

GLOBAL REPORT 2016

UNHCR's Global Report provides information for governments, private donors, partners and other readers interested in the organization's activities and achievements in 2016. It is presented in two ways: through this print publication and on the Global Focus website.



The Global Report 2016 print publication presents a global overview of the work carried out by UNHCR in 2016 to protect and improve the lives of tens of millions of forcibly displaced people: refugees, internally displaced people, returnees, stateless people and others of concern. It highlights the year's achievements, as well as challenges faced by the organization and its partners, in attempting to respond to multiple life-threatening crises and ever-growing humanitarian needs.

- Global review: UNHCR's work in 2016
- Regional summaries
- Statistics, financials and results
- Thematic information



The Global Focus website (<http://reporting.unhcr.org>) is UNHCR's main operational reporting platform for donors. The website provides regularly updated information about programmes, operations, financial requirements, funding levels and donor contributions.

- Population statistics on people of concern to UNHCR
- Operational information on more than 70 countries and 16 subregions
- Thematic data on key operational areas and objectives
- Financial information including budgetary requirements, contributions and donor profiles

Audience in 2016

- 63,500 users from 198 countries
- 51% of visits were from the top 10 donor countries to UNHCR
- 23,000 page views per month (+237% compared to 2015)
- 3,400 documents downloaded per month (+357% compared to 2015)

UNHCR IN 2016

Mission

The High Commissioner for Refugees is mandated by the United Nations to lead and coordinate international action for the worldwide protection of refugees and the resolution of refugee problems. To date (December 2016), 148 States are parties to the 1951 Convention relating to the Status of Refugees and/or to its 1967 Protocol.

UNHCR's primary purpose is to safeguard the rights and well-being of refugees. In its efforts to achieve this objective, the Office strives to ensure that everyone can exercise the right to seek asylum and find safe refuge in another State, and to return home voluntarily. By assisting refugees to return to their own country or to settle permanently in another country, UNHCR also seeks lasting solutions to their plight.

UNHCR's Executive Committee (98 member States as of end-2016) and the UN General Assembly have authorized involvement with other groups. These include former refugees who have returned to their homeland; internally displaced people; and people

who are stateless or whose nationality is disputed. To date (December 2016), 89 States are parties to the 1954 Convention relating to the Status of Stateless Persons and 68 to the 1961 Convention on the Reduction of Statelessness.

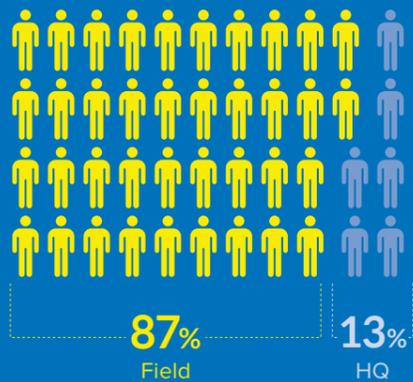
The Office seeks to reduce situations of forced displacement by encouraging States and other institutions to create conditions which are conducive to the protection of human rights and the peaceful resolution of disputes. In all of its activities, it pays particular attention to the needs of children and seeks to promote the equal rights of women and girls.

The Office carries out its work in collaboration with many partners, including governments, regional, international and non-governmental organizations. It is committed to the principle of participation, believing that refugees and others who benefit from the organization's activities should be consulted over decisions which affect their lives.

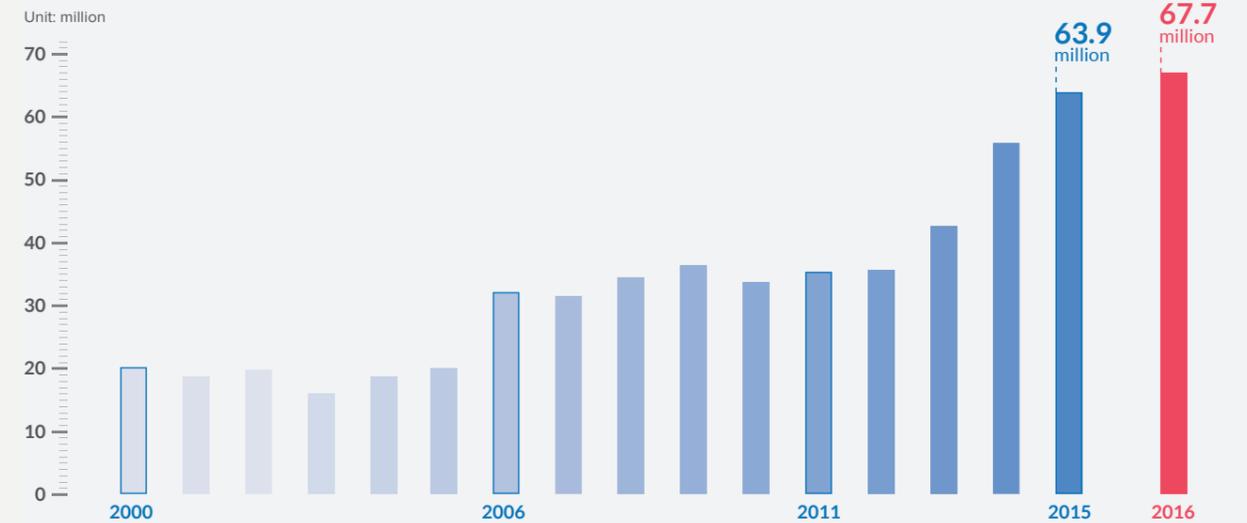
UNHCR Global Presence

10,828 staff members
128 countries where UNHCR is present in **470** locations

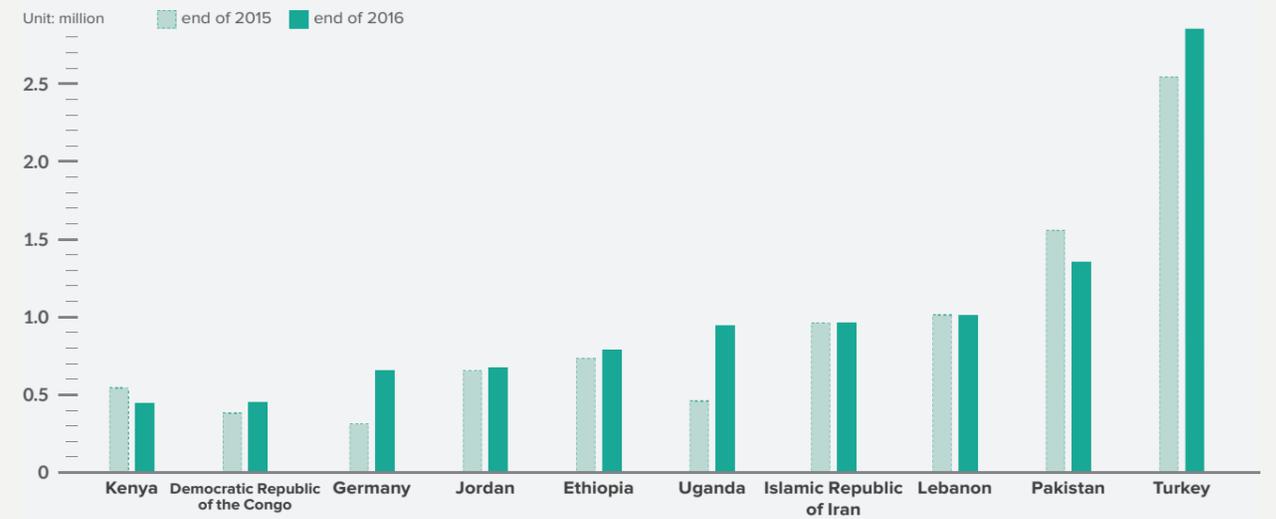
approximately 246



People of concern

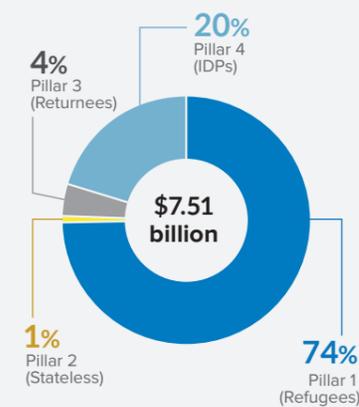


Top ten refugee-hosting countries

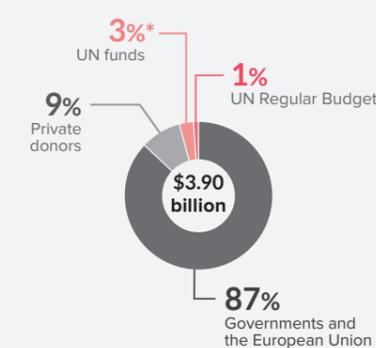


UNHCR financial situation

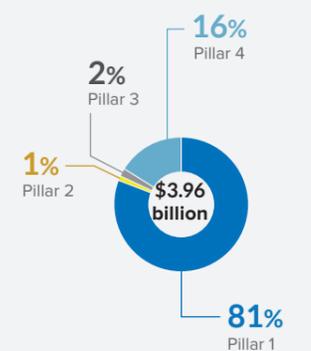
Budget



Income



Expenditure



Contents



OVERVIEW OF 2016

1	Global Report 2016	Where to find information in the Global Report publication and on the Global Focus website
2	UNHCR's Mission in 2016	Facts and figures on UNHCR's work, and on populations of concern
6	FOREWORD by the High Commissioner	The High Commissioner's message on achievements and challenges in 2016
16	Year in Review	Key events and achievements in 2016
18	Global Strategic Priorities	Priority areas of concern for UNHCR in 2016-2017 and a summary of mid-biennium progress
22	Populations of Concern to UNHCR	Map as of end-December 2016
24	Funding UNHCR's Programme	Programme requirements, funding and expenditure in 2016, including map of global expenditure

REGIONAL SUMMARIES

50	Africa	88	Europe
62	The Americas	100	Middle East and North Africa
74	Asia and the Pacific	112	Operational Support and Management

THEMATIC CHAPTERS

120	Safeguarding Fundamental Rights	Global protection challenges and UNHCR's response in 2016 to protect and assist refugees, stateless people, the internally displaced and other populations of concern
134	Responding with Lifesaving Support	An organization-wide approach to emergency response and addressing the basic needs of forcibly displaced people
154	Building Better Futures	The pursuit of sustainable solutions for refugees and other populations affected by forced displacement
174	Supporting UNHCR's Work	The role and contributions of refugee-hosting countries and communities, partners and supporters, private sector and celebrities supporting UNHCR's work
202	ANNEXES	<ul style="list-style-type: none"> ■ Member States of UNHCR's Executive Committee and Parties to the Refugee and Statelessness Conventions ■ Glossary ■ Acronyms



© UNHCR / I. PRICETTI

A watershed moment for the refugee cause

by High Commissioner Filippo Grandi

Hasansham camp opened at the beginning of November 2016 and quickly reached capacity hosting Iraqi families who fled Mosul and surrounding areas.

Violent conflict and persecution, compounded by rising food insecurity, environmental degradation, poor governance and countless other factors, drove more than three million people to leave their countries as refugees or to seek asylum in 2016, joining millions of others already in exile. Many more people were trapped or uprooted inside their own countries. Political solutions and prospects for peace remained elusive in most situations,

and while some did manage to return home or find other solutions, at the end of the year the global number of people of concern to UNHCR exceeded 67 million.

Behind this figure lie countless stories of hardship, grief and loss, of people forced to flee their homes, communities and countries, often struggling on the margins with few prospects to rebuild their lives, and of people

excluded by statelessness from the full exercise of their rights. It reflects the impact and complexity of the upheavals that affected displaced populations, such as offensives in Iraq and the Syrian Arab Republic (Syria) that not only generated large-scale internal displacement, but also possibilities for some to return home. It speaks to the tragic deterioration from July onwards of the situation in South

Sudan, which drove more than half a million people into exile during the last six months of the year alone. It encompasses those who fled conflict and violence in Burundi, Myanmar, the Lake Chad region, the Northern Triangle of Central America, and Yemen. It includes millions of refugees, internally displaced people and returnees affected by the unresolved situations in Afghanistan and Somalia.

The majority of the world's refugees found safety in neighbouring countries, many of which have a tradition of providing refuge despite pressing development challenges. These countries opened their doors to people fleeing conflict and persecution, showing compassion, generosity and a commitment to the principles of international protection. At the same time, hospitality waned in some regions and a growing sentiment of "enough is enough" found expression in restrictions on access to protection and pressure to return in conditions that were less than voluntary.

Meanwhile, life got harder for many already in exile. Faced with protection risks and uncertainty in countries of asylum, hundreds of thousands of refugees felt compelled to undertake dangerous journeys over land and sea, alongside migrants, risking their lives for a more secure future. Many—including a growing number of children on the move—faced exploitation and violence at the hands of traffickers and smugglers, crossing the Sahara and North Africa, on the Andaman or Mediterranean seas, and in the Northern Triangle of Central America. In the Mediterranean alone, more than 5,000 lost their lives, a third more than the number of those who perished in 2015.

The large-scale arrival of refugees and migrants in Europe in 2015 brought their plight into public consciousness, and this

issue remained prominent in 2016. On one level, this galvanized new opportunities to mobilize support. There were remarkable expressions of solidarity at the local level. People opened their homes to refugees and shared with them what they had. Thousands of volunteers came together to receive and support refugees arriving in their cities and communities, including through resettlement and humanitarian admission programmes. And internationally, the participation of the first-ever Refugee Team in the Olympics helped draw attention to the extraordinary courage, strength and resilience of refugees.

But despite the encouraging actions of so many, there was a simultaneous politicization of the refugee issue. Sometimes this was deliberately fuelled by nationalistic tendencies and xenophobia, but it was also shaped by a prevailing environment of economic uncertainty, and by the insecurity generated by terrorist incidents across many regions. This underscored the importance of countering a dangerous blurring of the lines between those fleeing violence, repression and extremism, and those causing it, and of working to forge a greater appreciation for the life-saving act of asylum.

The adoption of the New York Declaration for Refugees and Migrants by all 193 UN Member States at the General Assembly Summit on Addressing Large Movements of



© UNHCR / A. ARKADY

Refugees and Migrants on 19 September was a pivotal moment. It reaffirmed the importance of the international protection regime and paved the way for achieving a more equitable sharing of the burden and responsibility for hosting and supporting the world's refugees. The Leaders' Summit, hosted by the United States of America and

a number of other Member States the following day, made important strides to translate these principles into commitments.

Crucially, the Declaration was underpinned by a commitment to practical action, including by tasking UNHCR to develop and apply in partnership a Comprehensive

Saadiya Ahmed Hussein (right) and her family, internally displaced Iraqis from Falluja, talk with High Commissioner Filippo Grandi in their shelter in Al-Khadra camp, near Baghdad, Iraq.

Refugee Response Framework (CRRF) whenever there is a large movement of refugees and in response to protracted refugee crises. The aim is to engineer a shift beyond existing humanitarian models to a comprehensive, people-centred refugee response; to engage a broader alliance of actors and develop innovative approaches, including support to host countries and communities; to ensure fair, efficient and humane systems for receiving and registering refugees; to promote self-reliance; and to inject an early focus on solutions. These elements will form the basis of a Global Refugee Compact, to be elaborated and presented for adoption by UN Member States in 2018.

Throughout the year, five key orientations emerged as central elements of UNHCR's work in today's global context. These feature prominently in the Strategic Directions that we developed in the course of 2016, and which will shape our work over the next five years.

Ensuring protection remains at the heart of the international refugee response

Throughout 2016 we continued to support States to uphold their protection responsibilities, working with governments and partners to forge protection strategies for refugees and IDPs. Our approach remains to strengthen protection across the entire spectrum of displacement,

recognizing that enhancing the protection of the internally displaced and working to resolve their plight is an important stabilizing factor. Central to UNHCR's protection work—echoed in the Strategic Directions and in the New York Declaration—is to apply a community-based approach fostering the participation of refugees and IDPs in decisions affecting their lives.

Regional and cross-regional approaches addressing protection challenges in countries of origin, transit and beyond remained critical, and the year saw a number of regional processes which helped strengthen protection for the displaced. One such was the San José Action Statement, addressing the growing phenomenon of mixed movements, including the forced displacement of those fleeing violence by criminal groups in the Northern Triangle of Central America. Another was the Abuja Action Statement, which reaffirmed the principle of non-refoulement and committed governments in the Lake Chad Basin to strengthening protection in the region.

Responding to emergencies

By the end of the year, six UNHCR emergency declarations were in place, covering more than 20 countries affected by large-scale internal displacement or refugee influxes. We continued to adapt and reinforce our emergency capacities,

including through important investments in emergency preparedness, new systems for early warning and monitoring displacement risks, and assessing and boosting our readiness and response capacities in the field. More than 370 emergency missions and deployments were undertaken; emergency teams helped, for example, in establishing major new settlements in Uganda and in ramping up operations elsewhere.

Fostering inclusion through support to host countries and communities

The consequences of forced displacement fall disproportionately on the countries and communities neighbouring conflict zones that receive refugees and provide them with protection and assistance. UNHCR has for some time sought to foster approaches connecting refugees and stateless people to national systems and economies. The year saw an emerging recognition—reflected in the New York Declaration and a number of other important developments—that new approaches are needed to support host countries, recognizing that they cannot do it alone, especially in protracted situations. Development resources and investments targeting both refugees and host communities, including attention to livelihoods and increasing educational opportunities, are critical and can lead to better protection outcomes for those we care for.

The growing involvement in 2016 of the World Bank, as well as regional financial institutions, in refugee situations was therefore an immensely important development. Grants, concessional financing arrangements and other development instruments linked to the presence of refugees provide an important boost to the national development of host countries. They can also have multiple benefits for refugees. Equipping them with skills and resources—especially women and young people—empowers refugees to contribute to the reconstruction of their countries and to the building of peace when return is viable. Our use of cash-based interventions, an important means of fostering dignity and economic inclusion, expanded significantly to \$688 million, up from \$325 million in 2015. UNDP and UNHCR are also working closely on synergies between humanitarian and development programmes supporting refugee and host communities alike, including in our regional response to the Syrian refugee crisis.

Pursuing solutions

With the root causes of conflict unaddressed, a growing number of people are left without access to durable solutions. I firmly believe it is time to redirect international attention to this compelling priority through strong advocacy for political solutions, and by drawing the world's attention to the humanitarian consequences of conflict. I was encouraged by how,

despite relatively low voluntary repatriation numbers overall in 2016, shifts in the political landscape and government policies in countries including Colombia, Côte d'Ivoire and Sri Lanka created evolving openings for potential solutions.

Even in complex situations, where peace has not been definitively restored, investments in reconstruction and development, measures to enhance security and restore the rule of law, and targeted support for reintegration can open up possibilities for solutions for some. Nonetheless, 2016 also brought challenges in certain regions where political dynamics translated into pressures for return in less than voluntary circumstances, challenges which call for carefully calibrated advocacy and engagement with States in line with UNHCR's protection mandate.

We must be alert to opportunities in countries where shifts in the dynamics of conflict may open up space to strengthen protection in some areas and facilitate humanitarian access. We are seeing something of this in the Lake Chad region, for example. In places like Iraq and Syria, we must be ready to support spontaneous returns, reorienting our operations should political and security developments create space for safe, dignified and sustainable voluntary repatriation in the future.

Efforts to pursue and expand resettlement and other complementary pathways for admission to third countries must continue, despite recent setbacks. The high-level

meeting organized by UNHCR on 30 March 2016 on global responsibility-sharing through pathways for admission of Syrian refugees was an important step forward.

Important progress was also made in 2016 in preventing and reducing statelessness, including through welcome changes in law, policy, and other measures by States including Côte d'Ivoire, Indonesia, Kenya and Thailand.

Enhancing and expanding partnerships

No review of 2016 would be complete without mention of the central role of UNHCR's partners—host and donor countries, NGOs, UN agencies, development actors and the private sector—in helping the organization deliver on its mandate.

Partnerships with NGOs remained a key pillar of our response. In 2016, UNHCR disbursed \$1.4 billion to more than 830 partners, including nearly \$1.1 billion to 673 national or international NGOs. In line with our commitments under the Grand Bargain, adopted as part of the World Humanitarian Summit in May 2016, some \$614 million was provided to local partners, including \$432 million to national NGOs.

Last year also provided an impetus to the development of non-traditional partnerships, including with development actors, the private sector and civil society,

and this is a prominent feature of the CRRF. New agreements with the OECD and ILO were reached, aimed at facilitating refugee access to decent work and livelihoods. Our partnership with IOM was enhanced through its closer association with the UN system.

I remain extremely grateful for our donors' steadfast support and continued trust in the organization. Last year was a record one for financial contributions to UNHCR, with \$3.9 billion in funding received, and yet, growing needs meant some 41 per cent of UNHCR's budget was unmet. WFP, one of our most critical partners, also faced gaps in funding, which had a severe impact on the food security, health and nutritional status of refugees, especially in Africa.

Making it work

Building on the conclusions of our Global Representatives Meeting in early 2016, a number of measures for enhancing our flexibility and capacity for field delivery were either initiated or reinforced in 2016. These included the launch of a Headquarters review, taking stock of where and how we need to reorient our operations in Geneva, Budapest and Copenhagen; steps to reinforce and bring more coherence to oversight arrangements; and important strides in the management of our global workforce, with particular attention to gender, diversity and inclusion.

Working directly in conflict-affected countries requires investments in security management, with many colleagues working in unsafe and complex operational environments. Tragically, two colleagues lost their lives in Somalia, and three endured 23 days in captivity in Sudan. Colleagues also faced serious security incidents in Afghanistan, Central African Republic, Nigeria, South Sudan, Syria and Yemen.

Moving forward

Addressing forced displacement and statelessness in today's complex and dynamic environment requires agile responses, flexible funding support, and a renewed push for solutions. Building on the momentum of the New York Declaration, and drawing lessons from the application of the CRRF, the adoption and implementation of the Global Compact on Refugees must be a crucial shared priority in the years ahead.

Despite the challenges, I believe it is possible to generate positive dynamism around the refugee issue and to leverage greater support for those affected by conflict, persecution and statelessness. This is a watershed moment for the refugee cause, and an opportunity to take collective action to address forced displacement. UNHCR stands ready, with your support, to achieve these goals.

Special Envoy

“We are at an exceptionally difficult moment internationally, when the consequences of the refugee crisis seem to be outstripping our will and capacity and even our courage to respond to it.”

— **Special Envoy ANGELINA JOLIE** addressing journalists in the Bekaa Valley, Lebanon.

Angelina Jolie started out as UNHCR’s goodwill ambassador in 2001 and, following more than a decade of hard work, she was elevated to a rather exceptional role in 2012 when she was named Special Envoy of the UN High Commissioner for Refugees. The rich experience she has accumulated over the years has enabled her to speak with authority and insight, to be an eloquent spokesperson for UNHCR and, more importantly, for refugees. Her expertise is a result of her direct engagement, her compassion, and the knowledge she has acquired from traveling the globe on behalf of UNHCR and which has seen her conduct nearly 60 missions to the field.

In 2016, the Special Envoy continued focusing her advocacy work on the Syria situation, visiting Greece and Lebanon in March to mark the fifth anniversary of the

start of the conflict. While addressing journalists from the Bekaa Valley she called upon governments to find diplomatic solutions to the crisis and to look at what more they themselves can do to provide safety to those fleeing persecution and war. The Special Envoy said, “*We are at an exceptionally difficult moment internationally, when the consequences of the refugee crisis seem to be outstripping our will and capacity and even our courage to respond to it.*” Later in the year she passed another strong message while in Jordan, appealing to world leaders to “*ask the fundamental question of what are the root causes of the Syria conflict, and what will it take to end it.*” She urged the international community to do more to solve the country’s crisis, noting that “*the gulf between our responsibilities and our actions has never been so wide.*”



© UNHCR / I. PRICKETT

The Special Envoy also took her advocacy for refugees to some of the world’s capitals. Illustrative of the impact and access she affords refugees and the work UNHCR does with and for them, in London she delivered a keynote address as part of the BBC’s World on the Move day of coverage of global migration issues. Warning of the risks of a break down in the international humanitarian system for refugees, she also cautioned against a “fear of migration” and a “race to the bottom” as countries compete to protect themselves. In Washington DC in June, the Special Envoy marked World Refugee Day together with US Secretary of State, John Kerry. At a joint

press conference, the Special Envoy thanked Americans for the work so many do on behalf of refugees in the US and around the world. She also stated that, “*The answer to addressing the global refugee crisis surely lies in finding common purpose and drawing strength from each other. In staying true to who we are, and showing that we have the fight in us to confront our generation’s test and emerge stronger for it.*” The two also took part in an interfaith Iftar reception bringing together refugee families, social service organizations, interfaith leaders and members of a number of American religious communities.

UNHCR Special Envoy Angelina Jolie meets with Syrian refugees at Azraq refugee camp in Jordan.

JANUARY

At the beginning of 2016, there were **63.9 million people of concern** to UNHCR worldwide. Developing countries hosted 86 per cent of the world's refugees under UNHCR's mandate. The least developed countries provided **asylum to 4.2 million refugees** or about **26 per cent** of the global total.

63.9 million

People of concern to UNHCR worldwide.

During 2015, UNHCR made **133,000 resettlement submissions** and some 81,000 refugees departed for resettlement.

People of concern to UNHCR in 2015 included:

37.4 million

IDPs protected and assisted by UNHCR

201,415 returned refugees, including 115,800 assisted by UNHCR

16.1 million

Refugees, including 12.3 million assisted by UNHCR

3.7 million

Stateless people, with 49,100 stateless people acquiring or confirming nationality

FEBRUARY

UNHCR delivers emergency aid to 1,000 families in Taizz city, Yemen

Some of the most intense fighting in Yemen has been centred in Taizz, where more than 200,000 people are cut off from regular access to humanitarian aid. After weeks of negotiations, on 14 February UNHCR is finally able to deliver core relief items and other emergency assistance for 1,000 families.

After almost one year of conflict in Yemen, more than 2.4 million people are forcibly displaced by the fighting, many in hard-to-reach areas.

APRIL

Burundians continuing to flee the country one year after the crisis began

By the end of April, almost 260,000 Burundians have fled to nearby countries, many reporting human rights abuses in Burundi.

But underfunding means UNHCR is struggling to provide even basic assistance such as shelter, household items. Specialized services—counselling, care for the disabled and elderly, protection of the environment—and even primary health care are also limited.

JUNE

UN High Commissioner for Refugees urges continued international support to Afghanistan on World Refugee Day

From Afghanistan, the UN High Commissioner urges the international community to redouble efforts to find lasting solutions to the rapidly evolving displacement crisis.

Afghanistan remains the second-largest refugee-producing country in the world. The neighbouring Islamic Republics of Iran and Pakistan have been generously hosting millions of Afghan refugees for nearly four decades.

AUGUST

First refugee team at the Rio de Janeiro Olympics

For the first time in Olympic history, 10 refugee athletes from four countries compete in three disciplines as part of the first Refugee Olympic Athletes team. Their participation is a tribute to the courage and perseverance of all refugees.

OCTOBER

Driven by hunger, Iraqis risk all to flee Mosul violence

Intensified fighting in and around Mosul displaces a further 130,000 people. With six camps open in Duhok, Erbil, Kirkuk and Salah Al-din governorates, UNHCR is providing camp management, protection monitoring and distribution of emergency items, including in the government-built Khazer M1 camp in Hasansham with nearly 29,000 people.

MARCH

Syria conflict at five years: the biggest refugee and displacement crisis of our time

There are now nearly 5 million Syrian refugees in neighbouring countries, hundreds of thousands more in Europe, and 6.3 million people displaced inside Syria itself.

UNHCR is coordinating the Syrian refugee response through the 3RP, bringing together more than 240 partners to assist almost 5 million Syrian refugees and more than 4.4 million people in the communities hosting them.

MAY

UN Secretary-General convenes World Humanitarian Summit to prevent and reduce human suffering

Some 9,000 participants from around the world convene in Istanbul on 23-24 May to support a new, shared Agenda for Humanity, making commitments, partnerships and initiatives for meaningful change for the world's most vulnerable people.

The Summit also sees the birth of the Grand Bargain: an agreement between the biggest donors and aid organizations aiming to shrink the humanitarian funding gap and deliver more aid to the frontline. UNHCR makes a number of formal commitments, and co-leads a work stream with the Government of Japan.

JULY

South Sudan fighting drives surge of refugees in the region

Refugee flows double, with 60,000 people fleeing the country following violence in Juba. UNHCR, national authorities and other humanitarian actors are racing to provide life-saving assistance for refugees in the DRC, Ethiopia, Sudan and Uganda.

By year's end, 1.5 million South Sudanese refugees will have fled to neighbouring countries and over 1.9 million people will be internally displaced and reliant on humanitarian aid.

SEPTEMBER

The New York Declaration for Refugees and Migrants: a vision of shared responsibility

The 193 Member States of the United Nations unanimously adopt the New York Declaration for Refugees and Migrants on 19 September, committing to a more comprehensive, predictable and sustainable response to large movements of refugees.

The Declaration calls upon UNHCR, in partnership, to develop a Comprehensive Refugee Response Framework.

NOVEMBER

Peace agreement in Colombia

After four years of negotiations, the Colombian Government and the FARC—the Revolutionary Armed Forces of Colombia—sign a final peace agreement on 24 November.

Seven million people are displaced within Colombia, more than anywhere else. UNHCR is assigned a formal role under the peace process, and is fully committed to helping ensure victims' rights and finding lasting solutions for displaced people in Colombia.

DECEMBER

By the end of the 2016, there were **67.7 million people of concern** to UNHCR worldwide, **3.8 million more than in 2015**. The vast majority of refugees under UNHCR's mandate remain in low and middle-income countries close to conflict.

67.7 million

People of concern to UNHCR worldwide.

The number of refugees and migrants arriving by sea to Europe decreased significantly, but the number of those who went missing or who died—some 5,000—increased.

During 2016, UNHCR made **162,500 resettlement submissions** and some 125,600 refugees departed for resettlement.

People of concern to UNHCR in 2016 included:

36.6 million

IDPs protected and assisted by UNHCR

552,230 returned refugees, including 500,200 assisted by UNHCR

17.2 million

Refugees, including 12.9 million assisted by UNHCR

3.2 million

Stateless people, with 60,800 stateless people acquiring or confirming nationality in 2016

Global Strategic Priorities 2016-2017

UNHCR's Global Strategic Priorities (GSPs) provide important direction for operations to target interventions across a range of core areas where the Office seeks to improve protection, and find solutions, for refugees and other people of concern.

The GSPs are divided into two categories: 'operational' for field operations, and 'support and management' for core corporate functions. Operational GSPs guide the development of annual operations plans and inform strategic discussions on prioritization at the field level. Throughout the year, UNHCR closely monitors progress achieved against the GSPs and takes corrective actions, where required. Support and management GSPs underpin UNHCR's organizational commitment to strengthen its response, and improve its efficiency and effectiveness, across a vast range of functional areas.

ACHIEVEMENTS

Focused efforts on core GSP areas yielded positive results in 2016, with many operations reporting improvements in the situation of people of concern in a number of priority areas.

Sustained advocacy efforts and technical support led to positive changes in legislation and policies which directly impact the lives of refugees, stateless people, IDPs and returnees. As an example, access to legal aid for people displaced by the conflict was passed into law in Ukraine. A number of States also took important steps to grant nationality to stateless people, resulting in some 60,800 stateless individuals or those with undetermined nationality acquiring or having their nationality confirmed in 2016.

Operations continued to strengthen registration processes and quality data collection, including biometrics. UNHCR and partners also continued to raise awareness of the importance of birth registration as critical to securing the rights of children.

UNHCR worked together with partners and governments to prevent and respond to sexual and gender-based violence (SGBV). In Rwanda, UNHCR supported the Government to provide survivors with access to services, including health care, counselling and legal advice, at dedicated centres. In the United Republic of Tanzania, medical staff provided health and protection screening at border entry points to identify survivors of SGBV as quickly as possible and accelerate the speed of referrals to health services and psychosocial counselling.

With the mass arrival of refugees in emergency situations putting significant burden on existing water systems, UNHCR and partners were able to secure life-saving water supplies, and progressively improve supply as the situations stabilized.

UNHCR continued advocating for and supporting the inclusion of refugee children into national education systems as the most sustainable approach for ensuring continuous education. Community support projects were implemented to address the shared needs of local host communities and displaced people, nurturing mutual understanding and relationships. These projects enhanced social cohesion and increased a shared sense of ownership and leadership among refugees and local host communities.

2016 PROGRESS AT A GLANCE | Operational GSPs



FAVOURABLE PROTECTION ENVIRONMENT

- Legislative changes enhancing the protection of refugees and asylum-seekers were reported in 25 countries.
- Improvements in national laws and policies for IDPs were reported in 8 countries.
- 16 countries adopted improvements in their nationality legislation in line with international standards for the prevention of statelessness.
- 60,800 people who were stateless or whose nationality was undetermined acquired a nationality or had their nationality confirmed.



FAIR PROTECTION PROCESSES AND DOCUMENTATION

- 64% of 53 situations maintained or increased levels of issuance of birth certificates.
- 78% of 96 situations maintained or increased levels of individual registration.



SECURITY FROM VIOLENCE AND EXPLOITATION

- 82% of 104 situations maintained or improved provision of support to known SGBV survivors.
- 80% of 70 situations reported increased community involvement in prevention and protection of SGBV survivors.
- 70% of 74 situations maintained or increased the number of unaccompanied or separated refugee children for whom a best interests process was completed or initiated.
- 82% of 44 situations maintained or increased non-discriminatory access to national child protection and social services.



BASIC NEEDS AND SERVICES

- 57% of 108 surveyed camps or settlements met UNHCR's standard for global acute malnutrition ($\leq 10\%$).
- 98% of 142 monitored sites met UNHCR's standard for mortality among children under five years old ($< 1.5/1,000/\text{month}$).
- 67% of 70 situations maintained or increased the percentage of households living in adequate dwellings.
- 91% of 46 situations maintained or increased levels of water supply at sites.



DURABLE SOLUTIONS

- 71% of 42 situations reported some improvement in the local integration of refugees.
- Cases of more than 162,000 refugees were submitted for resettlement.



COMMUNITY EMPOWERMENT AND SELF-RELIANCE

- 62% of 58 situations maintained or increased the participation of women in leadership structures.
- 52% of 65 situations reported improvements in the relations between people of concern and local communities.
- 68% of 38 operations reported an increase in the number of people of concern between the age of 18 to 59 who were self-employed or with their own business.
- 73% of 96 situations maintained or increased the enrolment rate of primary school-aged children.

The participation of women in decision-making leadership and management structures was supported, including setting up community-based protection networks to promote community participation and mobilization.

Operations focused on the economic inclusion of refugees by incorporating them into existing development and poverty alleviation programmes. By making a safe and sustainable living, they can become self-reliant and lead active and productive lives.

UNHCR's capacity to facilitate resettlement of vulnerable refugees was significantly strengthened in 2016. More than 162,000 cases were submitted for resettlement, a 21 per cent increase compared to 2015, and some 125,600 refugees departed to a resettlement country, a 53 per cent increase compared to the previous year.

CHALLENGES

Difficulty in achieving progress in some priority areas was most often linked to the challenge of accommodating a comprehensive response with finite budgetary resources, and the need to prioritize certain interventions over others. With regard to nutrition, for example, programming priorities focused on acute malnutrition and immediate lifesaving activities over those aimed at preventing malnutrition. Food security was also put at risk due to interruptions or reductions in the pipeline. For example, some 2.2 million refugees in nine countries had cuts in their food assistance, ranging from 14 per cent in Ethiopia to 75 per cent for some refugee groups in Uganda.

In some operations, new emergency situations required a reprioritization of funds towards addressing lifesaving needs. As an example, meeting the required standards

for water provision was particularly challenging where rapid increases in the number of refugees overwhelmed existing water supply systems.

Ensuring access to assistance and basic services was also challenging because of the increasing number of people of concern on the move, or living in urban areas. In particular, identifying survivors of SGBV and ensuring proper support case management for survivors among populations on the move was very difficult.

For some GSP areas, progress is dependent on reaching understanding with key counterparts on how refugees and other people of concern could be included and prioritized within overall national priorities and available resources. As an example, refugees in many countries still faced difficulties in accessing labour markets, either due to existing legal frameworks or practical obstacles, such as high unemployment or lack of requisite language skills.

To address those challenges, UNHCR strengthened partnerships and continued to advocate with States for the removal of obstacles to economic inclusion.

FOR MORE INFORMATION

A summary of progress made against UNHCR's GSPs in 2016 is presented below. Additional examples are highlighted throughout this publication. Detailed reporting on UNHCR's achievements and challenges across all GSP areas in 2016 is available in the progress report, which is available on the Global Focus website at <http://reporting.unhcr.org/thematic>.

The report sets out the progress achieved against each of the GSPs, includes additional highlights from field operations, and information on global and regional initiatives that further reinforced and complemented the actions taken.

2016 PROGRESS AT A GLANCE | Support and Management GSPs

FINANCIAL MANAGEMENT

- UNHCR further strengthened the financial management capacity of the organization by issuing new guidance and tools, and providing advanced learning opportunities and timely financial information.
- The financial statement for 2016 was developed in full compliance with IPSAS accounting standards.
- New financial procedures for cash-based interventions (CBIs) were adopted to strengthen financial control.

INFORMATION AND COMMUNICATIONS TECHNOLOGIES

- ICT support for emergency operations was further strengthened through deployment of 25 ICT officers to emergency situations and release of enhanced operational guidelines for ICT emergency support.
- In order to strengthen corporate IT security, a specialized e-learning programme on cybersecurity issues was released.

INTERNATIONAL PROTECTION

- Legal advice, guidance and operational support on a range of protection issues was provided to operations and States, including on legal obligations and individual rights of people of concern.
- UNHCR joined the World Bank's Identification for Development (ID4D) initiative to promote improvements to civil registration and vital statistics programmes.
- In support of the #IBelong Campaign to End Statelessness by 2024, UNHCR published a global strategy and implementation plan, and issued a good practices paper on "Establishing statelessness determination procedures to protect stateless persons."

COORDINATION

- The three Global Clusters for Protection, Shelter, and Camp Coordination and Camp Management provided guidance and field support to cluster members and field coordinators in more than 25 operations, including through the deployment of surge capacity staff and technical specialists.

PROGRAMME MANAGEMENT

- A new policy and strategy on the institutionalization of CBIs in UNHCR were launched, and more than 700 staff and partners were trained on establishing and managing CBIs.
- Workshops and trainings were conducted for programme staff and further improvements were made to the range of corporate tools available for applying results-based management.

EMERGENCY PREPAREDNESS AND RESPONSE

- UNHCR increased the number of regional warehouses to ensure rapid delivery by air, sea and road to emergency operations.
- More than 370 trained staff from emergency standby rosters were deployed to emergencies.
- Emergency preparedness and response capacity was enhanced through 37 country and regional workshops.
- UNHCR developed a new diagnostic tool, the high alert list for emergency preparedness (HALEP), to guide operations on enhancing emergency preparedness in situations where early warning mechanisms indicate risk of displacement.

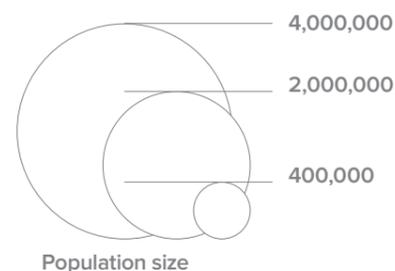
MOBILIZATION OF SUPPORT

- The level of donor support to UNHCR reached over \$3.902 billion, with income from the private sector of \$352 million.
- There are close to 1,000 references daily in the media to the work of UNHCR. The number of visitors on UNHCR's website pages increased by 11 per cent.

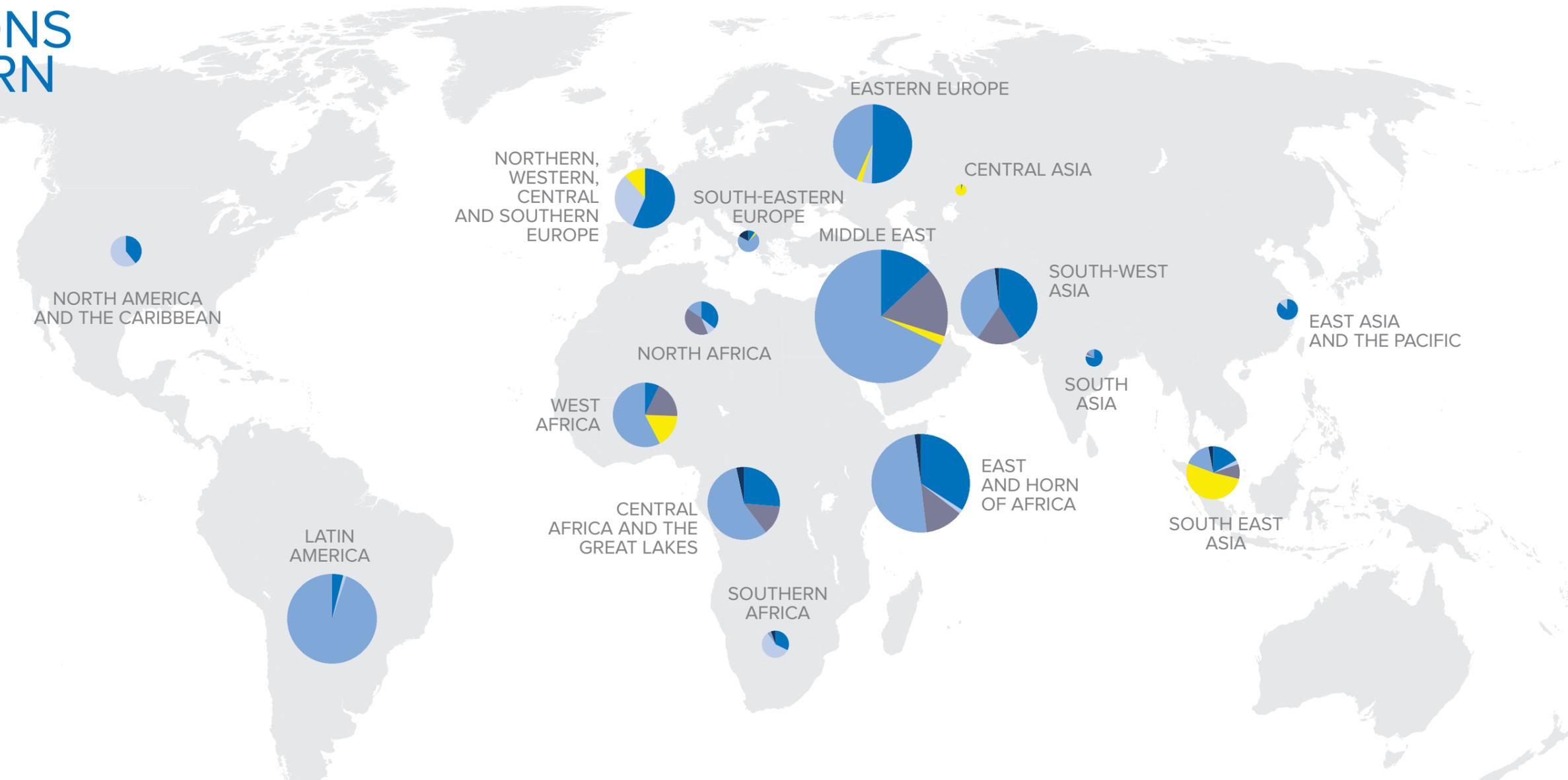
HUMAN RESOURCES

- Senior management group on gender, diversity and inclusion advanced efforts in mainstreaming workforce diversity.
- Substantive e-learning programmes were developed in key areas, such as CBIs, supply management and security awareness.

POPULATIONS OF CONCERN TO UNHCR



- Refugees
- Asylum-seekers
- Returnees (refugees and IDPs)
- Stateless persons
- Internally displaced people (IDPs)
- Others of concern



[END DECEMBER 2016]

Subregion	Refugees	Persons in refugee-like situations ⁽¹⁾	Total refugees	of whom assisted by UNHCR	Asylum-seekers	Returned refugees ⁽²⁾	IDPs protected/assisted by UNHCR ⁽³⁾	Returned IDPs ⁽⁴⁾	Stateless persons	Various ⁽⁵⁾	TOTAL POPULATION OF CONCERN
Central Africa and Great Lakes	1,355,163	26,743	1,381,906	1,273,115	26,082	58,000	3,000,098	637,813	974	174,071	5,278,944
East and Horn Africa	3,290,441	-	3,290,441	3,237,399	128,224	73,383	5,766,377	752,261	20,000	221,277	10,251,963
West Africa	300,616	-	300,616	294,768	7,004	29,318	2,377,353	725,892	694,115	16,275	4,150,573
Southern Africa	162,090	-	162,090	47,571	288,891	5,776	15,128	-	-	26,932	498,817
North Africa	370,640	26,000	396,640	295,635	87,408	11	174,510	449,840	19	3	1,108,431
The Middle East	2,252,789	32,542	2,285,331	2,107,313	96,190	159	11,955,323	2,971,074	372,442	21,391	17,701,910
South-West Asia	2,391,766	-	2,391,766	2,391,766	5,075	383,969	2,246,507	704,370	-	114,221	5,845,908
Central Asia	3,775	-	3,775	2,760	688	3	-	-	120,055	-	124,521
South Asia	223,704	-	223,704	49,681	9,867	1,054	39,730	12,445	-	849	287,649
South-East Asia	187,813	295,405	483,218	239,925	68,291	74	462,434	256,972	1,460,771	80,332	2,812,092
East Asia and the Pacific	370,784	4,581	375,365	682	56,561	-	-	-	837	2	432,765
Eastern Europe	3,109,814	15,185	3,124,999	2,886,723	256,507	64	2,686,894	-	142,549	-	6,211,013
South-Eastern Europe	36,686	7,160	43,846	19,566	3,595	215	317,957	477	14,053	78,406	458,549
Northern, Western, Central and Southern Europe	2,006,154	24,943	2,031,097	22,374	1,137,485	-	-	-	413,932	6,045	3,588,559
North America and the Caribbean	371,125	-	371,125	822	570,193	-	-	-	2,302	1,718	945,338
Latin America	100,053	221,516	321,569	33,763	84,447	204	7,584,816	-	158	61,612	8,052,806
TOTAL	16,533,413	654,075	17,187,488	12,903,863	2,826,508	552,230	36,627,127	6,511,144	3,242,207	803,134	67,749,838

The data are generally provided by Governments, based on their own definitions and methods of data collection. A dash ("-") indicates that the value is zero, not available or not applicable. All data are provisional and subject to change. More information on people of concern to UNHCR in 2016, including statistical trends and changes of global displacement during the year, can be found in the "2016 Global Trends" report.

⁽¹⁾ Includes groups of persons who are outside their country or territory of origin and who face protection risks similar to those of refugees, but for whom refugee status has, for practical or other reasons, not been ascertained.

⁽⁴⁾ Includes IDPs protected/assisted by UNHCR who have returned to their place of origin during 2016.

⁽²⁾ Includes refugees who have returned to their place of origin during 2016. Source: country of origin and asylum.

⁽⁵⁾ People of concern to UNHCR not included in the previous columns but to whom UNHCR may extend its protection and/or assistance.

⁽³⁾ Includes IDPs who are in IDP-like situations.