

# Annual Results Report

**2022**

**Türkiye**

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# Section 1: Context and Overview

## 1.1 Changes to the Operational Context

In 2022, almost all COVID-19 restrictions were lifted and socio-economic activities in Türkiye resumed. However, the impact of the pandemic lingered, combined with the new crisis in Ukraine. The annual inflation rate of the country grew to 64% and the cost of living significantly increased. The value of the currency changed from 12.7 TL/USD in January to 18.7 TL/USD in December. The Government announced increases in the minimum wage twice in 2022.

According to Presidency of Migration Management (PMM), there were 3,536,000 Syrians under temporary protection in Türkiye at the end of 2022, a decrease from 2021 due to PMM's data clean-up. The number of Syrians who became Turkish citizens was 211,000, a slight increase from the previous report. At the end of 2022, there were 308,000 international protection applicants and status holders. The main 33,000 international protection applicants were from Afghanistan and Iraq. The ongoing war in Ukraine meant there were also some 7,000 Ukrainians who applied to international protection in 2022.

In Türkiye, nearly 99% of refugees live among people in the provinces across the country. The refugee situation was high on the agenda in the build-up for the 2023 presidential and parliamentary elections. Coupled with the unpredictable economy, acceptance of refugees in the country was waning, although the legal framework remained favourable and refugees had access to registration, social/public services, and the right to work. People in need of international protection had access to registration. Refugee children's enrolment rate in primary schools for 2022/23 was 78% and in secondary schools 61%, little change from before. The work permit was issued for 92,000 Syrians in 2021. The Emergency Social Services Network (ESSN), funded by the European Union and implemented by International Federation of Red Cross and the Turkish Red Crescent, benefitted 1.6 million refugees.

In 2022, the new policy on registration of Syrian nationals led to a stricter application of the temporary protection regulation. Those who fell outside the exceptional categories were registered and accommodated in temporary accommodation centres. The number of locations where refugees could not register increased in 2022. At the western sea borders, the authorities intercepted 50,000 people, twice as many as in 2021. Apprehensions at the land borders with Greece and Bulgaria increased. Those at borders with Iran, Iraq and Syria reportedly decreased. A small scale of spontaneous voluntary returns to Syria continued in 2022.

## 1.2. Progress Against the Desired Impact

### 1. Impact Area: Attaining Favorable Protection Environments

**Persons in need of international protection and the host community benefit from a greater and more coordinated support from a wide range of actors.**

**Persons in need of international protection have access to quality, fair and efficient procedures in line with international law and the national legal framework.**

Indicators	Population Type	Baseline (2022)	Actual (2022)
1.1 Proportion of individuals seeking international protection who are able to access asylum procedures.	Refugees and Asylum-seekers	70.00%	92.46%
1.2 Proportion of PoC who are able to move freely within the country of habitual residence. [GCR 2.1.2]	Refugees and Asylum-seekers	0.00%	0.00%

In 2022, people in need of international protection had access to rights and procedures according to the national legal framework which is largely in line with international standards. Syrians under temporary protection and international protection applicants and status-holders lived in the community and had access to national services (education, health, social/public services). They could only move freely across provinces with a travel permit. Syrians under temporary protection had free access to health services. International protection applicants and status-holders are covered under the General Health Insurance for one year upon registration if they have no health insurance or means to afford medical expenses. Presidency of Migration Management (PMM) is responsible for registration and refugee status determination procedures for international protection applicants. UNHCR's sustained advocacy and cooperation with PMM enabled those in need of protection to access improved protection processes and services. The areas of progress towards this impact were in the authorities' capacity to implement relevant procedures and safeguards efficiently, with quality. UNHCR plays a unique role in supporting improvement of procedures as other actors provide limited assistance. UNHCR's contribution included:

Providing 1,500 staff and information system support to PMM, maintaining their capacity to register, identify persons with specific needs and conduct refugee status determination procedures. This support staffed 64 Provincial Directorates of Migration Management (PDMMs) out of 81, three International Protection Decision Centres, 50 Protection Desks and their Help line. PMM registered new applicants and updated three million people's data in the 64 PDMMs. Protection Desks conducted 153,000 interviews with persons with specific needs and made 571,000 referrals to expert institutions.

Training 9,000 PMM staff, lawyers, first responders, judges, and prosecutors on legal, protection, statelessness and quality assurance topics.

Training 7,500 lawyers, judges, prosecutors, and justice sector actors, where UNHCR contributed to consistent implementation of legislation, quality asylum procedures, and prevention of refoulement. Covering 4,400 legal aid claims supporting 3,500 people, in cooperation with the Union of Turkish Bar Associations, which was significant for those who received rejection decisions, at detention or refoulement risk, or had civil law disputes. Positive decisions were delivered by the Constitutional Court on non-refoulement and admission cases.

Developing operating procedures on access to asylum procedures at removal centres with PMM. UNHCR distributed 50,000 information materials at removal centres.

### 2. Impact Area: Realizing Rights in Safe Environments

**Persons in need of international protection have inclusive access to improved essential and social services.**

Indicators	Population Type	Baseline (2022)	Actual (2022)
2.2 Proportion of PoCs residing in physically safe and secure settlements with access to basic facilities	Refugees and Asylum-seekers	60.00%	72.90%

UNHCR estimates that there are 750,000 refugees with specific needs in Türkiye. During 2022, there was some progress towards those refugees to have access to essential and social services. UNHCR worked with the Ministry of Family and Social Services (MoFSS) which runs social service, children, women, elderly and disability centres in provinces and refugees benefitted from those services. UNHCR worked with its 10 NGO partners to reach out to the refugees most in need. This action also helped identify those in need of resettlement. UNHCR worked with MoFSS and partners to improve child protection and prevention of and response to gender-based violence (GBV). UNHCR's contribution included:

Providing 569 staff and 72 vehicles to MoFSS, covering 87 social service centres, 87 children's institutions, 51 women's service centres and 18 disability centres, out of over 2,000 centres. This benefitted 77,000 refugees with specific needs, an increase compared to 2021.

Outreach and referrals of refugees with specific needs through partners who counselled and assessed 156,000 refugees. UNHCR's counselling line assisted 357,000 callers and 10,000 refugees with specific protection concerns received cash assistance.

Communication with communities and providing accurate information through its counselling line, Help page and Facebook information board. UNHCR Help page had 2.7 million visitors and the Facebook board 94,000 followers.

Assessing 5,800 survivors of GBV and raising the awareness of 13,000 people, leading to an increase in the number of refugees who knew where to access GBV services.

Protecting 1,200 children at risk through community-based child protection programmes, with its partners. Best interest determination decisions by the Best Interest Determination panel made best interest determination decisions for 79 children. Around 1,100 staff of authorities and NGOs were trained on child protection.

### 3. Impact Area: Empowering Communities and Achieving Gender Equality

**Refugees and the host community further develop mutual understanding, respect, solidarity and trust, building on self-reliance and active participation.**

Indicators	Population Type	Baseline (2022)	Actual (2022)
3.1 Proportion of PoC who have the right to decent work [GCR, 2.1.1]	Refugees and Asylum-seekers	100.00%	100.00%
3.2a Proportion of PoC enrolled in primary education	Refugees and Asylum-seekers	78.01%	77.85%
3.2b Proportion of PoC enrolled in secondary education	Refugees and Asylum-seekers	65.15%	60.84%
3.3 Proportion of PoC feeling safe walking alone in their neighborhood (related SDG 16.1.4).	Refugees and Asylum-seekers	80.00%	78.72%

Türkiye's socio-economic environment in 2022 posed challenges to developing mutual understanding and trust between refugees and the host community. Sensitivity towards refugee issues limited social cohesion activities. Nevertheless, social cohesion was an area where agencies and donors remained engaged. UNHCR assesses that the authorities, international community and people's initiatives helped to maintain social cohesion in the community. Refugee children attended primary and secondary education, with enrolment rates of 78% and 61% respectively, similar to 2021. Children dropping out of secondary schools

remained a concern. Even though refugees had the right to work with work permits, barriers prevailed such as fees and employers' willingness to apply. The unpredictable economy affected the formal and informal job markets where refugees were also engaged. Inter-agency work progressed on transition to employment for refugees whose livelihood depends on Emergency Social Services Network (ESSN), resulting in modification of the barrier linking employment of a household member to a loss of ESSN for the entire household. Some 80% of refugee households are considered below the national poverty level, according to a past study (Forced Migration Review 69, 2022), although more studies are needed to confirm this. UNHCR's contribution included:

Supporting Presidency of Migration Management (PMM) to conduct harmonization and social cohesion conversations with local authorities and civil society. UNHCR conducted 12 academic surveys and research, including the Syrians Barometer, which informed policymaking.

Cooperating with 31 local authorities supporting their involvement in the refugee response with due consideration of social cohesion. UNHCR provided conflict resolution trainings to 3,500 host and refugee community influencers.

Providing opportunities for interaction between refugees and host community. UNHCR's four partners run 110 community centres and groups to involve both communities together. Some 2,000 refugees actively participated in community structures.

Supporting the Turkish Employment Agency, İŞKUR, with four staff and 26 interpreters to counsel 21,000 people in nine provinces on access to jobs. UNHCR and its partners supported 3,400 refugees to receive vocational training and developed the capacity of 23 cooperatives involving refugees.

Providing scholarships and higher education cash grants for 3,500 students helping the students become self-reliant and active members of the community. Some 5,000 individuals benefited from Turkish language and life skills courses through 17 public education centres and partners.

## 4. Impact Area: Securing Solutions

**Refugees are provided with opportunities for suitable and sustainable solutions based on their individual needs.**

Indicators	Population Type	Baseline (2022)	Actual (2022)
4.2a Number of PoC who departed on resettlement. [GCR 3.1.1]	Refugees and Asylum-seekers	7,382	10,075
4.2b Number of PoC who departed through complementary pathways	Refugees and Asylum-seekers	1	7
4.3b Number of refugees for whom residency status is granted or confirmed.	Refugees and Asylum-seekers	193,239	211,000

Resettlement remained the main durable solution available to refugees in Türkiye. The number of people resettled in 2022 is a fraction of the estimated 420,000 refugees who are in need of resettlement. UNHCR worked with Presidency of Migration Management (PMM) and partners to identify people for resettlement, and with IOM for their departure. A limited number of Syrians under Temporary Protection spontaneously returned to their country; however, for the majority, this was not a viable solution. UNHCR's contribution included:

- Submission of 20,000 refugees to the resettlement donor countries. UNHCR assisted some 10,000 refugees to depart to other countries, which is an increase of 36% compared to 2021.
- Provision of information about scholarships opportunities outside of Türkiye to 93,000 students. Seven refugees departed through complementary pathways.
- Provision of information on the conditions of return to Syria to 34,000 refugees. It helped them to make voluntary decisions about return.

## 1.3 Challenges to Achieving Impacts

Lifting of many COVID-19 restrictions offered more opportunities for refugees to actively take part in socio-economic activities in the community. At the same time, Türkiye entered the pre-election period and refugee issues were high on the agenda for the authorities, leaders and people. Contributing to social cohesion became even more important but increasingly complex.

UNHCR maintained its support to authorities such as Presidency of Migration Management and the Ministry of Family and Social Services to keep their services available for people in need of international protection. It had significance both as a form of international responsibility-sharing but also because additional needs were stretching the capacity of these institutions. Similarly, UNHCR and its partners' capacity to provide legal aid and outreach fell short of adequately covering an extensive number of refugees in need.

There is a limited scope for solutions for refugees in Türkiye, resettlement being the main one. The scale of resettlement remained small in 2022 compared to the needs. As there was no end in sight to the conflict in Syria, voluntary return was not a solution available for the vast majority of refugees.

## 1.4 Collaboration and Partnerships

UNHCR co-led the Regional Refugee and Resilience Plan (3RP) with UNDP. The 2022 inter-agency 3RP appeal was for USD 1.2 billion from 76 UN agencies and NGOs. The 3RP offers a comprehensive framework to meet the needs of Syrians under temporary protection and international protection applicants and status-holders and promote the resilience of people, communities and government institutions. The 3RP captures the essence of the Global Compact for Refugees (GCR), bringing together humanitarian action with long-term investment, helping refugee protection in Türkiye. The World Bank, International Financial Institutions and IFRC supported a significant part of the refugee response outside the 3RP. UNHCR commissioned an evaluation of the Regional Refugee and Resilience Plan. The results were published in June making recommendations in strategic leadership, coordination, operational response and innovation, advocacy and policy and resource mobilisation.

UNHCR participated in the UN Sustainable Development Cooperation Framework (UNSDCF) 2021-2025, chairing the result group on Migration, International Protection and Harmonization and contributing actively to other result groups.

UNHCR worked closely with the World Bank, collaborating on the studies on economic context of Türkiye and self-reliance of vulnerable people including refugees, support to ISKUR and the Social Entrepreneurship and Cooperatives and Social Entrepreneurship Community of Practice.

Türkiye was one of the co-convenors of the first Global Refugee Forum in 2019. It handed over its responsibilities to the new co-convenors in December 2022. The officials participated actively in various refugee fora and supported the GCR. Türkiye's pledge on accession to the 1961 Convention on the Reduction of Statelessness progressed. Türkiye added three new entries to the good practice portal which now includes 68 good practices. The Turkish Olympic Committee made a new pledge in 2022 to increase organised sports-based initiatives for refugees and the host community and to facilitate participation of refugees in sporting events and competitions.

## Section 2: Results

### 2.1. Outcomes and Achievements

#### 1. Outcome Area: Access to Territory, Reg. and Documentation

**Persons seeking international protection have access to territory and asylum procedures and are not forcibly returned.**

**Persons seeking international protection are registered and documented in an efficient, timely and quality manner.**

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
1.1 Proportion of refugees and asylum seekers registered on an individual basis.	Refugees and Asylum-seekers	99.85%	100.00%	99.93%
1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority. [SDG 16.9.1 - Tier 1]	Refugees and Asylum-seekers	99.89%	100.00%	98.89%
1.3 Proportion of PoC with legally recognized identity documents or credentials [GCR 4.2.2].	Refugees and Asylum-seekers	99.85%	100.00%	99.67%

#### Progress Against the Desired Outcome

UNHCR worked with Presidency of Migration Management (PMM) to ensure access to registration and advocated for access to asylum procedures for those in need of international protection. Training for 116 staff working in 30 removal centres on international refugee law and people with specific needs reinforced timely identification of those with protection needs and their referral. PMM and UNHCR developed operating procedures for access to asylum procedures in the removal centres and distributed 50,000 information materials there to increase awareness on rights, legal assistance and procedures. UNHCR cooperated with the Gendarmerie General Command, in dealing with mixed movements, to identify and refer people in need of international protection and specific assistance to relevant procedures.

As part of its efforts to ensure efficient, timely, and quality registration processes, UNHCR provided PMM with 1,400 staff in 64 Provincial Directorates of Migration Management (PDMM) in 64 out of 81 provinces. This support enabled the registration of people under temporary protection and international protection in those PDMMs and 2.9 million data update interviews. UNHCR delivered training to 84% of the PMM registration staff on procedures, tools and data production. Partnership between UNHCR and PMM resulted in a 56% reduction of registration backlog. In addition, UNHCR supported 50 Protection Desks which identified 153,000 refugees with specific needs. PMM's migration registration system (GöçNet) capacity improved, as a result of UNHCR providing technical and licence support.



## Challenges to Achieving Outcome

People who were detained tend not to provide feedback on the outcome after UNHCR gave counselling on the end result of their plights. No relevant statistics are available to quantify UNHCR's influence on the outcome.

The data to evaluate the registration outcome is difficult to obtain; UNHCR's data is limited to 64 provinces where its assistance is provided but not in the remaining 17 provinces.

It is difficult to quantify the extent to which applicants have access to registration as there is no centrally managed appointment system.

## 2. Outcome Area: Status Determination

**IP applicants receive quality RSD decisions from the national authorities, assessed in fair and efficient asylum procedures with integrity.**

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
2.2 Proportion of individuals undergoing asylum procedures who have access to legal advice or representation.	Refugees and Asylum-seekers	93.14%	93.00%	89.38%
2.3 Proportion of individuals undergoing asylum procedures who have access to an effective appeal mechanism after first instance rejection of their claim.	Refugees and Asylum-seekers	100.00%	100.00%	100.00%

## Progress Against the Desired Outcome

In 2022, UNHCR supported three International Protection Decision Centres with 37 staff. UNHCR reviewed Provincial Directorates of Migration Management' interviews and decisions on refugee status determination and provided technical support in relevant areas. Training of 545 staff and the use of the quality assurance tools benefited the progress achieved. The processing time remained the same as in the previous year. UNHCR shared 33 country of origin information reports with Presidency of Migration Management. Almost all people whose asylum application was rejected in the first instance now have access to legal assistance and appeal mechanisms in Türkiye.

## Challenges to Achieving Outcome

UNHCR could only engage at the three International Protection Decision Centres in a limited manner and reduced the number of training activities.

The limited operational capacity of Presidency of Migration Management (PMM) did not allow for the review of a higher number of cases under the quality assurance mechanism.

There was an error in formulating baseline for the indicator on people seeking international protection having access to legal advice or representation in the previous year. This is now corrected.

### 3. Outcome Area: Protection Policy and Law

**The legal framework is in line with international standards and implemented consistently, and in its entirety, by the national authorities.**

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
3.1 Extent national legal framework is in line with the 1951 Convention and/or its 1967 Protocol.	Refugees and Asylum-seekers	Adequate	Favorable	Favorable
3.2 Extent national legal framework is in line with the 1961 Convention on the Reduction of Statelessness.	Stateless Persons	Adequate	Favorable	Adequate

#### Progress Against the Desired Outcome

In 2022, there was no amendment to the legal framework and Türkiye maintained its legal frameworks in line with international standards, with the exception of limitations in the freedom of movement of registered temporary protection and international protection population. A positive change was found in the regulations allowing alternatives to administrative detention.

UNHCR produced 61 assessments and analysis on the legal framework and practices. The organization also delivered trainings to 835 staff of the Presidency of Migration Management (PMM) on the Law on Foreigners and International Protection, humanitarian residence, focusing on best interest of the child and non-refoulement, human trafficking, and statelessness. UNHCR also worked with PMM to develop a legislative manual on humanitarian residence permit and an interview technique guide for human trafficking victims. Overall, the trained staff have become more familiar with the refugee situation, contributing to the delivery of higher quality decisions by the courts.

#### Challenges to Achieving Outcome

Provincial Directorates of Migration Management (PDMMs) did not have consistent practices in implementing procedures, resulting in legal dilemma for some applicants.

Limited operational capacity of PDMMs and the political context towards the 2023 elections resulted in relevant authorities devising more restrictive policies.

Presidency of Migration Management (PMM) issued the secondary legislations, but UNHCR did not have opportunities to consult with it prior to their issuance.

### 4. Outcome Area: Gender-based Violence

**Refugees live in safety of GBV benefitting from GBV prevention programmes and those at risk and survivors have increased access to quality specialized services provided by government and non-government GBV actors.**

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
4.1 Proportion of PoC who know where to access available GBV services	Refugees and Asylum-seekers	65.97%	70.00%	80.99%
4.2 Proportion of POCs who do not accept violence against women.	Refugees and Asylum-seekers	89.98%	90.00%	83.07%
4.3 Proportion of survivors who are satisfied with SGBV case management services.	Refugees and Asylum-seekers	76.33%	77.00%	54.28%

## Progress Against the Desired Outcome

In 2022, UNHCR conducted a series of assessments which provided more concrete and tangible information on gender-based violence services. It was found that some 30% of the respondents were not aware of the specific services for gender-based violence survivors. Together with its partners, UNHCR assessed 5,800 new survivors of gender-based violence during the year. Together with previously identified people in need, a total of 8,500 people received relevant services. UNHCR supported 51 women's centres and guest houses, run by the Ministry of Family and Social Services (MoFSS) in 29 provinces. Nearly 13,000 people benefitted from awareness-raising on gender-based violence prevention and risk mitigation. This led to an increase in the proportion of refugees who know where to access available gender-based violence services. UNHCR surveyed refugees benefitting from the partners' gender-based violence prevention and mitigation services and found that their satisfactory level was 54%. This decrease from the last year, is partially explained by a change in the survey modality.

## Challenges to Achieving Outcome

Cases of gender-based violence were under-reported and there were still barriers in accessing related services because the key entry points such as safe shelters only have a limited space and a limited time period for victims to stay. The results of the assessments indicated that there is a need to increase the awareness of refugees on available GBV services. The efforts to increase identification of, and access to, as well as the quality of the relevant services need to continue to further progress towards this outcome.

## 5. Outcome Area: Child Protection

**Refugee children are empowered and protected from violence, abuse, exploitation and discrimination, and have access to child friendly procedures and services.**

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure.	Refugees and Asylum-seekers	45.65%	47.00%	50.34%
5.2 Proportion of children who participate in community-based child protection programmes	Refugees and Asylum-seekers	33.54%	35.00%	6.97%
5.3 Proportion of unaccompanied and separated children who are in an appropriate alternative care arrangement	Refugees and Asylum-seekers	84.98%	87.00%	52.40%

## Progress Against the Desired Outcome

In 2022, UNHCR supported 87 child institutions under the Ministry of Family and Social Services (MoFSS) in 36 provinces. UNHCR and partners identified and assessed 6,200 children and provided protection services to 4,700 children. The number of refugee children supported by a Best Interests Procedure (BIP) increased slightly, with the Best Interest Determination (BID) panel making 79 best interest determination decisions. Some 1,100 staff were trained on child protection.

UNHCR supported community-based child protection programmes through its direct implementation and its partners, benefiting 1,200 children. The fewer child specific activities were undertaken in the field and therefore the proportion of children in child programmes decreased in 2022.

Some progress was made to standardise the case prioritisation and further discussions on children at risk such as child labour and unaccompanied minors, working through the 3RP Child Protection Working Group which both UNHCR and UNICEF chair.

## Challenges to Achieving Outcome

The most significant challenge under the child protection outcome concerns the provision of protection services for 16 and 17- year-old adolescents who may no longer benefit from child institutions but have heightened protection risks.

Children at risk include those who could not register at Provincial Directorates of Migration Management, or their applications were rejected, resulting in lack of access to education, health and other specific services. Reports on child labour persisted during 2022, raising concerns.

The availability of specific services for children at risk remains limited.

## 6. Outcome Area: Safety and Access to Justice

**Persons seeking international protection are aware of and benefit from legal assistance and remedies.**

**Refugees with specific needs have improved access to specialized services and are included in social services and assistance schemes of national and local protection actors.**

## Progress Against the Desired Outcome

In 2022, UNHCR worked with 33 Bar Associations and supported five legal clinics, benefitting 3,500 people with legal aid: an increase from 2,800 in 2021. Only lawyers could represent people at the courts and UNHCR's support to Bar Associations enabled refugees' access to legal aid and legal representation. UNHCR partners and legal clinics provided legal assistance through counselling and petition support reaching 7,700 people. Availability of legal services to those detained or risk refoulement was particularly meaningful as there were 2,600 known people subject to administrative detention, nearly double compared to 2021. In addition to assisting individuals' access to legal services, UNHCR also provided training for 7,500 lawyers, judges, prosecutors, and justice sector actors. There were positive decisions delivered by the Constitutional Court on non-refoulement and admission cases with UNHCR's involvement.

UNHCR estimates that between 19 and 25% of refugees have specific needs. Specific needs of refugees were compounded with the difficult socio-economic situation and refugees were facing more protection

challenges in 2022. UNHCR and its 10 partners identified and assessed 156,000 individuals for protection needs, of whom 149,000 underwent case processing and received protection services. Those numbers increased compared to 2021. UNHCR continued to provide cash assistance to 10,000 refugees with specific needs. UNHCR's support to the Ministry of Family and Social Services (MoFSS) included 569 staff and 72 vehicles in the Ministry, as well as in 87 Social Service centres, 87 Children's institutions, 51 women centres and 18 disability centres in provinces. The above support to the Ministry helped the access of 77,000 refugees to specific services.

UNHCR also provided training and workshops to 2,500 MoFSS and other relevant staff on social protection, people with disability and women with specific needs. UNHCR and its partners provided cash for protection for 10,000 refugees and in-kind assistance including travel and health-care services to 46,000 refugees, complementing the available social protection services.

UNHCR operated its counselling line and some 357,000 people called and received counselling. Overall, the number of calls to the counselling line decreased compared to the previous year, the difference being the reduction of calls related to UNHCR's large scale cash assistance in 2021. For the top queries, 60% of the calls inquired about resettlement, followed by 13% with queries on financial assistance. About half of the calls were made by Syrians.

## Challenges to Achieving Outcome

UNHCR's support remains essential for legal aid, as the Bar Associations have limited funding for this. Without UNHCR's support, the availability of legal aid and representation for refugees would be limited.

The numbers and needs of refugees with specific needs grew even further in 2022. There is no single entity which could fully reaching out to them. This includes UNHCR which supported the works of MoFSS and supplemented some gaps by working with its NGO partners.

## 7. Outcome Area: Community Engagement and Women's Empowerment

**Refugees and the host community have necessary skills and opportunities to collaborate to address issues of concern to their communities.**

**State and local actors increasingly own social cohesion processes and implement inclusive policies.**

**Diverse community members have increased capacities to identify and access protection solutions and influence community decision-making, based on clear and accurate information.**

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
7.1 Proportion of PoC who participate meaningfully across all phases of the OMC.	Refugees and Asylum-seekers	85.00%	85.00%	88.00%
7.2 Proportion of PoC who have access to effective feedback and response mechanisms.	Refugees and Asylum-seekers	65.00%	90.00%	90.00%
7.3 Proportion (and number) of active female participants on leadership/management structures.	Refugees and Asylum-seekers	66.94%	65.00%	63.71%

## Progress Against the Desired Outcome

As stated in the operational context, as the refugee-hosting environment became more difficult in Türkiye, social cohesion in turn became more fragile between refugees and the local population. Social tension incidents which were reported increased by 50% compared to 2021. Presidency of Migration Management (PMM) and UNHCR worked together on harmonisation activities, talking to civil society, academics and local authorities on opportunities and challenges of hosting refugees in the host community. UNHCR supported 30 staff of PMM towards this end. UNHCR conducted 12 academic surveys and research, including the Syrians Barometer which studied perceptions of refugees and local people, which informed policymaking. UNHCR also deepened its cooperation and collaboration with local authorities, supporting their promotion of social cohesion. UNHCR's four partners run 110 community centres and groups so that local people and refugees have opportunities to interact with one another. Some 2,000 refugees actively participated in the community structure and there were three instances of refugees taking part in local representation structures. The proportion (and number) of active female participants in leadership/management structures did not change significantly from 2021. UNHCR provided conflict resolution trainings to 3,500 host community and refugee community influencers, building community capacities.

UNHCR communicated actively with refugees; UNHCR conducted a survey, in which 60% of refugees said that UNHCR is the most trusted source of information. One of the means of communication was the Help website which received 2.7 million visitors. Another was UNHCR's Facebook page with over 94,000 followers. The counselling line also functioned as a feedback mechanism, which is the most known and used mechanism for refugees to contact UNHCR. Furthermore, community awareness and sensitisation activities reached over 12,000 participants. Refugees participated in UNHCR's Operational Management Cycle through the focal group discussions which included 1,300 people.

## Challenges to Achieving Outcome

Given the more sensitive attitude towards refugees and social cohesion, activities to bringing together refugees and host community members reduced in scale. Widening the range of people who participated in community activities remained a challenge, since the same groups of people would attend the same community-based activities. The results of the social cohesion-related action were difficult to measure as they also related to changes in perceptions and attitudes. Another challenge is that although the counselling line is known and used as such, refugees do not necessarily call it a 'complaints mechanism,' hence when answering questions on the survey, they may not necessarily know about such a mechanism.

## 11. Outcome Area: Education

**Refugees benefit from free, equitable and unhindered education, training, and lifelong learning together with the host community.**

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
11.1 Proportion of PoC enrolled in tertiary and higher education.	Refugees and Asylum-seekers	8.36%	9.00%	11.08%
11.2 Proportion of PoC enrolled in the national education system. [GCR 2.2.1]	Refugees and Asylum-seekers	67.55%	66.00%	65.09%

## Progress Against the Desired Outcome

In Türkiye, refugee children can attend state schools free of charge. The enrolment rate of refugee children in primary schools for 2022/23 was 78% and in secondary schools 61%, with little change from before. The figures are lower than that of national enrolment, for whom both levels reached around 100%. Keeping refugee children in schools is a challenge as there is a high dropout rate particularly in upper secondary schools and there seems to be an increasing number of young people who fall under “youth not in employment, education or training” (NEET). The future of over 750,000 Syrians born in Türkiye is of a concern.

UNHCR played a role in tertiary education, including scholarships, higher-education grants, language, and life-skills training courses. UNHCR’s support allowed 5,000 refugees to benefit from Turkish language and life-skills courses through 17 public education centres and partners. Refugee students’ enrolment in higher education increased despite the challenges of having to pay foreign student fees, which increased by 200% during the year. UNHCR contributed to the increase of tertiary education participation from 8% at the end of 2021 to 11% in 2022 with its Higher Education Cash Grants to 2,700 students and tertiary education scholarships (DAFI) to 767 students. In addition, Presidency of Turks Abroad and Related Communities (YTB) with UNHCR’s support appointed 26 higher education advisors who mentored 15,000 students. With the above inputs, UNHCR opened opportunities for refugees to gain knowledge and skills, learning alongside local people; thus, contributing towards impact on participation and self-reliance of refugees and mutual understanding in the community.

## Challenges to Achieving Outcome

The worsening household economy cast a shadow on progress towards this outcome. The 3RP education sector conducted a survey which demonstrated cases of negative coping mechanisms of youth working and dropping out of education. Work takes priority over participation in training without incentives, although the courses continued to be popular among refugees. The same survey also noted an increase in reported difficulties at school such as bullying and the unsupportive attitude of teachers towards Syrian children, indicating additional fragility of social cohesion.

## 13. Outcome Area: Self Reliance, Economic Inclusion and Livelihoods

**Refugees transform their livelihoods to decent work, become self-reliant and collaborate with the host community.**

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
13.1. Proportion of PoC with an account at a bank or other financial institution or with a mobile-money-service provider [SDG 8.10.2 Tier 1].	Refugees and Asylum-seekers	6.56%	45.00%	36.07%
13.2. Proportion of PoC who self-report positive changes in their income compared to previous year.	Refugees and Asylum-seekers	Unknown	60.00%	11.40%

## Progress Against the Desired Outcome

Even though refugees have the right to work in Türkiye by obtaining a work permit, in reality, many depend on Emergency Social Services Network (ESSN) and informal work. There are various reasons for this and one of the main reasons being lack of knowledge and complexities of the work permit process. In 2022, UNHCR worked with the Directorate General of International Labour Force at the Ministry of Labour and Social Security, to conduct seminars on Access of Foreigners to Formal Employment in five cities. The sessions brought together the private sector and public institutions to improve the knowledge of employers and public institutions on the work permit process, foreigners' legal rights and challenges in foreign workers' employment. From public institutions, the private sector, and NGOs, 425 participants took part in the seminars.

UNHCR provided the Turkish Employment Agency, İŞKUR, with four staff and 26 interpreters who counselled refugees on access to jobs and registration for employment through the İŞKUR database. They reached 21,000 people in nine provinces. The interpreters facilitated over 16,000 referrals to the İŞKUR counselling services and 839 referrals to on-the-job training programs. UNHCR's partners also reached out to 6,000 people with job counselling and guidance. UNHCR developed a job-matching software system with İŞKUR to match existing jobs with the skills and education level of job seeking refugees. UNHCR also provided the Vocational Qualifications Authority with information material and over 400 translations of the qualification standards, which helped refugees to understand the requirements for qualifications while looking for jobs.

UNHCR collaborated with seven municipalities to assist refugees and local people build their vocational, business and entrepreneurship skills and linked them with employment opportunities. In public education centres and through its four partners, 3,400 refugees benefitted from vocational training. UNHCR worked with five partners, developed the capacity and knowledge of 23 cooperatives involving refugees, including through sharing the information about the MADE 51 initiative.

By analysing the results of satisfaction surveys and through observations from monitoring visits, the interventions received positive feedback from refugees and local communities. UNHCR played a catalytic role by advocating for policy changes and participating in inter-agency fora such as the "Refugees' transition to employment," and by collaborating with the World Bank.

## Challenges to Achieving Outcome

Despite the positive legal framework, there are several challenges towards refugees' formal employment. These include employers lack of understanding of the work permit process and fees and administrative complexities including one-year validity of the permit. Other challenges include difficulties resulting from movement of refugees to other provinces, and certain conditions of the Emergency Social Services Network (ESSN), some of which have now been removed. A competitive job market with the impact of the COVID-19 pandemic also means refugees may only find part time jobs. Many refugees and the local population work informally, and their protection remains an issue. For refugees, there are still difficulties in opening a bank account, discouraging entrepreneurship. (There was an error in reporting of this indicator in the previous year). Matching vocational training with labour market needs has become imperative to access employment.

UNHCR did not have access to data on the indicators related to refugees' self-reliance; hence some baselines from the previous year were not accurate nor could be reported. In 2022, UNHCR conducted the Result Management Survey and obtained some data related to those indicators.



## 14. Outcome Area: Voluntary Return and Sustainable Reintegration

**Refugees considering return to Syria receive appropriate information and tools and can make informed and voluntary decisions.**

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
14.2 Proportion of PoC who wants to receive the CoO information actually receives it.	Refugees and Asylum-seekers	0.00%	20.00%	0.00%

### Progress Against the Desired Outcome

In relation to returns to Syria, UNHCR observed Presidency of Migration Management (PMM's) voluntary return processes of 34,000 Syrians in 14 locations across 12 provinces in 2022. Close cooperation with PMM allowed UNHCR to address some individual protection concerns and systematic processing issues. Some 34,000 refugees received information on the conditions of return so that they can make informed and voluntary decisions.

### Challenges to Achieving Outcome

UNHCR did not conduct a return intention survey in 2022. The Syrians Barometer, which is a UNHCR commissioned academic research on the perceptions of refugees and local people conducted on an annual basis, contained questions related to Syrian refugees thinking about returns.

## 15. Outcome Area: Resettlement and Complementary Pathways

**Refugees are able to access resettlement or complementary pathways that enable durable solutions.**

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
15.1 Number of refugees submitted by UNHCR for resettlement.	Refugees and Asylum-seekers	12,269	30,000	20,406
15.2 Average processing time from resettlement submission to departure under normal priority.	Refugees and Asylum-seekers	738.00	1,095.00	721.00
15.3 Number of PoC admitted through complementary pathways from the host country.	Refugees and Asylum-seekers	1	10	7

### Progress Against the Desired Outcome

In 2022, UNHCR submitted 20,000 resettlement cases to donor countries; this was 66% more than the previous year. The average processing time from resettlement submission to departure became slightly faster. Some 10,000 refugees departed with UNHCR's assistance, an increase of 20% compared to 2021. The most vulnerable cases comprised 26% of the total number of cases submitted.

UNHCR informed 93,000 students about scholarship opportunities as part of the complementary pathways. Among submitted candidates by UNHCR, eight were accepted in an Italian university with full scholarship. In

the future, those who goes on the scholarship programmes to the third countries would need additional provisions for their future after their studies. Other complementary pathways UNHCR introduced were for healthcare workers and cabinet makers as well as facilitating family reunifications.

## Challenges to Achieving Outcome

UNHCR considers that some 420,000 refugees are still in need of resettlement, even though, since 2016, UNHCR submitted 118,000 refugees for resettlement when the larger scale resettlement process started. The available resettlement space is not sufficient to meet all needs.

The number of individuals who depart with UNHCR assistance could increase further if resettlement countries would revise their requirements, removing some specific criteria on nationality, case size, types of needs, documentation requirements among other things. Such criteria can limit the submission of many vulnerable cases for resettlement.

For a sustainable use of the complementary pathways, refugees who received scholarships, for example, need to be linked better with job opportunities in the country they study or further afield. Their studies, in turn, could reflect jobs that are in demand in the country where they study. Allowing refugee's departing on a student visa to obtain a work permit can lead to a more durable solution. In turn, remittances that the refugees benefitted from the complementary pathways can assist supporting refugees who remain in Türkiye.

## 2.2. Age, Gender and Diversity

UNHCR enhanced community participation and inclusion, conducting regular participatory sessions with diverse groups of refugees and asylum-seekers. In 2022, UNHCR conducted 162 participatory assessments with 1,300 people to reflect their views on its programme and advocate to improve their protection, assistance, and solutions. Assessment results were disaggregated by nationality, gender, and age, with due consideration to specific needs including people with disabilities. UNHCR and its partners supported 89 community groups, including women and girls. UNHCR collaborated with, and supported, 81 refugee-led organizations as powerful drivers of participation and inclusion acting as community leaders and decision-makers and advocated on behalf of refugee communities locally.

UNHCR reflected its commitment to accountability by enforcing, institutionalizing, and integrating accountability to affected population in its operational management cycle and strategic planning processes at country and field levels. The counselling line worked as a two-way communication channel with 357,000 unique callers. The Help page attracted 2.7 million visitors and the Facebook Information Board had 94,000 followers. Some 90% of refugees and asylum-seekers have access to effective feedback and response mechanisms; however, only 38% of survey respondents said they were aware of UNHCR and partners' complaints mechanisms. The gap in recognition of the counselling line as a 'complaints' mechanism remains a challenge. UNHCR trained partners and disseminated information on Protection from Sexual Exploitation Abuse.

UNHCR remains committed to expand its female community networks throughout the country, reflecting a strong commitment to women's empowerment and female leadership. This endeavor is not without challenges: the proportion of active female participants in leadership/management structures was 64% in 2022, a slight decrease from the 67% baseline. With UNFPA, UNHCR continued to co-chair the National GBV Sub-Working Group under the 3RP and played an active role in the UNSDCF Results Group on Gender Equality and Women's Empowerment.

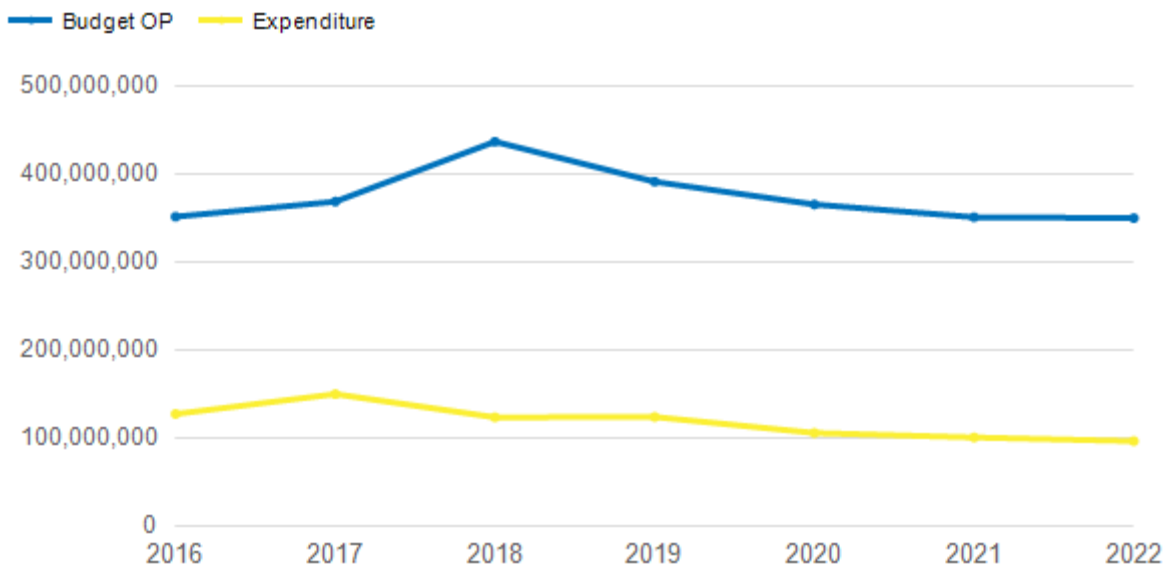
## Section 3: Resources

### 3.1 Financial Data

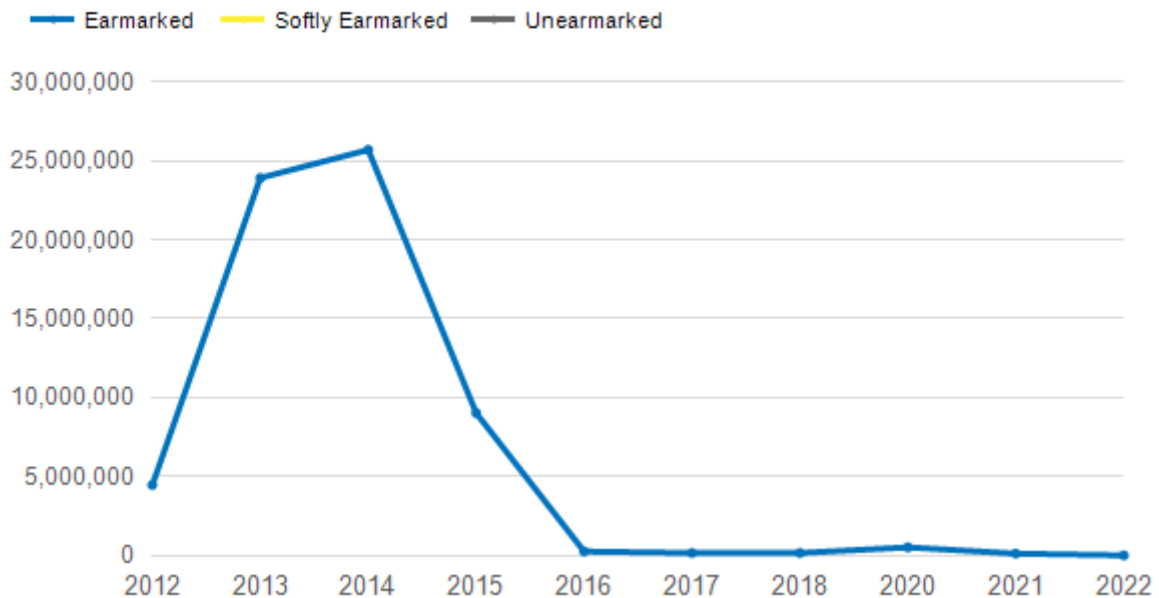
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	98,856,828	38,675,287	39.12%	38,675,287	100.00%
IA2: Respond	134,441,486	34,879,890	25.94%	34,879,890	100.00%
IA3: Empower	102,846,021	15,180,590	14.76%	15,180,590	100.00%
IA4: Solve	13,225,512	7,461,946	56.42%	7,461,946	100.00%
All Impact Areas		6,030,654	0.00%		0.00%
<b>Total</b>	<b>349,369,846</b>	<b>102,228,367</b>	<b>29.26%</b>	<b>96,197,713</b>	<b>94.10%</b>

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	59,435,539	23,488,609	39.52%	23,488,609	100.00%
OA2: Status	6,378,513	1,344,862	21.08%	1,344,862	100.00%
OA3: Policy/Law	3,539,256	533,435	15.07%	533,435	100.00%
OA4: GBV	7,111,853	2,368,357	33.30%	2,368,357	100.00%
OA5: Children	8,611,853	2,600,820	30.20%	2,600,820	100.00%
OA6: Justice	131,596,293	33,617,341	25.55%	33,617,341	100.00%
OA7: Community	42,810,008	5,252,034	12.27%	5,252,034	100.00%
OA11: Education	28,168,006	5,933,005	21.06%	5,933,005	100.00%
OA13 Livelihood	31,868,006	3,995,551	12.54%	3,995,551	100.00%
OA14: Return	5,737,756	2,582,694	45.01%	2,582,694	100.00%
OA15: Resettle	7,487,756	4,879,252	65.16%	4,879,252	100.00%
EA17: Systems	7,820,003	5,470,642	69.96%	5,470,642	100.00%
EA18: Support	3,742,501	877,388	23.44%	877,388	100.00%
EA20: External	5,062,503	3,253,723	64.27%	3,253,723	100.00%
All Outcome Areas		6,030,654	0.00%		0.00%
<b>Total</b>	<b>349,369,846</b>	<b>102,228,367</b>	<b>29.26%</b>	<b>96,197,713</b>	<b>94.10%</b>

### Budget and Expenditure Trend



### Contributions Trend by Type



## 3.2. Resources Overview

In 2022, UNHCR appealed for USD 350 million for Türkiye. Donors contributed USD 102 million to UNHCR Türkiye, which is about 29% of the financial requirements. The level of funding has been decreasing gradually, from 34% in 2020 and 31% in 2021. At the same time, funding to the 3RP continued to decrease, going from 53% of the appeal (USD 695 million) in 2020 and 51% (USD 527 million) in 2021 to 35% (USD 409 million) in 2022. The World Bank, International Financial Institutions and IFRC supported a significant part of the refugee response outside the 3RP, including the Emergency Social Services Network.

The available funding allowed UNHCR to implement essential protection activities that are described above, including access to registration for people seeking international protection, specific needs assistance given to those refugees in need, supporting the state and people’s efforts for social

cohesion, encouraging refugees to participate in education and be self-sustainable, resettlement of refugees, and coordination with traditional and non-traditional actors. Additional funding would have allowed UNHCR to expand its coverage on the above as the overall needs of close to four-million refugees were stretching the state services and the complementary coverage by the NGOs had to be focused on the prioritised areas.



**UNHCR**  
The UN Refugee Agency

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