoted peaceful coexistence among host and refugee communities through Community Support Projects (CSPs). In 2014, 45 CSPs for host and refugee communities were implemented with at least 30% of beneficiaries being Jordanians. CSPs included public infrastructure works such as schools, WASH projects and public parks.
- In the **Democratic Republic of the Congo**, UNHCR and partners organised innovative peace education-related activities involving all stakeholders resulting in improved public attitudes towards refugees and decreased risk of stigmatization, marginalization or discrimination. Activities included, for example, publishing of educational comic books and presenting theatre plays in North and South Kivu.

CHALLENGES

The most common obstacle to progress was competition between the communities over scarce resources and access to economic opportunities. Host community representatives were sometimes reluctant to participate in community cohesion activities. Competing priorities also made it difficult to allocate

sufficient resources in support of implementation of peaceful coexistence activities. Dispersed refugee populations over a wide area presented a challenge to effective implementation of activities.

CRITICALITY VIEW OF THE 40 SITUATIONS



GLOBAL AND REGIONAL INITIATIVES

- UNHCR Headquarters provided technical support for the implementation of UNHCR's Policy and Operational Guidance on Coexistence Projects which was issued in 2013.
- The development of the Regional Refugee and Resilience Plan (3RP) represented a strategic shift in response to the Syria crisis and a blueprint for more concerted multi-partner planning for co-existence. The 3RP brings together plans developed under the leadership of national authorities to address refugee protection and humanitarian needs whilst building the resilience of impacted communities and strengthening the capacity of national delivery systems.
- UNHCR's new Need to Know Guidance on the inclusion of marginalized groups provides guidance to staff and partners on considerations and operational approaches relevant for promoting peaceful coexistence.

"Peaceful coexistence – Living together in peace by creating opportunities for all."

GLOBAL STRATEGIC PRIORITY

SELF-RELIANCE

Maintain or increase the percentage of people of concern who are supported to improve their business/self-employment opportunities in 33 operations.

IMPROVEMENTS IN 26 OPERATIONS

26

33 OPERATIONS

RESULTS AND ACTIONS

The percentage of persons of concern with own business or self-employment increased in 26 operations. The *UNHCR Global Strategy for Livelihoods (2014-2018)* was essential to enhance self-reliance through protection work with the development of context-specific, multi-year plans using market-based approaches that seek to achieve sustainable impact. Other useful approaches included the use of market-based assessment and advocacy to promote the right and access to work for refugees. UNHCR successfully implemented the Graduation Approach in Costa Rica, Ecuador and Egypt, which is a poverty reduction model seeking to “graduate” people out of dependency and poverty through a carefully sequenced combination of social protection employment and entrepreneurial support, and asset transfer.

HIGHLIGHTS FROM THE FIELD

UNHCR saw the highest increases in the percentage of self-employed persons of concern or with own business for more than 12 months in the Democratic Republic of Congo (96%), Niger (61%), Mali (59%), Myanmar (45%) and Ghana (40%).

- In **Ghana**, the authorities issued residence and work permits to 4,000 refugees mainly from Togo. This was accompanied by UNHCR support to agricultural production, vocational training and cash grants.
- **Costa Rica’s** Comprehensive Solutions Strategy includes self-reliance as a critical component of socio-economic integration of persons of concern. With this purpose, UNHCR conducted a joint market assessment with ILO and trained altogether 378 refugees of whom 133 were gainfully employed.
- In **Egypt**, UNHCR linked cash assistance programmes available to the least earning refugees, households affected by disability and families at risk of sexual gender-based violence (SGBV) to training and coaching to create a more productive subsidy that puts the individual at the center of his or her own development. The refugees undertook business planning and skills training for the activity they selected, while participants pursuing self-employment received a seed capital grant to help kick-start their professional activity. UNHCR trained in total 8,037 persons of concern of whom 1,016 were employed by the end of 2014.
- In Dollo Ado in **Ethiopia**, the local and national governments allocated land adjacent to refugee camps for farm production on which refugees have the right to work.

- In **Lebanon**, UNHCR has increased the private sector partnership with well-known designers resulting in an increase of sourcing goods from Lebanese small and medium size enterprises that hire refugees. In addition, refugees sell their table linens at the most widely attended weekly market in Beirut.

CHALLENGES

Achieving business/self-employment opportunities for refugees proved difficult in many countries. Large refugee influxes, political instability, and/ or limited resources constituted the main barriers. Refugees and other persons of concern have often limited opportunities to achieve self-reliance, particularly when they do not enjoy the right to work. Even in countries where the legal right to work exists, refugees face obstacles finding employment and accessing financial services due to xenophobia, discrimination and misconceptions about their rights. Shifting livelihoods programming towards a market-driven, results-based approach on a global scale requires a change in the institutional approach.

GLOBAL AND REGIONAL INITIATIVES

- The *Global Strategy for Livelihoods 2014-2018* set the direction for UNHCR’s livelihoods programming. It has four strategic objectives: 1) Promote the right to work and the right to development; 2) Enable people to preserve and protect their productive assets as well as meet their immediate consumption needs; 3) Develop and expand proven and innovative ways of supporting refugees’ economic self-reliance; and 4) Improve planning, learning and practice on successful approaches to livelihoods development and their impact on self-reliance.
- UNHCR is drawing upon external expertise to improve performance and move the organisation forward through tapping into new networks and resources through UNHCR’s Livelihoods Advisory Board, which brings together senior experts from the BRAC University in Bangladesh, the Consultative Group to Assist the Poor, the Ford Foundation, the ILO, the International Trade Centre, the Rockefeller Foundation, the SEEP Network, and the University of Illinois. UNHCR has also established framework agreements with consulting firms that can provide reliable, expert support with the more technical aspects of livelihoods programming, such as market and value-chain analysis.

GLOBAL STRATEGIC PRIORITY

EDUCATION

Seek improved enrolment rate of primary school-aged children in 111 refugee situations.

INCREASED IN 61 AND MAINTAINED IN 19 SITUATIONS



RESULTS AND ACTIONS

UNHCR operations reported increases in the enrolment rate of primary school-aged children in 61 refugee situations and maintained levels in 19 situations. Enhanced partnerships and coordination with national educational authorities coupled with technical support and training for the implementation of country-level education strategies enhanced education programming. UNHCR funded construction of education facilities, trained refugee teachers, and targeted out-of-school children for enrolment in school.

HIGHLIGHTS FROM THE FIELD

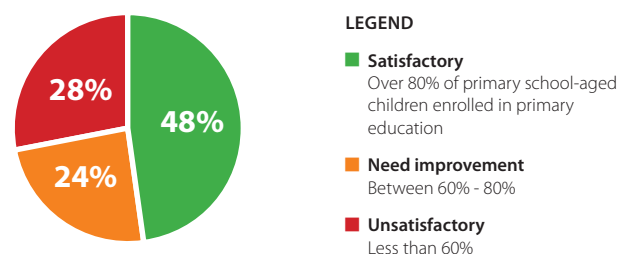
- In **Ethiopia**, UNHCR jointly drafted a national refugee education strategy with the Ministry of Education and other partners. Significant investments in classroom construction and the recruitment of teachers in areas with recently arrived refugees from South Sudan and Sudan provided for their early resumption of education.
- In **Kenya**, the government registered the camp-based schools in the Kakuma camp within the national education system, which promotes sustainability of the refugee education programme through enhanced government support.
- In **Iran (Islamic Republic of)**, enrolment rates continued to rise as UNHCR made systematic investments in identifying and targeting out-of-school children. Refugee children are predominantly integrated into the national education system.

CHALLENGES

The area of primary education remains of great concern with 28% of the situations reporting that access to primary school education is unsatisfactory. In those situations where enrolment rates could not be maintained, a main factor was the influx of new arrivals into existing refugee situations which placed a strain on already finite resources available for education. Reprioritization of resources towards an emergency response was necessary in some situations, including for Central African refugees, and impacted on on-going education programmes. Deteriorating economic conditions of refugee families, such as for the urban refugees in Egypt and Rwanda, also led to withdrawal of children from educational activities.

The lack of accredited examination and certification for primary education is also affecting the motivation of families to enroll and retain their children in school programmes.

CRITICALITY VIEW OF THE 111 SITUATIONS



GLOBAL AND REGIONAL INITIATIVES

- The implementation of UNHCR's *Education Strategy (2012-2016)* together with the development of multi-year country strategies is instrumental in strengthening education programming, particularly in the 25 priority countries.
- Initiated in 2012, the strategic partnership with Educate A Child supports the rollout of the UNHCR *Education Strategy* through providing educational opportunities for more than 266,000 primary-school age refugee children who were otherwise not in school in 12 countries.
- In response to the high number of refugee children out of school as a result of the situations in the Central African Republic, Nigeria and South Sudan, UNHCR, UNICEF and various national Ministries of Education from refugee host countries conducted joint regional assessment missions and workshops resulting in education response plans.

"Education is the foundation for displaced children to become key actors in their own protection."

GLOBAL STRATEGIC PRIORITY

VOLUNTARY RETURN

Support refugees to return voluntarily in 58 situations where conditions permit.

126,000 RETURNED VOLUNTARILY



RESULTS AND ACTIONS

Some 96% of refugees who expressed their intention to return voluntarily to their country of origin were supported by UNHCR to return. In 2014, a total of 126,000 refugees opted for voluntary repatriation which is the lowest number since 1983. UNHCR provided refugees with information on the situation in their country of origin, as well as the conditions for repatriation so that refugees can make a fully informed decision. UNHCR and partners also supported the reintegration of refugees upon return. Where conditions allowed, UNHCR also engaged in furthering regional approaches to solutions, bringing together authorities from host countries with representatives from the country of origin, first to establish a legal framework to govern the repatriation process and subsequently for regular consultations on procedural matters. Recent examples include the development of the Solutions Strategy for Afghan Refugees and the pilot initiative for Somali refugees established under a tripartite agreement between Kenya, the Federal Government of Somalia and UNHCR.

HIGHLIGHTS FROM THE FIELD

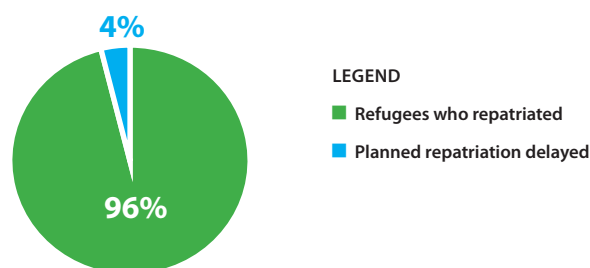
- In the **Democratic Republic of the Congo (DRC)** more than 16,000 refugees returned from the Central African Republic and the Republic of Congo, bringing the total number of returnees to over 119,000 since the repatriation operation began in 2012. Improved security in the Rutshuru area of North Kivu also enabled thousands of Congolese refugees to voluntarily repatriate from Uganda.
- In **Niger**, the comprehensive solutions strategy for Malian refugees launched in 2013 was further pursued. Refugees willing to return home were provided with information about the situation in the areas of return, and returnees were offered repatriation assistance. UNHCR and the governments of Niger and Mali signed a tripartite agreement in May 2014, followed by four information visits by Malian delegations to refugee camps in Niger.
- In addition to the larger repatriation exercises, a number of operations, including **Bosnia and Herzegovina, Colombia, Ethiopia, Sri Lanka, Kazakhstan and Tunisia**, successfully supported the voluntary repatriation of refugees individually or in smaller groups.

CHALLENGES

Conditions unfortunately did not prove favorable to the safe return of refugees in many operations. Unstable security situation in the country of origin (like in Mali in May 2014) affected the planned repatriation of refugees. Continued insecurity prevented large-scale returns to the Central African Republic, while continued conflict in

South Sudan prevented repatriation of South Sudanese. The absence of socio-economic support in return areas continue to keep refugees in exile for protracted periods. Conditions conducive for return were not achieved in several places that had previously seemed promising; as a result, a number of operations were unable to repatriate all refugees who expressed intent to return. In Côte d'Ivoire, the repatriation operation of Liberian refugees was suspended due to the outbreak of Ebola. Adverse weather conditions prevented the return of former Angolan refugees from DRC.

CRITICALITY VIEW STATUS OF VOLUNTARY REPATRIATION



GLOBAL AND REGIONAL INITIATIVES

- At Headquarters level, the Solutions Steering Group (SSG) continued its work on identifying innovative approaches to solutions and promoting a strategic, coherent, rights and results based approach to solutions for refugees and others of concern to UNHCR. With participation of staff from various Divisions and the Regional Bureaux, the SSG supports the development of strategies and their implementation and facilitates a more systematic approach to evidence gathering, planning, implementation and monitoring. The SSG provided direct support to repatriation activities in countries like Angola and the DRC.
- In August 2014, UNHCR organised the High Commissioner's Global Initiative on Somali Refugees in Addis Ababa, which resulted in the adoption of the Addis Ababa Commitment towards finding solutions for Somali refugees. In December 2014, a concrete step towards solutions was taken through the launch of a pilot project to support the spontaneous repatriation of up to 10,000 Somali refugees from Kenya, under the auspices of a tripartite agreement between the Government of Kenya, the Federal Government of Somalia and UNHCR.
- The Solutions Alliance was launched at the Copenhagen Roundtable held in April 2014. For more information, see GSP on Local Integration.

GLOBAL STRATEGIC PRIORITY

LOCAL INTEGRATION

Support local integration in 47 refugee situations where conditions permit.

IMPROVEMENTS IN 34 SITUATIONS

34

47 SITUATIONS

RESULTS AND ACTIONS

UNHCR operations reported improvement in different aspects of local integration in 34 refugee situations. Recognising that local integration is a gradual process, UNHCR is working with host countries to establish conditions that could pave the way for refugees to access income or land, thus attaining a growing degree of self-reliance and enabling them to contribute to the community where they live. A number of operations began developing multi-year solutions strategies, targeting key aspects of local integration and engaging in advocacy efforts with host governments. UNHCR continued the implementation of the 'Graduation Approach' in several countries, an approach to poverty reduction that uses a sequenced combination of interventions that include livelihoods, capacity building, social support and micro-finance to graduate people out of poverty. UNHCR also supported peaceful co-existence between refugees and host communities.

HIGHLIGHTS FROM THE FIELD

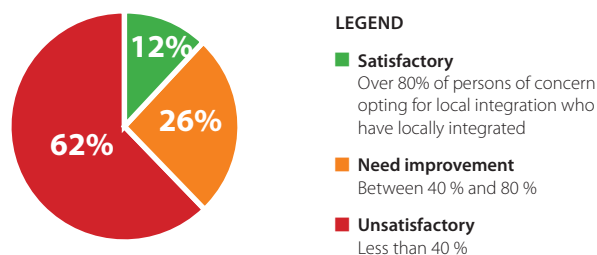
- In **Brazil**, UNHCR and partners developed and made available free language learning materials, thereby addressing the low level of proficiency in the local language among the refugees, a key obstacle to local integration.
- In **Panama**, advocacy efforts led to the Superintendencia de Bancos de Panama issuing a general resolution addressed to the banking sector acknowledging the refugee identification card as valid ID. The resolution also set out a work plan with the banking sector for 2015.
- In **Ecuador**, a project was launched to provide the legal advice and economic support required to obtain the Visa de Amparo (Dependent Visa) and the MERCOSUR Residence Permit, thereby avoiding the risk of refoulement and facilitating access to basic rights through legal status. Despite considerable challenges, 887 persons of concern received these visa in 2014.
- In **United Republic of Tanzania**, the President authorized the relevant authorities to commence the issuance of naturalization certificates to over 162,000 former Burundian refugees.
- In **India**, the naturalization process for long-term refugees was simplified in order to facilitate the process for those refugees who have applied for Indian citizenship.

CHALLENGES

As a complex process with legal, economic, social and cultural components, challenges to local integration are context-specific, varying between operations. Typical challenges range from lack of access to income, land and freedom of movement, to legislative or

administrative obstacles to legal local integration. In some regions, social integration is particularly challenging, at times fueled by xenophobic policies or campaigns. In terms of legal integration, obstacles often lie in the requirements and procedures required to change legal status. UNHCR operations addressed challenges in these areas by providing individual support and guidance to refugees, undertaking research into legal pathways and advocating for the amendment of provisions in the legal framework or administrative procedures.

CRITICALITY VIEW OF THE 47 SITUATIONS



GLOBAL AND REGIONAL INITIATIVES

- The *Solutions Alliance* was launched at the Copenhagen Roundtable held in April 2014, which brought together an inclusive range of humanitarian actors, development organisations, affected states, donor nations, academics, the private sector, civil society and other actors that contributed to addressing new approaches to forced displacement. The Solutions Alliance is jointly co-chaired by the Government of Denmark, the Government of Colombia, UNHCR, the International Rescue Committee (IRC), and the United Nations Development Programme (UNDP). It seeks to advance a partnership oriented approach for addressing protracted displacement situations and preventing new situations from becoming protracted. It recognises the need for a broad range of actors coming together to support new initiatives and comprehensive approaches for finding solutions for displaced persons.
- UNHCR was also engaged in furthering regional approaches to solutions. In December 2014, UNHCR participated in a Ministerial meeting of representatives of 28 countries and three territories in Latin America, resulting in the adoption of the Brazil Declaration and Plan of Action. The declaration devises a new regional framework for the coming years calling for states to strengthen the local integration of refugees by fostering non-discrimination policies and ensuring refugees' enjoyment of economic, social and cultural rights, and facilitating their naturalization.

GLOBAL STRATEGIC PRIORITY

RESETTLEMENT

Seek to maintain or increase the percentage of persons who depart for resettlement among those submitted, thereby supporting solutions in 71 refugee situations.

73,462 DEPARTURES



RESULTS AND ACTIONS

UNHCR observed increases in both the number of UNHCR resettlement submissions (11% from 92,915 to 102,315) and the number of departures (3% from 71,411 in 2013 to 73,462). This can partly be explained by increased submissions from priority situations especially operations processing Syrian, Afghan, Colombian, and Congolese refugees. Other factors included the adoption of simplified processing methodologies such as the group resettlement from Rwanda; and critically, an increased number of resettlement and child protection employees involved in the resettlement processing. UNHCR continued giving priority to women and girls at risk, which represented some 11% of all resettlement submissions. UNHCR thereby exceeded – for the second consecutive year - the 10% target set by the Executive Committee in its Conclusion No. 105 (LVII) of 2006.

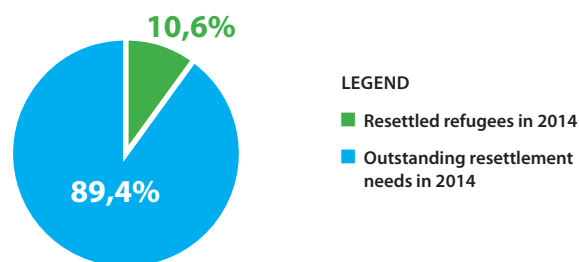
HIGHLIGHTS FROM THE FIELD

- In Lebanon, resettlement submissions and departures increased significantly compared to 2013. 9,188 Syrian and Iraqi refugees were submitted and 6,285 refugees departed. UNHCR initiated resettlement activities for the most vulnerable Syrian refugees and 3000 refugees departed through the continued Humanitarian Admission Pilot (HAP) programme to Germany.
- In Kenya, resettlement departures increased significantly compared to 2013 following the deployment of video conferencing to overcome security-related challenges that limited possibilities for resettlement country processing missions to Dadaab. 4,913 refugees residing in urban areas and in the camps left for resettlement in third countries – representing an increase of 36% over 2013.
- In Pakistan, resettlement submissions and departures continued to increase. Some 2,153 mainly Afghan refugees were submitted which represents an increase of 43 percent over 2013. Timely deployment of all resettlement staff at the beginning of the year was a key to success.
- In Turkey, resettlement submissions and departures increased significantly compared to 2013 due to increasing resettlement quota for Syrian refugees. 15,738 refugees were submitted and 8,944 refugees residing in urban areas departed. This number represents the largest number of both submissions and departures from one single operation.

CHALLENGES

In the beginning of 2014, UNHCR and resettlement partners estimated that some 691,000 refugees – the highest number of record - were in need of resettlement. UNHCR and its resettlement partners faced significant challenges in making resettlement available to the most vulnerable refugees. In addition to insufficient resettlement places, challenges included an increasingly complex political environment coupled with a high number of large scale emergencies.

GLOBAL RESETTLEMENT NEEDS AND DEPARTURES



GLOBAL AND REGIONAL INITIATIVES

- To support resettlement of Syrian refugees, UNHCR organized two Ministerial Level Pledging Conferences on resettlement and other forms of admission (including humanitarian visas, private sponsorship, family reunification, scholarships, medical evacuation and labour mobility programmes). At the end of 2014, 25 States provided for 67,600 places on resettlement or other forms of admission for Syria refugees.
- Established in the mid-1990's, the Working Group on Resettlement (WGR) and the Annual Tripartite Consultations on Resettlement (ATCR) are the principal multilateral institutions in which States, UNHCR and NGOs engage on issues specific to the resettlement of refugees.

"More resettlement departures lead to more new beginnings."

Returnees wear life jackets as they head off across the Oubangui River on board one of the boats, the Baleinière, used by UNHCR to transport the Congolese refugees back home from Batalimo camp. / UNHCR / L. Baumann / 2014





Young Afghan girls attending school in Pakistan, which might be difficult in some conservative areas of their homeland.
UNHCR/Sam Phelps/ November 2011

 **UNHCR**
The UN Refugee Agency