

TURKEY

June 2020

Key Figures (as of 25 June 2020)

4 million

Refugees and asylum-seekers in Turkey including almost 3.6 million Syrian nationals and close to 330,000 registered refugees and asylum-seekers of other nationalities. Over 98% of Syrian refugees live across Turkey in 81 provinces

10,294

Households received one off COVID-19 emergency cash payments by end of June

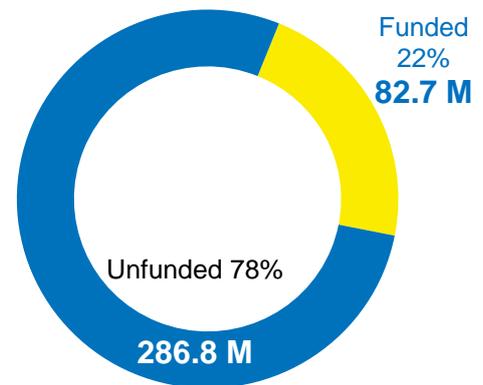
47,600

Hygiene kits delivered and distributed to refugee and host community households in 38 provinces through 62 partners in June

Funding (as of 1 July 2020)

USD 369.5 million

requested for UNHCR operations in Turkey



Good Practices in the Refugee Response from Turkey



Geographical Breakdown of Good Practices



In the spirit of responsibility-sharing and a multi-stakeholder approach in the implementation of the Global Compact on Refugees, the good practices presented on this platform are submitted by government institutions and other stakeholders in Turkey. They do not necessarily reflect the official policy or position of UNHCR and its staff. While we have made an attempt to ensure that the information contained on this platform has been obtained from reliable sources, UNHCR is not responsible for any errors or omission, or for the results obtained from the use of this information. Should you have any comments or queries, or wish to bring to our attention any inaccuracies on the platform, please contact TURANIMU@unhcr.org.

Turkey hosts the largest number of refugees and asylum-seekers globally, including almost 3.6 million Syrians under temporary protection and close to 330,000 refugees and asylum-seekers of other nationalities.

Government institutions, local authorities, non-governmental and international organisations in Turkey have demonstrated practical and concrete ways to respond to a large refugee situation and have actively contributed to the development of the Global Compact on Refugees.

This platform presents a collection of good practices from Turkey, in all areas of refugee response, in education, protection, social cohesion, health and access to self-reliance, including the agricultural sector.

Areas of Focus:

Submitted by:

Name of Good Practice:

For detailed information on each practice, first please select practice from above. Then use the below buttons for more detail. Use "Reset" button to return to the home page.

Description	Activities	Partners	Results	Risks/Mitigation	Images	Contacts	Reset
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Useful links

3RP Official Page	Global Compact on Refugees	UNHCR Global	UNHCR Turkey
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A portal with Good Practices in the Refugee Response in Turkey was launched and provides information on good practices initiated by public institutions and national and international organisations in Turkey in the spirit of the Global Compact on Refugees.

Emergency cash-based interventions

In response to the COVID-19 pandemic and in close coordination with the Directorate General of Migration Management (DGMM), UNHCR Turkey initiated an emergency cash assistance programme targeting the most vulnerable refugees that are adversely impacted by the COVID-19 pandemic with one-off cash assistance, an amount which corresponds to the one-off assistance scheme by Turkey for vulnerable citizens. The cash-assistance of TYR 1,000 per household, is transferred through the Turkish Postal Service (PTT). The scheme aims to reach initially up to 20,000 households.

Potential beneficiaries were identified across Turkey in April and May, measures taken to avoid duplication with other assistance schemes and specific vulnerability criteria applied in cooperation with DGMM. In May, UNHCR started the distribution of cards for the cash assistance through PTT transfers.

By the end of June, a total of 10,294 households had received the cash payments.

UNHCR will be conducting Post-Distribution Monitoring in July.



Beneficiaries receive the cash assistance through PTT transfers.
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World Refugee Day

UNHCR celebrated World Refugee Day through online platforms because of COVID-19 precautionary measures. Events in Turkey included an [online concert](#) which was aired on 20 June featuring the music bands BabaZula and Mood Band as well as pianist Kerem Görsev. A short film 'Remedy' about leaving one's homeland was also released on Turkish social media platforms, as well as information on the Global Trends Report.

In Turkey, a series of messages of solidarity were shared on social media, raising awareness and sharing information on refugees and Turkey's role, including by actor, Halit Ergenc.

The highlight of UNHCR's World Refugee Day social media coverage were video messages by some 30 metropolitan and district mayors across Turkey on the impact of COVID-19 on host and refugee populations, the need for solidarity and the important role of towns and cities in creating inclusive communities and promoting hope. The messages highlighted that **Everyone Can Make A Difference** and **Every Action Counts**, demonstrating that solutions start at the local level.

Protection during times of COVID-19

At the beginning of June, Turkey began to ease restrictions across the country. Travel restrictions between provinces were lifted, and civil servants returned to routine working hours. The wearing of masks, physical distancing and hygiene were the key rules governing the new phase in containing the spread of the Coronavirus. UNHCR's cooperation with DGMM and its Provincial Directorates of Migration Management (PDMMs) focused on supporting the implementation of these preventive measures during the resumption of registration and international protection status determination procedures.

During the COVID-19 restrictions, only the registration of persons with special needs (including those with medical needs) were being processed. As PDMMs resumed procedures, which include registration of temporary protection and international protection applicants, verification, renewal of IDs, issuance of

travel permits and signature duties, crowd control and physical distancing mechanisms were established and the appointment system re-activated and expanded.

On 25 June, DGMM and UNHCR launched an online appointment system for international protection applicants and status-holders to enable online booking for various procedures at PDMMs including updating personal data, renewal of ID cards or requesting travel permits. The appointment system aims to facilitate smooth processing at PDMMs and to increase compliance with COVID measures. Information on launching the online system was made available through UNHCR communication channels and DGMM's website in eight languages.

In order to facilitate resettlement procedures, UNHCR agreed with the Directorate General of Migration Management and the Provincial Directorate in Ankara details of a remote interview procedure for resettlement submissions and tested the system and equipment. On 22 June, a pilot interview took place and in the week that followed remote interviews started to be conducted. Refugees attended the interviews at PDMM Ankara and connected to UNHCR staff remotely. Each interview was conducted autonomously with limited assistance from PDMM staff. All UNHCR resettlement staff involved with assessment processes were trained on the technical steps of remote interviews as well as data protection processes and fraud prevention measures.

Communication with Communities

In June, the **UNHCR Counselling Line** responded to a total number of 24,780 calls in June. The majority of callers enquired about resettlement (42%) followed by financial assistance (20%) and assistance related to specific needs (7%). The calls were received from across the country but mostly from Istanbul followed by Gaziantep and Ankara.

Through its main digital communication platforms, **Help and Services Advisor**, UNHCR shares information about rights, obligations and available services with refugees and asylum seekers. In June, the Help website which is available in English, Turkish, Arabic and Farsi, received approximately 38,500 users and 101,175 views. As a new feature, a COVID-19 quiz was published on the Help website. The quiz was reached by over 67,000 users by the end of June. Services Advisor is an inter-agency tool for refugees to search for and find details of service providers in their area.

UNHCR has also continued to grow its audience on **UNHCR Turkey Information Board** Facebook page and WhatsApp groups. The information board posts were related to UNHCR Turkey services in times of Covid-19, curfew announcements and recent regulations in education and livelihoods sectors. In June, the page had approximately 71,583 likes and 74,243 followers (with a monthly reach of 708,956 impressions), while the WhatsApp links reached 55,786 clicks (and 11,269 receivers).

A **Google search** joint project of UNHCR and Google about the Help Turkey website was launched on World Refugee Day, on which Google published a [blog post](#).

Engaging at the local level in the COVID-19 Response and Provision of Material Assistance

UNHCR cooperates with local authorities, municipalities and partners across the country to identify needs, provide material assistance and support refugee initiatives mobilising themselves and their communities. During the COVID crisis, from mid-March to end of June, UNHCR has delivered over 47,600 hygiene kits for refugee and host community households in 38 provinces through 62 partners including local authorities, municipalities and NGOs. Some 5,000 personal protective equipment (PPEs) and 8,000 latex gloves as well as goggles, thermometers and sanitizers were provided to the Turkish border authorities at the western borders of Edirne and Canakkale. Furthermore, over 2,500 packs of food, water and blankets to Turkish border authorities in Izmir and Mugla. Over 125,500 core relief items and PPEs were distributed to the six temporary accommodation centres in South East Turkey for refugees residing there. The distributions were undertaken through municipalities and partners and have benefitted both refugee and host community households.

Refugee-led initiatives benefitting both members of host and refugee communities were supported by UNHCR. From mid-March to end of June, in the Anatolian region, UNHCR supported 12 initiatives of refugees mobilising themselves and their communities to produce soap bars and masks as well as protective shields for their communities. The initiatives have brought together, with appropriate precautionary measures, some refugees and Turkish citizens in 10 provinces to produce items ranging from 700 to 55,000 masks, and from 2,400 to 3,000 bars of soap. Distributions were carried out by 12 partners reaching both refugees and members of the host community. In Hatay, sewing machines procured by UNHCR for a community support project were used to produce over 7,500 masks. In Istanbul, 45,000 reusable face masks are being produced through a textile workshop refurbished by UNHCR. In both Hatay and Istanbul, refugees, migrants and Turkish women participate in the production of the masks which are being distributed to refugee and Turkish populations.

PPEs were also provided to government authorities across the country to ensure their protection in carrying out their duties. In Istanbul, 5,500 additional hygiene kits are in the pipeline to Istanbul Metropolitan Municipality and seven municipalities in the Marmara region to be delivered in July.

Increasing Multi-Stakeholder Support to the Refugee Response

The Turkey Consolidated 3RP-COVID Appeal for 2020 was finalised in June. The appeal, which supports Turkey's response to the needs of refugees and host communities in 2020, is for a consolidated USD 1.3 billion, including USD 163 million to address the immediate impact of COVID-19. The appeal combines the 3RP requirements and the COVID-19 appeal requirements in the sectors of protection, food security and agriculture, education, health, basic needs and livelihoods. The consolidated appeal fed into the Global Humanitarian Response Plan and was presented at the virtual Brussels IV Conference on the Future of Syria and the Region, which took place on 30 June, preceded by panel events on 23 and 24 June, side events and civil society consultations.

In preparation for the Brussels Conference, the UN and EU co-facilitated consultation meetings with civil society organisations on cross-cutting themes. More than 60 participants from different organisations in Turkey participated in 'durable solutions' and 'impact of COVID-19' sessions which were co-facilitated through the 3RP interagency platform. The outcomes of the meetings were used to reflect the views and recommendations of civil society organisation in Turkey.

Thanks to donors for their support to UNHCR Turkey in 2020 as of 1 July 2020

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CONTACTS

Amira Abd El-Khalek, Reporting Officer, Turkey, abdelkha@unhcr.org, Tel: +90 312 409 7420

LINKS

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