

European Commission

Framework Contract Commission 2011

EUROPEAID/129783/C/SER/multi

Lot 1: Studies and technical assistance in all sectors

Letter of Contract No. 2015/366838

Technical Assistance for a comprehensive needs assessment of short and medium to long term actions as basis for an enhanced EU support to Turkey on the refugee crisis

**Needs assessment report for the preparation of an enhanced EU support to Turkey on the refugee crisis**

June 2016



Technical Assistance for a comprehensive needs assessment of short and medium to long term actions as basis for an enhanced EU support to Turkey on the refugee crisis

Service Contract No. 2015/366838

Needs Assessment report

June 2016

**DISCLAIMER**

This report has been prepared with the financial assistance of the European Union. The views expressed herein are those of the consultants and therefore in no way reflect the official opinion of the European Commission

<p>This Needs Assessment report was prepared by:</p> <p>Kristen Biehl Sean Loughna Beatriz Martinez Lajos Kovacs Ion Craciunel Amir Efendic</p>	<p>Contractor name and address</p> <p>EPRD Office for Economic Policy and Regional Development Ltd. Szkolna 36A Street, 25–604 Kielce, Poland</p> <p>Phone: +48-41-3453271 Fax: +48-41-3452587 E-Mail: <a href="mailto:eprd@eprd.pl">eprd@eprd.pl</a> EPRD internal number: 2015-086</p>
---	--

## Preface

This report presents the findings of the needs assessment that has been conducted by experts contracted by the EU following the agreement in October 2015 on the EU-Turkey Joint Action Plan (JAP). Its preparation has involved consultations and collaborations with selected representatives of different Ministries within the Government of Turkey composing the Joint Technical Expert Team (JTET) and varying stakeholders in governmental and non-governmental institutions and agencies, as well as an in-depth examination of a report produced by Turkey's Ministry of Development in March 2016, entitled 'First Stage Needs Assessment Covering 2016-2018 Period for Syrians with Temporary Protection Status in Turkey' (FSNA). The report seeks to examine the current situation vis-à-vis the refugee response in Turkey and identify priority needs and gaps that should be addressed. The overarching aim of this assignment is to support a jointly agreed needs assessment in order to facilitate the programming of EU assistance under the Facility for Refugees in Turkey (FRIT) as per the engagement under the EU-Turkey JAP.

A special note is to be made with regards to terminology. While Turkey has ratified the 1951 Convention Relating to the Status of Refugees, it limits its obligations under the Convention to refugees from events occurring in Europe. Since Turkey has not ratified the 1967 Protocol of the Geneva Refugee Convention, which removes the geographical limitations of the 1951 Convention, legally speaking people who originate from countries outside of Europe and seek asylum in Turkey are not named as refugees. Notwithstanding, Turkey has provided most Syrians with a special status known as 'Syrian people under Temporary Protection' (or SuTP), and officially refers to this group in these terms. At the behest of the EU, instead of the term SuTP this report has used 'Syrian refugees' to make it in line with international terminology and ease the reading. However, the 'Syrian Refugees' referred to in this document shall be understood as 'Syrian people under temporary protection' according to Turkish legislation.

## **Acknowledgments**

We are grateful to the many representatives of Turkish central, regional and governmental authorities, UN agencies, international, national and local NGOs and academics that were consulted for this report for sharing their time and knowledge. We wish to express our special thanks to our Turkish colleagues collaborating with us under the Joint Technical Expert Team (JTET), namely Hacı Mahmut Arslan, Ercan Mutlu, Metin Çatar, Seyhan Şen and Yunus Melih Özdağ, who were instrumental in facilitating the research process and provided invaluable support in preparing this assessment. We are equally indebted to Mr. Pierre-Yves Bellot, International cooperation officer, Head of Cooperation section – Refugee Task Force of the EU Delegation in Ankara, for his diligent comments and patient feedback on all versions of the report. We would also like to thank several persons who contributed to research for and/or review of section drafts: Eray Yücel on donor mapping, Özge Çaman on Health, Ümit Özlale on Labour and Economy, and Ekrem Cünedioğlu and Simon Burdett on Municipal Infrastructure and Superstructure. Last but not least, we are grateful to Michal Obuch (EuroPlus) for his painstaking efforts in fine editing and formatting the report.

## Table of contents

<b>1. EXECUTIVE SUMMARY .....</b>	<b>10</b>
<b>2. INTRODUCTION .....</b>	<b>23</b>
2.1. BACKGROUND OF THE NEEDS ASSESSMENT .....	23
2.2. METHODOLOGY.....	24
2.3. OVERVIEW OF THE REPORT .....	27
<b>3. TURKEY AND SYRIAN REFUGEES .....</b>	<b>28</b>
3.1. BASIC DEMOGRAPHIC FACTS .....	28
3.2. LEGAL CONTEXT.....	32
<b>4. DONOR MAPPING .....</b>	<b>34</b>
4.1. METHODOLOGY.....	34
4.2. PAST FUNDING .....	35
4.3. ON-GOING/CURRENT/NEEDED .....	36
<b>5. HUMANITARIAN ASSISTANCE.....</b>	<b>39</b>
5.1. BACKGROUND AND CONTEXT .....	39
5.2. PREVIOUS AND ON-GOING INTERVENTIONS.....	39
5.3. IDENTIFICATION AND ANALYSIS OF NEEDS OF SYRIAN REFUGEES.....	42
5.4. PLANNED INTERVENTIONS .....	44
5.5. SUMMARY OF FINDINGS .....	46
<b>6. EDUCATION .....</b>	<b>49</b>
6.1. BACKGROUND AND CONTEXT .....	49
6.2. PREVIOUS AND ON-GOING INTERVENTIONS.....	52
6.3. IDENTIFICATION AND ANALYSIS OF NEEDS OF SYRIAN REFUGEES.....	53
6.4. IDENTIFICATION AND ANALYSIS OF NEEDS OF PROVINCES HOSTING SYRIAN REFUGEES.....	58
6.5. PLANNED INTERVENTIONS .....	63
6.6. SUMMARY OF FINDINGS .....	64
<b>7. HEALTH .....</b>	<b>67</b>
7.1. BACKGROUND AND CONTEXT .....	67
7.2. PREVIOUS AND ON-GOING INTERVENTIONS.....	68
7.3. IDENTIFICATION AND ANALYSIS OF NEEDS OF SYRIAN REFUGEES.....	72
7.4. PLANNED INTERVENTIONS .....	77
7.5. SUMMARY OF FINDINGS .....	79
<b>8. SOCIAL SUPPORT AND COHESION .....</b>	<b>81</b>
8.1. BACKGROUND AND CONTEXT .....	81
8.2. PREVIOUS AND ON-GOING INTERVENTIONS.....	82
8.3. IDENTIFICATION AND ANALYSIS OF NEEDS OF SYRIAN REFUGEES.....	84
8.4. PLANNED INTERVENTIONS .....	90
8.5. SUMMARY OF FINDINGS .....	92
<b>9. LABOUR FORCE AND ECONOMY .....</b>	<b>94</b>
9.1. BACKGROUND AND CONTEXT .....	94
9.2. PREVIOUS AND ON-GOING INTERVENTIONS.....	97
9.3. IDENTIFICATION AND ANALYSIS OF NEEDS OF SYRIAN REFUGEES.....	100
9.4. IDENTIFICATION AND ANALYSIS OF NEEDS OF PROVINCES HOSTING SYRIAN REFUGEES.....	105
9.5. PLANNED INTERVENTIONS .....	106
9.6. SUMMARY OF FINDINGS .....	107

<b>10. MUNICIPAL INFRASTRUCTURE AND SUPERSTRUCTURE .....</b>	<b>109</b>
10.1. BACKGROUND AND CONTEXT .....	109
10.2. PREVIOUS AND ON-GOING INTERVENTIONS.....	110
10.3. IDENTIFICATION AND ANALYSIS OF NEEDS OF SYRIAN REFUGEES .....	112
10.4. IDENTIFICATION AND ANALYSIS OF PROVINCES HOSTING SYRIAN REFUGEES: THE CASE STUDY OF ŞANLIURFA .....	119
10.5. PLANNED INTERVENTIONS .....	122
10.6. SUMMARY OF FINDINGS .....	123
<b>11. CONCLUDING REMARKS AND CROSS-CUTTING ISSUES .....</b>	<b>125</b>
<b>12. ANNEXES .....</b>	<b>129</b>
ANNEX 1. - POPULATIONS BY PROVINCES (ALPHABETICALLY) .....	129
ANNEX 2. - POPULATIONS BY PROVINCES (BY POPULATION SIZE OF SYRIAN REFUGEES) .....	130
ANNEX 3. - POPULATIONS BY PROVINCES (BY PERCENTAGE GROWTH TO POPULATION).....	134
ANNEX 4. - NUMBER OF SYRIAN REFUGEES LIVING IN CAMPS (INCLUDING IRAQIS) .....	136
ANNEX 5. - AGE AND GENDER DISTRIBUTION OF SYRIAN REFUGEES .....	137
ANNEX 6. - EDUCATION STATUS OF SYRIAN REFUGEES (BY PROVINCE) .....	138
ANNEX 7. - (PARTIAL) ESTIMATIONS OF VARIOUS DONOR EXPENDITURE IN TURKEY 2012-ONWARDS.....	142
ANNEX 8. - NEEDS AND PLANNED INTERVENTIONS BY SECTOR BREAKDOWN ACCORDING TO FSNA (2016-18) .....	143
ANNEX 9. - PRIORITISED NEEDS FOR EU 3 BILLION FACILITY DRAWN FROM FSNA (2016-2017) .....	178
ANNEX 9/A - PRIORITISED PROVINCE BASED CLASSROOM NEEDS FOR EU 3 BILLION FACILITY (2016-2017) IN EUR.....	182
ANNEX 9/B - PRIORITISED PROVINCE BASED HEALTH NEEDS FOR EU 3 BILLION FACILITY (2016-2017) IN EUR .....	184
ANNEX 10. - PLANNED INTERVENTIONS FOR HEALTHCARE SERVICES ACCORDING TO FSNA (2016-18) .....	186
ANNEX 11. - LIST OF ORGANISATIONS CONSULTED AND MET (JANUARY TO MAY 2016) .....	190
ANNEX 12. - LIST OF REFERENCED DOCUMENTS .....	192

## List of tables

TABLE 1 – MAIN SECTORS CONSIDERED IN THE NEEDS ASSESSMENT AND INDICATIVE BREAKDOWN .....	27
TABLE 2 – RESOURCES MOBILISED FOR SYRIAN REFUGEES IN TURKEY (APRIL 2011 – OCTOBER 2015) .....	35
TABLE 3 – SUMMARY OF 2016-2018 NEEDS ANALYSIS TOTAL COSTS (MILLION EUR, EUR/TRY=3.23) .....	37
TABLE 4 – SECTOR MAPPING OF DONOR CONTRIBUTIONS .....	38
TABLE 5 – STAGES OF EDUCATION .....	50
TABLE 6 – NUMBER OF STUDENTS AND WHERE THEY CONTINUE THEIR EDUCATION (START OF 2015-2016) .....	50
TABLE 7 – NUMBER OF STUDENTS BY GRADE AND SCHOOL TYPE .....	50
TABLE 8 – SCHOOL ENROLMENT NUMBERS IN THE PROVINCES WITH THE HIGHEST DENSITY OF SYRIAN REFUGEES .....	59
TABLE 9 – CONSTRUCTION OF EDUCATIONAL BUILDINGS ACCORDING TO THE PROVINCES .....	60
TABLE 10 – CLOTHING PROVISION FOR STUDENTS AND OPERATING EXPENSES OF SCHOOL BUILDINGS PER PROVINCE .....	61
TABLE 11 – NUMBER OF STUDENTS WHO WILL BENEFIT FROM TRANSPORTATION PROGRAM .....	62
TABLE 12 – NUMBER OF TEACHERS AND THE BUDGET ALLOCATED TO THEM .....	63
TABLE 13 – EXAMPLES OF HEALTH PROGRAMMES IN TURKEY ADDRESSING NEEDS OF SYRIAN REFUGEES .....	68
TABLE 14 – MIGRANT HEALTH UNITS IN TURKEY .....	70
TABLE 15 – HEALTHCARE SERVICES PROVIDED FOR SYRIAN REFUGEES (2011-2015) .....	71
TABLE 16 – MATERNAL AND CHILD SURVEILLANCE FOR REFUGEES LIVING IN CAMPS (2012-2016) .....	72
TABLE 17 – PRIMARY HEALTHCARE SERVICES PROVIDED TO SYRIAN REFUGEES (2012-2016) .....	72
TABLE 18 – PREVIOUS AND ON-GOING INTERVENTIONS FOR SYRIAN REFUGEES COORDINATED BY THE MOFSP .....	83
TABLE 19 – LABOUR MARKET PARTICIPATION AND UNEMPLOYMENT OF YOUNG PEOPLE (15-24 YEARS) 2015 .....	95
TABLE 20 – UNEMPLOYMENT RATES AMONG TURKISH POPULATION BY GENDER AND AGE, 2015 .....	95
TABLE 21 – EU-IPA PROJECTS FUNDED IN TURKEY (2011-2015) .....	110
TABLE 22 – TEN TURKISH PROVINCES WITH HIGHEST DENSITY IN TERMS OF SYRIAN REFUGEES .....	113
TABLE 23 – WATER AND SANITATION/WASTE PROJECTS, WITH A FEASIBILITY STUDY COMPLETED .....	114
TABLE 24 – ŞANLIURFA MUNICIPALITY PUBLIC TRANSPORT CHANGES 2012-2015 .....	120
TABLE 25 – 2016-2018 NEEDS ASSESSMENT SUMMARY TOTAL COST TABLE (IN PRICES OF 2016, THOUSAND TL) .....	143
TABLE 26 – SUMMARY TOTAL COST TABLE FOR HUMANITARIAN RELIEF .....	144
TABLE 27 – NEEDS TABLE FOR HUMANITARIAN RELIEF .....	144
TABLE 28 – SUMMARY TOTAL COST TABLE FOR EDUCATION .....	148
TABLE 29 – NEEDS TABLE FOR EDUCATION .....	148
TABLE 30 – SUMMARY TOTAL COST TABLE FOR HEALTH .....	152
TABLE 31 – NEEDS TABLE FOR HEALTH .....	152
TABLE 32 – SUMMARY TOTAL COST TABLE FOR SOCIAL SUPPORT AND COHESION .....	157
TABLE 33 – NEEDS TABLE FOR SOCIAL SUPPORT AND COHESION .....	157
TABLE 34 – SUMMARY TOTAL COST TABLE FOR ECONOMY AND LABOUR .....	167
TABLE 35 – NEEDS TABLE FOR ECONOMY AND LABOUR .....	167
TABLE 36 – SUMMARY TOTAL COST TABLE FOR MUNICIPAL INFRASTRUCTURE AND SUPERSTRUCTURE .....	173
TABLE 37 – NEEDS TABLE FOR MUNICIPAL INFRASTRUCTURE AND SUPERSTRUCTURE .....	173

## List of graphics

GRAPHIC 1 – NUMBER OF SYRIAN REFUGES IN TURKEY PER YEAR .....	29
GRAPHIC 2 – SYRIAN REFUGEES IN CAMP AND NON-CAMP SETTINGS .....	29
GRAPHIC 3 – NUMBER OF SYRIAN REFUGEES BY PROVINCES (MARCH 2016) .....	30
GRAPHIC 4 – PROVINCE POPULATION GROWTH AFTER SYRIAN REFUGEES (MARCH 2016) .....	31
GRAPHIC 5 – AGE GROUPS OF SYRIAN REFUGEES .....	31
GRAPHIC 6 – THE PROCESS THAT CHALLENGES LOCAL AUTHORITIES AND POLICY MAKERS .....	114
GRAPHIC 7 – HEDONIC HOUSE PRICE INDEX FOR PROVINCES WITH HIGH SYRIAN REFUGEE DENSITY (2010-2015) .....	119

## List of Abbreviations and Acronyms

<b>3RP</b>	Regional Refugee and Resilience Plan (3RP) in Response to the Syria Crisis
<b>AEP</b>	Family Training Programme
<b>AFAD</b>	Disaster and Emergency Management Presidency
<b>ASAM</b>	Association for Solidarity with Asylum-Seekers and Migrants
<b>CC</b>	Community Centre
<b>CCT</b>	Conditional Cash Transfer
<b>CFS</b>	Child Friendly Spaces
<b>CT</b>	Community Transport
<b>DGMM</b>	Directorate General of Migration Management
<b>DSİ</b>	General Directorate of State Hydraulic Works
<b>EBRD</b>	European Bank for Reconstruction and Development
<b>EC</b>	European Commission
<b>ECHO</b>	European Commission's Humanitarian Aid and Civil Protection Department
<b>EIB</b>	European Investment Bank
<b>EIS</b>	Entrepreneurship Information System
<b>EU</b>	European Union
<b>EUD</b>	European Union Delegation to Turkey
<b>ESSN</b>	Emergency Social Safety Net
<b>FAO</b>	Food and Agriculture Organisation
<b>FRIT</b>	The Facility for Refugees in Turkey
<b>FSNA</b>	First Stage Needs Assessment
<b>GAP BKİ</b>	Southeastern Anatolia Project Regional Development Administration
<b>GoT</b>	Government of Republic of Turkey
<b>IFI</b>	International Financial Institutions
<b>IFRC</b>	International Federation of the Red Cross and Red Crescent Societies
<b>ILO</b>	International Labour Organisation
<b>IMPR</b>	International Middle East Peace Research Centre
<b>IPA</b>	Instrument for Pre-Accession Assistance
<b>IOM</b>	International Organisation for Migration
<b>İŞKUR</b>	Turkish Employment Agency
<b>JAP</b>	EU-Turkey Joint Action Plan
<b>JTET</b>	Joint Technical Expert Team
<b>KOSGEB</b>	Small and Medium Enterprises Development Organisation
<b>MoD</b>	Ministry of Development
<b>MoFSP</b>	Ministry of Family and Social Policies
<b>MoH</b>	Ministry of Health



<b>MoLSS</b>	Ministry of Labour and Social Services
<b>MoNE</b>	Ministry of National Education
<b>MM</b>	Metropolitan Municipality
<b>MS</b>	Member States
<b>NFE</b>	Non-formal education
<b>NFI</b>	Non-food items
<b>NA</b>	Needs Assessment
<b>NGO</b>	Non-Governmental Organisation
<b>SASF</b>	Social Assistance and Solidarity Fund
<b>SEN</b>	Special Education Needs
<b>SGBV</b>	Sexual and Gender Based Violence
<b>SME</b>	Small and Medium Size Enterprise
<b>SSI</b>	Social Security Institution
<b>SuTP</b>	Syrians under Temporary Protection
<b>STL</b>	Support to Life
<b>TESK</b>	Turkish Tradesmen and Craftsmen
<b>TISK</b>	Turkish Confederation of Employer Associations
<b>TOBB</b>	Turkish Union of Chambers and Commodity Exchanges
<b>TÖMER</b>	Turkish competence exam
<b>ToR</b>	Terms of Reference
<b>TPC</b>	Temporary Protection Centres
<b>TPR</b>	Temporary Protection Regulation
<b>TRC</b>	Turkish Red Crescent
<b>TurkStat</b>	Turkish Statistical Institute
<b>UNDP</b>	United Nations Development Programme
<b>UNICEF</b>	The United Nations Children's Fund
<b>UNHCR</b>	United Nations High Commissioner for Refugees
<b>UNFPA</b>	United Nations Population Fund
<b>VET</b>	Vocational Education and Training
<b>WB</b>	World Bank
<b>WFP</b>	World Food Programme
<b>WHO</b>	World Health Organisation
<b>YÖBİS</b>	Ministry of National Education Foreign Student Information Management System
<b>YÖK</b>	Council of Higher Education
<b>YÖS</b>	Foreign Student Exam
<b>YÖLYDS</b>	High School Proficiency and Equivalency Examination for Foreign Students
<b>YTB</b>	Presidency of Turks Abroad and Related Communities

## 1. Executive Summary

### Background

As a result of the on-going civil war in Syria, Turkey is currently hosting over 2.7 million Syrian refugees, the world's largest refugee population hosted by one country. The Government of Turkey (GoT) has led the response plan for Syrian refugees from the outset of the crisis, offering today accommodation to more than 274,000 in 26 Temporary Protection Centres located in 10 provinces, as well as free medical care and education possibilities for all. It has put in place a temporary protection mechanism that governs the arrival, stay and rights of Syrians, and has recently introduced legislation that allows them legal access to the labour market. As of February 2016, it is estimated that the total amount of expenditure by the GoT for Syrian refugees -including non-reportable expenses- is an excess of 10 billion USD. During this period the expenditure of the international community has remained far below expectations at an estimated half a billion USD in total. Clearly, the challenges being faced by Turkey in dealing with such a vast number of refugees are daunting, putting extreme pressures on national and regional institutions and service providers in education, health and social welfare, as well as labour markets and infrastructures, requiring considerable additional financial and human resources. These pressures are particularly serious in the main regions of refugee concentration along the Syrian border and in Istanbul.

This needs assessment (NA), which was stipulated by the EU-Turkey Joint Action Plan agreed upon in October 2015, has been prepared with the goal of assisting Turkey in its efforts to address the needs of Syrian refugees and host communities and contributing to the design of actions mitigating the impact of the refugee crisis on Turkey. The core of this report is composed of six sections that analyse in detail the different needs arising from the refugee influx to Turkey that are organised by sectors: Humanitarian Assistance, Education, Health, Social Support and Cohesion, Labour Force and Economy, and Municipal Infrastructure and Superstructure. These sectors have been identified in accordance with the report issued by Turkey's Ministry of Development in March 2016, entitled 'First Stage Needs Assessment Covering 2016-2018 Period for Syrians with Temporary Protection Status in Turkey' (FSNA). The FSNA also includes Migration Management as a sector heading, which includes efforts to combat irregular migration from Turkey to Europe, such as through improved border security, rescue and search operations, and accounts for 24% of the total value. However, this sector heading has not been included in this assessment, because (a) the FSNA covers a broader scope than the 3 billion EUR available for Turkey under the Facility for Refugees in Turkey (FRiT) (b) this NA is focused solely on addressing the needs of refugees that remain in Turkey and (c) it was not part of the Terms of Reference (ToR) for this NA.

## **Humanitarian Assistance**

Current Situation: Temporary Protection Centres (TPC), which are a mixture of (mainly) tents and containers, are administered by the Disaster and Emergency Management Presidency (AFAD), with services being also provided by various line ministries, Turkish Red Crescent (TRC), and UN agencies. All Syrian refugees that are living in these camps are provided with food and non-food items, accommodation, winter aid, emergency health services, education for school age children and psychosocial support and services. Moreover, they are provided with cash assistance through either the KIZILAYKART programme (supported by WFP and EU) or the similar programme implemented by AFAD through its own card. The KIZILAYKART programme is being implemented both inside and outside of camps, but is not the only vector for resource transfers outside of camps, as various NGOs implement their own schemes through various other cards. The roll-out of unconditional multi-purpose cash assistance to as many as 1 million Syrian refugees under an Emergency Social Safety Net (ESSN) is under development by TRC and WFP in collaboration with the Ministry of Family and Social Policy (MoFSP), UNICEF and UNHCR. There is widespread agreement among those governmental and non-governmental actors consulted in this study that on the whole Syrian refugees in camps are being provided with comprehensive and adequate assistance. The continuous provision of “blanket” assistance in the camps may be subject to review, as Syrian refugees gain access to the labour market.

Challenges: About 90% of Syrian refugees in Turkey remain outside of camp settings and live in mainly urban, as well as some in rural settings, with limited access to basic services. Access to information, registration and public services, including education and healthcare, is frequently limited. Many out-of-camp Syrian refugees are impoverished and vulnerable to shocks and require predictable support delivered in a dignified manner. ECHO estimates that at least 30% of out-of-camp Syrian refugees are unable to cover their basic needs. There are also certain groups that are more vulnerable including female, widow, youth and elderly headed households, recently arrived households (often unregistered) and those in rural areas that can be invisible and/or difficult to access. A key challenge for most stakeholders in the humanitarian sector, and indeed in all sectors, is the lack of comprehensive data upon which needs can be assessed and interventions can be based. The capacity to collect and share data is limited due to the existing legislation in Turkey that prohibits the sharing and storing of personal information on individuals. But there are other reasons for this that the GoT has highlighted: including limited financial resources, security, and the excessive workloads of relevant public institutions face. The sheer numbers of Syrian refugees, their vast geographic spread but with very high concentrations in some provinces, have also presented challenges in collating and sharing data.

Priority needs: Most stakeholders consulted during this study have agreed that the approach increasingly being adopted is rooted in *resilience and self-reliance*. For this reason, all sectors need to be considered holistically in assessing needs and developing appropriate responses. However, many also highlight the importance of meeting the remaining humanitarian needs (food, shelter, protection, etc.) of Syrian refugees living out of the camps. In 2015, the European Commission more than doubled its humanitarian budget in Turkey to respond to growing needs (€16.9 million in 2014 to €36 million in 2015) in the following sectors: healthcare, food and NFIs, in-kind assistance and Protection-related interventions. For many stakeholders, the establishment of an *Emergency Social Safety Net (ESSN)* that is freely accessible to refugees is a clear gap. This would be complemented by the provision of services in areas such as protection, specific health interventions (such as disabilities) and activities related to education. In collaboration with partners, ECHO is planning to shift from the current mechanism of EU-provided humanitarian funding towards the implementation of an ESSN: a multi-purpose resource-transfer scheme, ideally via a system of resource transfers. Those Syrian *refugees residing out-of-camps* are clearly more vulnerable and in need of enhanced humanitarian assistance than those in camps and will require it for a continued period of time, given their lack of a sustainable livelihood. Significant gaps still remain in specialised services such as *mental health and physical rehabilitation*. There is a great need for a comprehensive needs assessment for this population and for key information to be shared with relevant stakeholders. *Partnerships and coordination* with some UN agencies and NGOs remain a key challenge. There is a need for developing more effective collaboration mechanisms and local NGOs also need *capacity building*. The *standardisation and harmonisation* of needs assessment studies among all stakeholders is of utmost importance to ensure coordinated and consolidated responses.

## **Education**

Current Situation: Out of a total of 2.7 million Syrian refugees in Turkey today, more than 1.2 million are children that are under the age of 18. The GoT has taken very important steps towards acknowledging Syrian refugee children and youth's right to education. There are two pathways applied for primary and secondary education, which is compulsory in Turkey for all children. The government has opened the doors of Turkish public schools to Syrian refugee children, where they are taught in the Turkish curriculum. The other pathway is through the Temporary Education Centres (TECs), which apply an adapted Syrian curriculum in Arabic and are accredited to issue mid-term and year-end report cards using a standardised format that are produced using the Foreign Students Information Management System (YÖBIS). Regarding higher education, Syrian students who have completed their secondary education in TECs or hold certificates indicating that they have graduated from secondary school in Syria can take the High School Proficiency and Equivalency Examination for Foreign Students

(YÖLYDS). Obtaining the exam certificate will give them the chance to attend higher education institutions. To enrol in university in the 1st year, students also need to take the Turkish competence exam (TÖMER) and the Foreign Student Exam (YÖS), whose entrance examination is designed for foreign students wishing to study in Higher Education institutions in Turkey. Non-formal education (NFE) in Turkey is offered mainly through Public Education Centres, which are catered mostly to adults and include educational and vocational courses. Community centres operated mainly by NGOs also offer various NFE courses.

Challenges: Although Turkey has set policies that enable Syrian refugees to enrol in free public education and has achieved high enrolment rates in camps at 90% outside of camps enrolment is still significantly low at 26%. According to most recent figures of the Ministry of National Education (MoNE), 323,592 children (aged 3-17) are enrolled in pre-, primary and secondary schools. This leaves more than half a million Syrian refugees aged 5-17 who have no access to education. Enrolment rates are also much higher in primary education with numbers dropping sharply in secondary education. There are significant shortages in physical and human resource capacities of schools to be able to absorb the high number of refugee children. There are also numerous barriers and needs which are preventing families from enrolling their children in the education system and/or affecting their school attendance, such as: lack of information about education rights and services, economic hardship (linked with child labour), distance from schools and transportation costs, limited knowledge of Turkish language, children being out of school for long periods of time and, lack of catch-up and support programmes. Enrolment has been focused on compulsory education (ages 5-17), whereas the focus on pre-school and higher education enrolment remains less of a priority. Also, school access for children with Special Education Needs (SEN) may prove challenging considering that measures have not been taken to address these needs since they first arrived in Turkey. For Syrian youth, opportunities for accessing Turkish higher education have recently improved dramatically. Notwithstanding this notable increase, at present, the number of university-aged Syrian refugees attending higher education in Turkey still remains low.

Priority needs: A top priority in education is *increasing enrolment and attendance* in all stages of education, which should entail addressing multiple complementary strategies, including: improving physical capacity (i.e. improving existing capacity via dual shifts, new infrastructure) and human resources (more teacher trainings for both Turkish and Syrian teachers); addressing economic barriers (i.e. transportation and school material costs); implementing incentive programmes (i.e. conditional cash transfers and school feeding programs); implementing remedial/catch-up education and accelerated learning programmes; identifying special education needs and the like. For tracking and monitoring attendance of Syrian refugees one of the options could be to make use of the existing YÖBIS

mechanism. It appears to be indispensable to design and implement *accelerated Turkish language programmes* for non-Turkish language students through the public school system, as the language barrier is a serious hindrance for continued education. There is a need to design *tailored trainings* for teachers and school personnel on psychosocial support and inclusive education to prevent discrimination and encourage social inclusion. For university students, more support is needed in preparations for university entrance exams and in the form *scholarships*. Increased budgetary *support to TECs* could contribute to improving enrolment and quality of education offered. At the same time though, given that TECs were established as a temporary measure by the GoT to prevent lost generations, it is paramount for long term integration that a gradual transfer of Syrian students to Turkish public schools be systematically initiated, while the standard curriculum is also updated to include Arabic language and culture courses.

## **Health**

Current Situation: Syrians who are registered in Turkey and have a temporary identification number are able to benefit from the same level of emergency, preventive and curative health services as Turkish citizens. There are currently 64 Migrant Health Units providing health services to Syrians in 17 provinces and Syrians can also receive primary healthcare services in the Family Health Centres and Community Health Centres for the host communities in 81 provinces. In addition to 64 migrant health centres, 17 voluntary health centres (with special permission from the MoH) are currently run by non-governmental organisations in 6 provinces in Turkey. Apart from primary healthcare facilities, Syrian refugees in all 81 provinces can use all secondary and tertiary level public healthcare facilities. Between 2011 and end of December 2015, a total of 15,384,955 polyclinic services were delivered to Syrians, 686,790 persons received inpatient treatment in secondary care facilities, while 473,114 people had surgeries. Moreover, 1,555,596 camp and non-camp infants and children were vaccinated and health status of 114,637 infants, 100,753 children and 49,807 pregnant women were monitored in camps. In the same period a total of 151,746 new births took place among Syrians. In 2014 alone, 43,543 neonatal heel prick tests and approximately 40,000 hearing tests were performed for Syrian infants and more than 35,000 infants were supported by vitamin D and iron supplements.

Challenges: In provinces with high density of Syrian population, particularly those located along the Syrian border, the population increase has led to substantial pressures on the existing health infrastructure, and caused shortages of healthcare workers, medical equipment and hospital beds for the entire population including both refugees and host communities. There are reports of a 30-40% additional patient load being recorded in polyclinics and hospitals in Southeast provinces in 2015 (3RP). The composition of the refugee population is somewhat different from that of the host Turkish community. There are more children and disabled people among the Syrian refugees than these

population groups represented in the Turkish population. Different demographic structure may result in over-consumption of some healthcare services. Cross-border movement of Syrian refugees could potentially represent a threat to the host population through the transmission of communicable diseases (e.g. Cutaneous leishmaniosis, typhoid fever and Hepatitis A are endemic in Syria, while polio cases have been spotted recently). Additional health risk is supposed to be caused by drug resistant tuberculosis, meningitis, scabies, pneumonia and bronchitis due to environmental factors and poor living conditions. Prevention and management of non-communicable diseases is a major challenge. Access to treatment and rehabilitation of mental disorders are low among refugees. Communication problems in diagnosis and treatment related to language barrier lead to tensions between patients and health workers. “Hypermobility” of refugees makes delivery of preventive care services difficult, and carries the risk of overconsumption of services.

Priority needs: A top priority is having more comprehensive *data on the distinct health needs and risks* of the Syrian population vis-à-vis the host population. The continued establishment of Migrant Health Units are important for identifying these needs, as well as supporting Syrians access to Primary Health Care and reducing the burden currently placed on hospitals. Syrian refugees are often unable to access healthcare services due to lack of information on health services available. *More and better information* on health related rights and services needs to be disseminated among both refugees and healthcare providers. Funds need to be planned for *building capacities of human resources*, such as language and intercultural training, and preparing and disseminating information for both the Syrian refugees population and healthcare providers. Regarding *preventive healthcare services*, namely the expenses for the vaccination, the construction of primary health care facilities and the current expenditures related to them are among the priorities. Regarding *curative health services*, namely the expenses for the construction of secondary care centres and current expenditures related to those transactions, mental health and mobile health services are among the priorities. Healthcare provision and pharmaceutical expenditures also need additional funds to cover the expenditures of the healthcare services and medicine provided for Syrian refugees. The capacity of *emergency health services* needs to be improved particularly in the areas heavily populated by Syrian refugees including for the construction of new emergency health stations and purchasing car ambulances/mobile service vehicles. Finally, medical devices are needed during service provision. In line with the corresponding professional guidelines, and operational guidance for *mental health and psychosocial support*, health care providers and NGOs need to further strengthen their mental health programmes. Overall, there is a need for development and delivery of *intercultural communication and/or language training* for all medical staff in health services with high refugee intake.

## **Social Support and Cohesion**

Current Situation: GoT ensures that Syrian refugees have the right to receive the same social services as Turkish citizens, which are coordinated by the MoFSP. In principle, Syrian refugees who are in need are also able to benefit from the various regular and temporary social assistance programmes offered by MoFSP, including: conditional cash transfers for education and health; cash assistance to widow women and orphans; food, fuel and sheltering assistance; educational material assistance; vehicles for disabled persons; cash for transportation costs of disabled students; one-time cash assistance for ad-hoc needs, and the like. Since the crisis erupted, psychosocial support has been a central component of most interventions in Turkey, including many facets. Community Centres operated mainly by NGOs have been crucial in strengthening access to information and providing multitude services including primary health care, non-formal education, vocational training and psychosocial support and making referrals to relevant public institutions.

Challenges: There is limited comprehensive and systematic understanding of what refugee vulnerabilities are, what percentage of the population is vulnerable and if there are particular regions/localities where these vulnerabilities are concentrated. Child labour is a serious child protection issue that is crosscutting with livelihoods and education. In a recent WFP survey 11% of households surveyed said they resorted to child labour as a livelihood coping strategy. The conflict in Syria has resulted in many orphans, and unaccompanied or separated children. Directorate General for Migration Management has recorded 53,253 children that have lost or are separated from one or both parents. AFAD (2013) survey found that 17% of the household heads in the camps and 22% of households outside camps are women. Sexual and gender based violence (SGBV) is an important protection issue faced by Syrian refugee women and girls in Turkey, as the trauma of war, conflict and displacement, and the difficult living conditions their families face can lead to violent tendencies. Related to this, early and forced marriages, as well as polygamy, especially between Syrians displaced in Turkey and Turkish citizens, is a serious issue that has been on the rise and needs sensitive tackling. Disabled, injured and elderly populations can be described as the hidden victims of the Syrian crisis, as both national and international response in this field remains extremely limited. To date, negative backlash towards Syrian refugees has not been significant, even in provinces where the demographic impact has been substantial. But many of the stakeholders that were consulted for this report acknowledged that with rising food and rent prices and job losses in some provinces being blamed by locals on the presence of Syrian refugees that potential is increasing and must be dealt with before the situation becomes uncontrollable.

Priority needs: Comprehensive *identification of vulnerabilities and protection needs* of the Syrian refugee population in Turkey is a priority to be addressed. Related to this, there is a need for



development and use of a *standard vulnerability assessment model* to ensure consistency and equality. Compared to education and health, it is reported that Syrian refugees are even less informed about their *rights related to social welfare*. A priority need raised by many stakeholders consulted for this report is for standardisation, monitoring and evaluation related to *Community Centres* operated by NGOs. It is reported that the GoT is working on determining these standards and is foreseeing to establish different centre types, depending on services provided. This is an important development that should be accelerated and could benefit from *best practice sharing and consultation* with the wide range of NGOs that also have extensive experiences and capacities in this field. It is important that social support services targeting Syrian refugees also incorporate strategies for *more cohesion with host communities*, such as planning community events, involving Turkish youth in life skills courses, sports and art activities, parenting committees with Turkish and Syrian parents, and the like. Similarly, there is a need for developing nation-wide efforts to positively influence public opinion and ameliorate negative stereotypes, such as through the use of televised or social media. Lack of *self-management, representation and leadership* from within Syrian communities has also been mentioned as a gap preventing better cohesion. Overall, there is need for better understanding the dynamics behind prevalent practices emerging within Syrian refugee communities that raise *protection concerns*, including child labour and early marriages/polygamy. Related to this, there is need for ensuring that prevention, identification and intervention mechanisms that are already in place for protecting vulnerable populations are functioning.

### **Labour Force and Economy**

Current Situation: The GoT estimates that 1.5 million Syrians of working age (defined as being between 15 and 65 years old) reside in Turkey and 1 million of them are expected to be looking to be engaged in the labour market. The GoT has taken numerous bold measures in recognition that millions of Syrian refugees are likely to remain in the country for at least the medium term and has taken concrete steps to facilitate their social and economic cohesion. It recognises that Syrians can, and should be allowed to, contribute to the country's economy and that this is important for them to be able to sustain their livelihoods. In January 2016, the GoT introduced legislation that allows Syrian refugees to be granted work permits and join the labour force (7400 work permits have been issued in the period January-April 2016). This legislation also aims at reducing and preventing the extensive participation of Syrian refugees in the informal economy. In order to match their educational and professional skills with labour market needs in Turkey, as well as to identify vocational training needs, the GoT is planning to conduct a comprehensive process of 'employability profiling' of all those Syrian refugees that might join the labour market. Taken together, these various measures represent a highly constructive approach from the GoT, as they take a medium to long-term approach and recognise the importance

of restoring livelihoods, resilience and self-reliance, while fostering social cohesion through economic integration.

Challenges: Information about educational and professional skills and experience has been collected among only 20% of those Syrian refugees that have been registered. The sheer volume of people arriving, and the expectancy at the time that many would soon return to Syria, meant that such detailed information was often not collected when they were registered. In order to match the educational and vocational skills of the Syrian refugees with labour market needs in Turkey, the government is proposing to gather relevant information about all those of working age. It also plans to re-register all Syrian refugees by the end of 2016, which will include collating data on their educational levels, professional experience and vocational skills. Many Syrian refugees are economically active in the informal economy, often working in low skill jobs for low wages and sometimes in precarious conditions. But the number of Turkish nationals working in this sector is also sizeable. Reportedly, there are significant levels of Syrian refugee children under 15 years of age that are in employment, earning extremely low wages. On the other hand, there are also expectations that the presence of Syrian refugees in Turkey will result in economic benefits. There is potential labour demand in the following sectors in particular: manufacturing, agriculture, wholesale and retail. Labour absorption capacities and types of skills in demand vary by province; hence one-size-fits-all solutions do not tend to be appropriate. Mechanisms to place Syrian refugees in employment are relatively limited. Better coordination is needed, such that some mismatches that the market cannot easily address may be overcome.

Priority needs: Overall, in order to employ such a large number of people and hopefully mitigate against onward migration, there needs to be *an expansion of the economy*. New employment opportunities are required in significant numbers and job creation should focus on utilising existing skills and developing new ones in sectors with the potential to expand and diversify. In order to be sustainable, vocational trainings should be based upon the needs of the labour market and skills and value chain analysis. It should also build upon the existing skills of Syrian refugees. In order to maximise upon existing skills and prevent de-skilling, greater attention needs to be paid to the issue of *recognition of the qualifications and skills* of Syrian refugees and developing mechanisms for rapid adaptation into their professional fields in Turkey. The GoT is planning to provide *specialised language training* to those Syrian refugees that require an understanding of Turkish in a technical field, so that they can be employed in their profession. The Ministry of Labour and Social Security (MoLSS) plans to employ more Arabic-speaking staff to assist in responding to the work permit-related queries of Syrian refugees at the Ministry. There are clear *labour shortages in some sectors* (e.g. manufacturing, retail, agriculture). This provides an opportunity to hire Syrian refugees. There are clearly great needs for

health and education professionals and these skills exist within the Syrian population. The GoT already seems to regard these sectors as a priority in terms of work permits. Recently, the Turkish Employment Agency (İŞKUR) has significantly increased its institutional capacity and this has led to an improvement in its provision of services to Syrian refugees. Nonetheless, there are needs for further efforts to *increase the institutional capacity of İŞKUR* so they can provide adequate services to meet the extensive demand. There is also a clear need to enhance the capacity of national NGOs and the private sector, such that they can support the government in its efforts to integrate Syrian refugees into the labour market. Many Syrians have already (jointly with Turks) set up small and medium-size enterprises (SMEs). But they need Vocational Education and Training (VET) and the legal write to run these, as well as financial support.

### **Municipal Infrastructure and Superstructure**

Current Situation: The Syrian refugee influx to Turkey has led to a 3.4% population increase. But this increase is not shared equally, as it is concentrated primarily in the provinces along the Syrian border where municipal infrastructures, especially in relation to drinking water, water and waste management, recreational areas, urban transport, as well as municipal services, were already overstretched, and are now therefore becoming increasingly more insufficient. In these regions the increasing size of the population has resulted in dam constructions being accelerated (e.g. Afrin, Düzbağ and Karaçay dams). Also, since 2011 a significant number of bilateral agreements between EU and Turkey have been signed in relation to direct interventions on infrastructure development (e.g. water and wastewater, and solid waste management) under the Instrument for Pre-Accession, with the EU contributions between 2011-2015 totalling over 332 million Euros. Further EU funding in relation to improving local administration and municipal services are also planned or on-going, including a UNDP led project working with metropolitan municipalities of Gaziantep, Şanlıurfa, Kilis and Hatay for strengthening their response to the refugee crisis.

Challenges: Municipalities are the main local governmental structures responsible for carrying out works and management of local services for the population that reside there, including the operation, maintenance and development of infrastructure. These costs are based on budgets calculated according to the size of the local host population, which does not include refugees living in these provinces. Hence the large numbers of refugees has meant that current budgets do not meet the needs, primarily in terms of water supply, sewage and waste disposal. Changes in legislation allowing for expanded responsibilities in service provision for municipal authorities, combined with the merging of some municipal entities, has resulted in additional burdens upon existing infrastructure. Over recent years, the three municipalities of Kahramanmaraş, Şanlıurfa and Hatay in the Southeast region, which have been strongly impacted by the refugee influx, have been granted the status of Metropolitan

Municipality (MM). During the project field visit to Şanlıurfa representatives of the MM emphasised that the know-how and procedures to fulfil the greater responsibilities that being a MM entails (including water, sanitation and waste services, transport, and emergency fire services) have become even more challenging to tackle due to the very sizeable refugee influx. And according to the UNDP, there is no evidence to show that municipalities have the capacity to respond to the needs of their expanded populations.

Priority needs: Given the very significant population increases that many provinces are facing, there is a need for *rearranging municipal budgets* to reflect the population changes and newly emerging needs. Otherwise there is a real risk of resentment among the host population. While there is a need for additional infrastructure, the short-term, cost-effective and rapid response would be to *improve existing infrastructures*, such as modernising and upgrading water and waste management systems – which are a priority concern in many regions (especially in provinces like Kilis where the population has doubled) . Therefore, the reconstruction and upgrade of the existing water supply is a top priority. This includes repairing and upgrading existing reservoirs, pumping stations, filtration stations, chlorination stations, main and distribution pipelines. There is also an urgent need to *improve the system of control and monitoring of the systems* through the SCADA (Supervisory Control and Data Acquisition) System, which is a system for remote monitoring and control that operates with coded signals over communication channels. This will make it possible to integrate existing systems into new ones, or retain them to operate as independent systems. Infrastructure needs are not only limited with water supply and drainage. There is still a need to improve communications, primarily in relation to *transportation* for accessing government institutions, health facilities and schools etc. For instance, additional bus services need to be provided, existing roads should be expanded and new roads constructed, among other measures. In the longer term, there will be a need for social centres, renovating and refurbishing schools which are conducting double teaching shifts, upgrading public facilities, traffic and transportation administration and technical capacities for service optimisation. It should be borne in mind that province municipalities only regulate housing to some extent but have no mandate to build new houses. Nevertheless, shelter solutions in the mid-term need to be planned with a view to social inclusion, transportation needs, livelihoods and integration considerations.

### **Conclusions and Cross-cutting Issues**

Comprehensive collection and sharing of data: While recognising that confidentiality of personal data is of utmost importance, the lack of comprehensive data that has been collected and/or shared on demographics and vulnerabilities is also a serious hindrance to assessing needs and designing programs and interventions. The government is planning to conduct a re-registration process of all

Syrian refugees residing in Turkey. This will involve systematically collecting more comprehensive data that is also protection sensitive. This will facilitate targeting vulnerable groups appropriately.

Prioritising vulnerable populations: Planning responses should be guided by the criteria of vulnerability, inclusiveness and proportionality. Particular attention is to be paid to the special needs of vulnerable persons (e.g. female-headed households, children, adolescents, elderly and disabled).

Coordination and collaboration between all relevant organisations and actors: The scale of the refugee population in need within Turkey calls for strengthened and harmonised coordination mechanisms, including enhanced joint planning, information management, communication mechanisms and regular monitoring to improve the efficiency of interventions. Considering the complexity, scale and time-pressures of the refugee problem, better coordination and collaboration between all actors is of great importance to better assess needs, avoid duplication of actions and ensure maximum efficiency, transparency, implementation and monitoring.

Information dissemination on rights and services: Across all sectors lack of information regarding rights and services remains an important barrier to access. Hence, there is a need for better developing mechanisms of information sharing for both refugees and service providers about new regulations and the associated rights and services.

Language training and life skills: Besides information, language is one of the major barriers to accessing and benefiting from the range of services that are available, and for refugees to be able to fulfil their potential and achieve social cohesion. The need for language training in Turkish for refugees and in Arabic for service providers is a widespread need across all sectors.

Channelling efforts to urban refugees: It is universally recognised that the situation of the camps in Turkey is well above average standards globally. Certainly, while the infrastructure of camps should be strengthened, efforts should primarily be channelled to supporting non-camp Syrian refugees, which constitute 90% of the population.

Effective monitoring: In order to ensure that interventions are targeted at the most vulnerable, the Facility for Refugees in Turkey (FRiT) will need to systematically collect data and evidence over the lifetime of the programmes. It would also be advisable to make future projections in relation to vulnerabilities and needs data given that the situation is a fluid one whereby there may be significant changes over time concerning the number and composition of the refugee population. A mutually agreed Results Framework (RF)<sup>1</sup> would greatly facilitate the articulation of the impact and ensure the effectiveness of the Facility.

---

<sup>1</sup> The expert team is currently drafting a tentative Results Framework for consideration of the FRiT and the GoT.

Social cohesion and harmonisation (integration) strategy: The experiences of fragmentation that have recently emerged in various parts of Europe, despite decades of migration, should send a clear sign to Turkey about the importance of addressing 'integration' issues early on. The GoT has recently initiated efforts to this end by working on developing s Strategy Document and National Action Plan on Harmonisation (Integration), that is to be in line with the political, socio-economic, and historical background of immigration in Turkey whilst encompassing international and EU approaches and migration governance frameworks.

## 2. Introduction

As a result of the on-going civil war in Syria, Turkey is currently hosting over 2.7 million Syrian refugees, becoming the country hosting the largest refugee population in the world. The Government of Turkey (GoT) has led the response plan for Syrian refugees from the outset of the crisis, offering accommodation to more than 274,000 in 26 Temporary Protection Centres (TPC), as well as free medical care and education possibilities for all. It has put in place a temporary protection mechanism that governs the arrival, stay and rights of Syrians, and has recently introduced legislation that allows them to legally access the labour market. As of February 2016, it is estimated that the total amount of expenditure by the GoT for Syrian refugees- including non-reportable expenses - is an excess of 10 billion USD. During this period the expenditure of the international community has remained far below expectations, reaching only close to half a billion USD in total. Clearly, the challenges being faced by Turkey in dealing with such a vast refugee population are daunting. It has been putting extreme pressures on national and regional institutions and service providers in education, health and social services, as well as labour markets and infrastructures, requiring considerable additional financial and human resources. These pressures are particularly serious in the main regions of refugee concentration along the Syrian border and Istanbul. This needs assessment, which was stipulated by the EU-Turkey Joint Action Plan agreed upon in October 2015 (see below), has been prepared with the goal of assisting Turkey in its efforts to address the needs of Syrian refugees and host communities and contributing to the design of actions mitigating the impact of the refugee crisis on Turkey.

### 2.1. Background of the Needs Assessment

In October 2015, a draft Action Plan<sup>2</sup> was agreed for 'stepping up EU-Turkey cooperation', which was formalised<sup>3</sup> on 15 October with an 'EU-Turkey Joint Action Plan' (JAP). The JAP included in Part I on the EU side the intention to: 1) '... mobilise substantial and concrete new funds', 2) 'continue... to provide immediate and principled humanitarian assistance.' Paragraph 3 sets the basis of the current assignment, as: 'To ensure an efficient use of the funding set forth under paragraphs 1 and 2, the EU institutions and Turkey will proceed with a comprehensive joint needs assessment as a basis for programming.' Accordingly, the GoT and the EU Delegation to Turkey (EUD) both began preparations for the stipulated joint needs assessment and towards the end of 2015 a coordination mechanism was agreed upon for carrying out this collaboration by forming the Joint Technical Expert Team (JTET). This working group comprised representatives of key Turkish line ministries, the Head of Cooperation section – Refugee Task Force of the EUD, and the EU-commissioned experts (the Project Team). While

---

<sup>2</sup> EC MEMO-15-5777

<sup>3</sup> EC MEMO-15-5860

Turkish colleagues that were part of JTET were instrumental in facilitating the research process and provided valuable feedback to preliminary drafts of the report, the views expressed herein are those of the Project Team and therefore in no way reflect the official opinion of the GoT.

## **2.2. Methodology**

The Project Team applied a mixed methods approach, collecting and analysing both quantitative and qualitative data. The analysis and findings are rooted in an evidence-based approach involving collecting data directly through observation, as well as through reviewing other reports and secondary data. The latter includes above all an in-depth examination of a report produced by the Ministry of Development in March 2016, entitled 'First Stage Needs Assessment Covering 2016-2018 Period for Syrians with Temporary Protection Status in Turkey' (henceforth referred as FSNA). The Project Team has sought to provide a greater contextual understanding to the needs identified in the FSNA, why they have been prioritised and, where possible, it presents more in-depth analysis of the planned expenditure. The preparation of the report has also involved consultations and meetings with numerous representatives of Turkish central, regional and governmental authorities, UN agencies, international, national and local NGOs and academics. This mainly involved roundtable meetings with groups of stakeholder representatives, with both JTET and the Project Team in attendance. But some data was also collected through semi-structured interviews with key informants, including various UN organisations, Turkish and international aid agencies and NGOs, GoT officials, among others. Conducting these types of consultations meant that the data collected was richer and allowed for the corroboration of findings through a process of triangulation of information gathered. It also served to foster a spirit of impartiality and objectivity. Given that stakeholders such as NGOs and UN agencies are extremely experienced and deeply engaged in providing assistance and support to Syrian refugees in Turkey, it was felt appropriate that their views should be sought and their knowledge and experiences reflected in the report, where relevant and appropriate. A full list of meetings and stakeholders consulted can be found in Annex 11.

Much of the data used in the report derives from the FSNA document, particularly the numerical data. But some additional data that was requested was provided by the relevant line ministries (often in written form) and has been included in the report. Turkish colleagues in the JTET were instrumental in facilitating this process, by directing the Project Team's submitted questions to the appropriate department. Additional data and points of further detail and clarification were made available in this way. Where deemed necessary, data from other sources (such as internal and published reports, online databases and other open sources) has been incorporated in the report and referenced accordingly. The sources of information provided by stakeholders have been referenced as far as possible. Some information was provided on the understanding that the source would remain



anonymous. In accordance with standard procedures in social science research such confidentiality must be respected; and the information was verified as far as possible; and only included if it was felt that it made a significant contribution.

While most meetings were held in Ankara, the JTET and the Project Team jointly conducted a four-day mission to the province of Gaziantep in Southeast Turkey, holding roundtable meetings with groups of stakeholders and visiting a refugee camp, a school, a health clinic and a community centre. The Project Team conducted an additional two days of meetings and visits in Gaziantep, before spending a further two days in Şanlıurfa to hold further meetings there. These field visits allowed for some examination of key issues and needs at the regional level, in provinces with very high concentrations of Syrian refugees.

Information was also collected at conferences attended by Project Team members that were relevant to their specialist sector. These events included: a conference entitled 'Meeting the challenges of Syrian integration to education' that was held in Ankara in March 2016 and organised by the British Council; a UNHCR/IMPR-organised conference on 'Work permits for foreigners under temporary protection in Turkey' that was also held in Ankara in March 2016; a roundtable meeting with academics organised by the Prime Minister's Chief Advisory for Migration and Humanitarian Assistance in Gaziantep in March 2016; and a meeting on private sector involvement in the refugee crisis organised by UNDP and held in Istanbul also in March 2016.

Once the data collection process had been completed, a systematic analysis of findings from these multiple cohorts and sources followed. Consequently, the project team drafted the report focusing on the six main sectors, while also identifying crosscutting issues and overall findings. This final version of the report incorporates revisions based upon feedback provided by the JTET and the EUD.

### **Limitations**

The needs of the Syrian refugees (and indeed those of the local host population) vary significantly from region to region. The vast majority of Syrian refugees reside outside of camps, and most of these live in urban areas where it is often difficult to locate them in order to assess their needs and target assistance and support services. Others are located in rural areas, where there tend to be fewer service providers and less presence and visibility of the authorities. The number and proportion of Syrian refugees compared to the host population varies significantly depending upon the province. The evidence shows that there is also a good deal of onward migration after registration (both to other provinces within Turkey as well as to other countries), but details are scarce. As a consequence, it has been extremely difficult to collect comprehensive and reliable data with respect to the vulnerabilities and needs of Syrian refugees. From the data that is currently available, the Project Team was able to access some, but not all, for a variety of reasons. Not least, the time limitation upon this study meant

that it was difficult for stakeholders to provide responses to specific questions and information requests within the short timeframe.

With respect to the quantitative analysis in particular, the rapid increase in the number of Syrian refugees presents huge challenges to all stakeholders, and indeed for the research and analysis conducted in this report. The quantitative data collected and reported by different authorities were difficult to analyse and compare because they were not always consistent in coverage, timeframe, criteria and in the methodologies being utilised. Published reports and analyses were also found to be based on differing sets of quantitative data that were collected and reported at different times.

There were also sector-specific challenges with respect to data collection and analysis. For example, the extent of reliable and comparable data on donor and intervention mapping were particularly scarce and uneven. In the education sector the data that was provided on numbers of Syrian refugees are grouped into different age groups that do not correspond with the various stages of education. Thus, it was not possible to compare the number of Syrian refugees in each of the education stages (pre-school, primary, secondary and higher education) who have enrolled in school with the number of Syrian refugees who are not enrolled. Moreover, data related to actual school attendance was not made available. This may be because attendance has not been prioritised as much as enrolment has. It should also be noted that more data was collected for some sectors than others, either because the levels of data that exist vary or because relevant institutions were more or less willing to share their data. In relation to social support and cohesion, there is no recent nation-wide assessment of vulnerabilities excluding AFAD survey that was carried out in 2013, and many of the important issues discussed (e.g. child labour, SGBV, early marriages) are difficult to quantify, as they are often not reported.

Lastly, it should be noted that this report does not examine the situation of non-Syrian refugees in Turkey, including Iraqi, Afghan, Iranian, Somali and other refugees, who are mostly not included under the Temporary Protection regime, being subject to different asylum rules and procedures.<sup>4</sup> Surely, the exclusion of non-Syrian refugees from analysis and support may lead to negative consequences in terms of equity, human rights and humanitarian principles, but it is beyond the scope of the ToR for this NA.

---

<sup>4</sup> Unlike Syrians who are given temporary protection on a *prima facie* (group) basis, these other nationalities must make individual applications for “international protection”, and if recognised, this is to be followed by third country resettlement applications. During this application process, applicants must register and settle in a city determined by the GoT, known as “satellite cities.” The many uncertainties associated with this process, as in the extensive waiting periods and limitations to livelihoods in satellite cities, are widely known as an important reason behind onwards movement to Europe.

## 2.3. Overview of the Report

Having described the background and methodology of this NA, the next section outlines some of the basic demographic and legal facts regarding the Syrian refugee influx to Turkey. A section follows this on donor mapping that examines the funds that have been allocated towards the refugee crisis in Turkey by international and national sources. The core of this report is composed of six sections that analyse in detail the different needs arising from the refugee influx to Turkey that are organised by sectors. As recommended by the JTET and EUD, these sectors have been identified in accordance with those used in the FSNA: Humanitarian Assistance, Education, Health, Social Support and Cohesion, Labour Force and Economy, and Municipal Infrastructure and Superstructure. The FSNA also includes Migration Management as a sector heading, which includes efforts to combat irregular migration from Turkey to Europe, such as through improved border security, rescue and search operations, and accounts for 24% of the total value. However, this sector heading has not been included in this assessment, because (a) the FSNA covers a broader scope than the 3 billion EUR available for Turkey under the FRIT (b) this NA is focused solely on addressing the needs of refugees that remain in Turkey and (c) it was not part of the ToR for this NA. Compared to the FSNA, the scope of each of the six sectors is defined more broadly in order to include need areas that remained unidentified in the FSNA and/or encompass EU views. Table 1 below indicates the issues covered under each of the six sector headings.

**Table 1 – Main sectors considered in the needs assessment and indicative breakdown**

NA Sectors	Indicative breakdown/content/ subsector
<b>Humanitarian Assistance</b>	Registration / Food Security / Non-Food Items (hygiene, clothing/footwear, household) / Cash and other kinds of transfers / Shelter (replacement of tents to containers) / Protection
<b>Education</b>	Pre-school, primary, secondary, tertiary and non-formal education / Enrolment / Teacher training / Education quality / Certification and accreditation / Special educational needs / Transportation / Teaching materials / Turkish and Arabic classes / Curriculum / Fees / Stationery and textbooks / Infrastructure / Capacity building / Operating costs
<b>Health</b>	Emergency, primary (preventive care) and specialised healthcare services (curative care) and rehabilitation / Capacity and quality of healthcare services / Cost and reimbursement of healthcare services, drugs and vaccinations / Sexual and Reproductive Health / Mental Health
<b>Social Support and Cohesion</b>	Assessment of vulnerabilities/ Access to social services and assistance/ Psychosocial support and community outreach (incl. community centres, inter-communal cohesion, community participation and leadership) / Vulnerable populations and protection issues (incl. child labour, orphaned, unaccompanied or separated minors, SGBV and early marriages)

<b>Labour Force and Economy</b>	Employment and work permits / Informal sector / Livelihood support / SMEs and entrepreneurship / Economic recovery, expansion and competitiveness / Vocational education and training / Language and life skills training
<b>Municipal Infrastructure and Superstructure</b>	Water, sanitation, solid waste, environmental spaces and recreation, service buildings, transportation etc. / Improvement of municipal capacity for providing better service

Under each sector heading, relevant demographic, legal and institutional data and other information are provided, as well as details about how each sector has been impacted by the refugee influx and what responses have been implemented. This is followed by an assessment of the refugee needs that the Project Team have identified and of how these needs are being met within current plans of the GoT, concluding with a summary of findings. The annexes to the report provide additional detailed tables of data (Annex 1 – Annex 9), as well as lists of stakeholders (Annex 11) and references (Annex 12) consulted.

### 3. Turkey and Syrian refugees

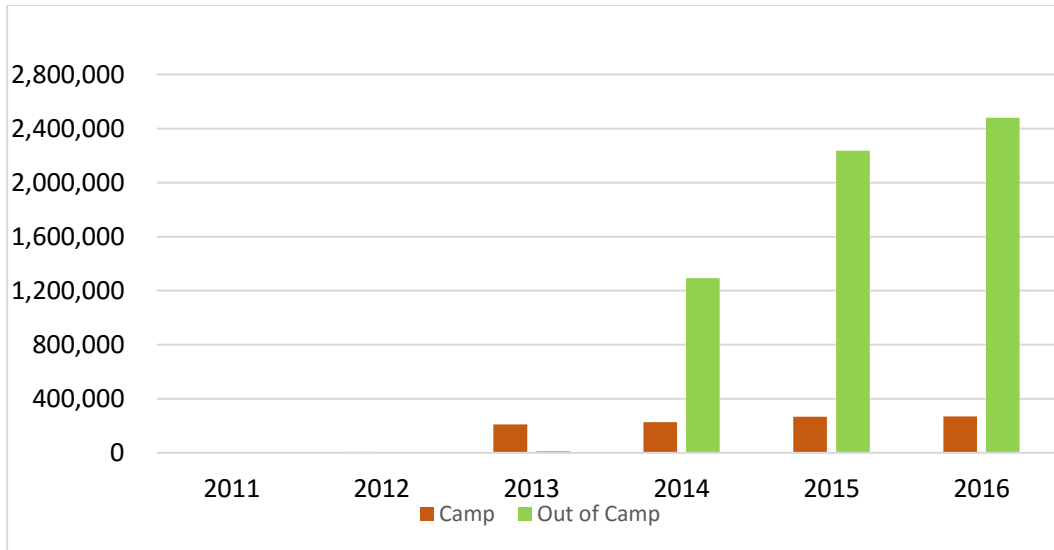
#### 3.1. Basic Demographic Facts<sup>5</sup>

Turkey has a soaring population of close to 80 million. Today, however, it is host to the largest refugee population globally. As indicated in Graphic 1 below, the refugee population in Turkey has been steadily growing since 2011, with the growth of out of camp refugees becoming marked since 2014. As of April 2016, the total number of registered Syrian refugees has reached over *2.7 million* people (for a full list of registered Syrian refugees by provinces, see Annex 1). This figure excludes non-Syrian refugees in Turkey. As of January 2016, the FSNA records *317,500* refugees and asylum seekers from numerous other countries including Iraq, Pakistan, Afghanistan and Somalia. There are also an unknown number of unregistered Syrian refugees.

---

<sup>5</sup> This section is intended as an overview of the basic demographic information pertaining to Syrian refugees in Turkey. Where relevant, more detailed data is provided under the different sector headings.

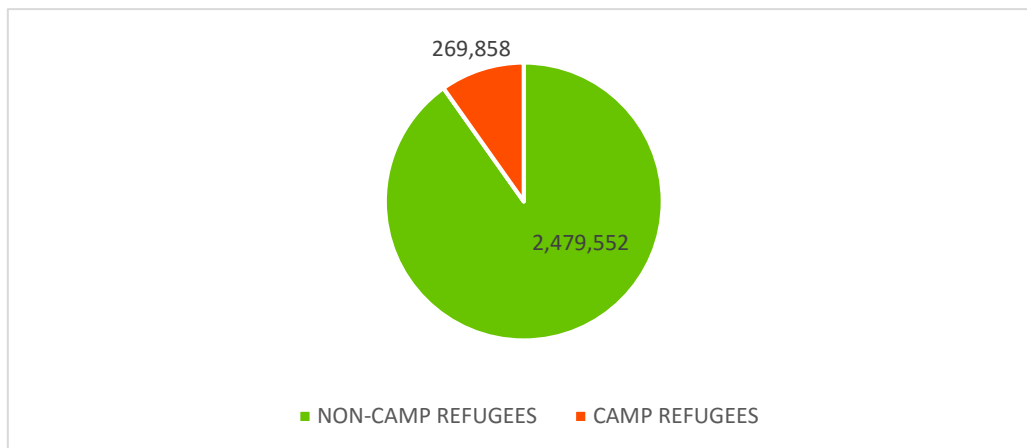
**Graphic 1 - Number of Syrian refugees in Turkey per year**



Source: DGMM April 2016

There are 26 Temporary Protection Centres (TPC) or camps (20 with tents and 6 with containers) in Turkey today located in 10 provinces, mostly near the Syrian border. These camps accommodate a population of around 270,000 Syrians and 10,000 Iraqis (see Annex 4). About 90% of the Syrian refugees however are living outside camps. Based upon qualitative interviews, it is clear that a large proportion of Syrian refugees are living in urban areas, while there are also significant numbers (especially in the border regions) who have settled in rural areas<sup>6</sup>.

**Graphic 2 – Syrian refugees in camp and non-camp settings**

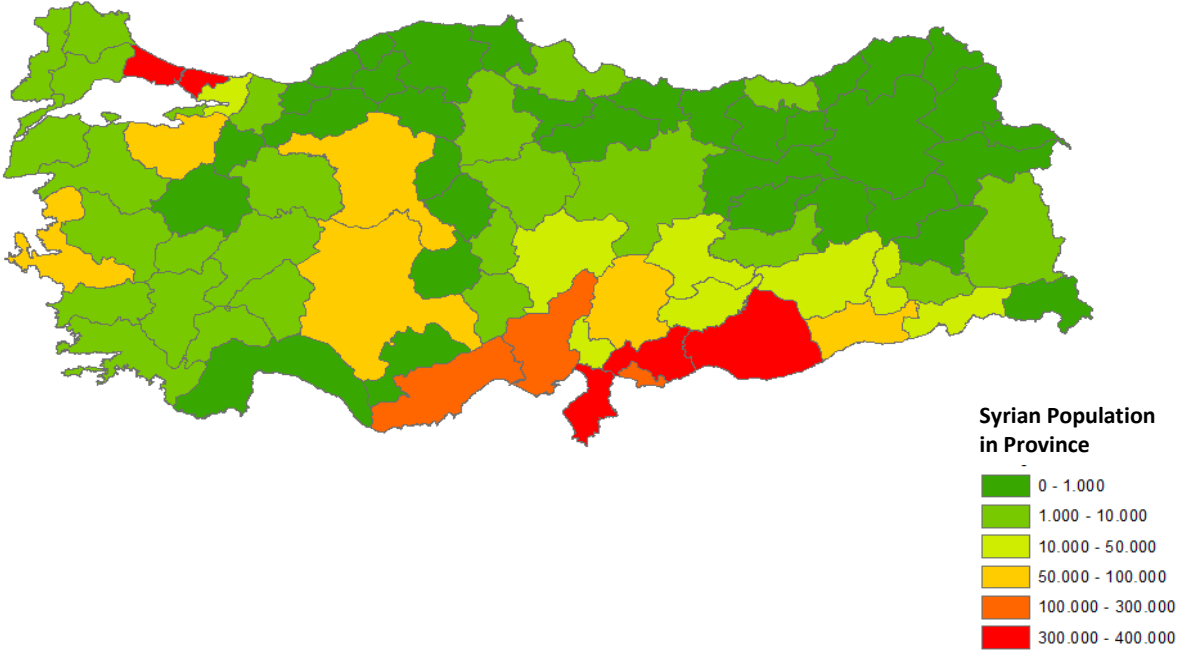


Source: DGMM, April 2016

<sup>6</sup> Exact figures on urban versus rural component of non-camp Syrian refugees is not available. This estimation is difficult to make because registrations made by DGMM are very often based on province and district centres, and are not address based. A limited number of Syrian refugees are registered by address but because of mobility it is difficult to confirm its accuracy.

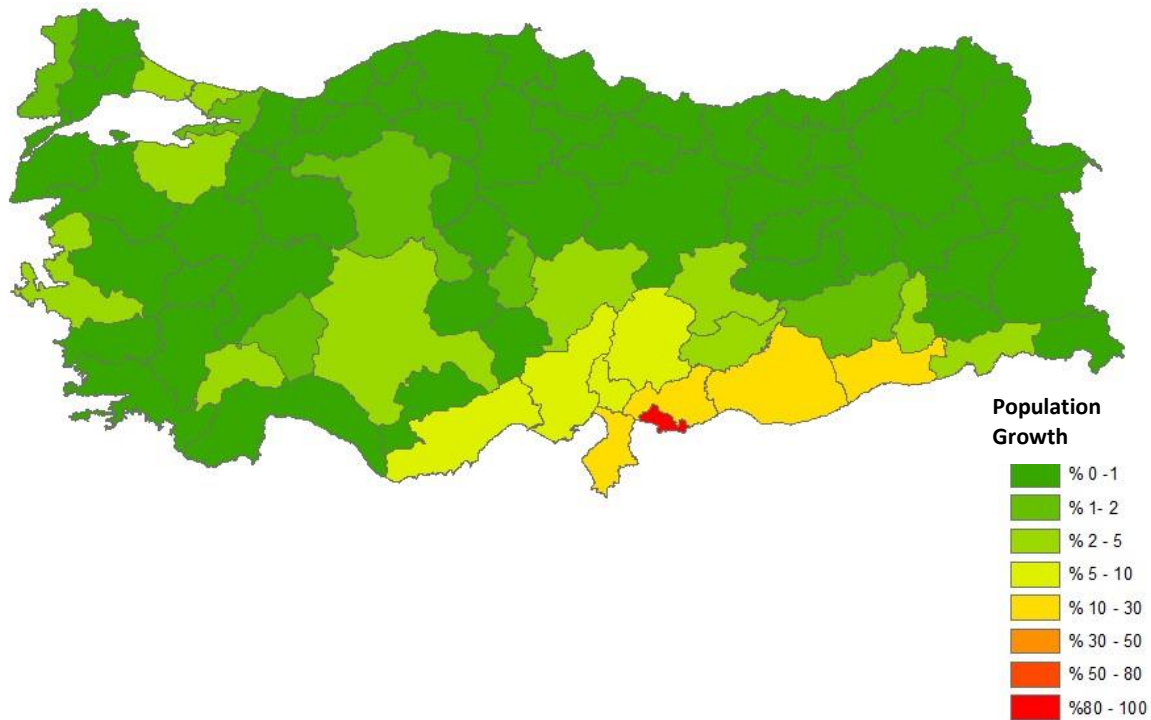
Out of the 81 provinces in Turkey, there are four provinces today that are each hosting between 300,000 and 400,000 Syrian refugees which together amount to almost half of the total refugee population: Şanlıurfa, Istanbul, Hatay and Gaziantep (See Graphic 3 and Annex 2). When figures are analysed in the context of the total rise in the population, there are six provinces where the numbers of Syrian refugees are more nominal compared to those mentioned, but have nonetheless led to a more than 5% increase in the provincial population. These are: Adana, Mersin, Kilis, Mardin, Kahramanmaraş and Osmaniye (See Graphic 4 and Annex 3). The province of Kilis starkly stands out, seeing a 98.86% increase in the total number of residents. Apart from Istanbul, it is notable that these provinces are all located on or near the Syrian border.

**Graphic 3 - Number of Syrian refugees by provinces (March 2016)**



Source: FSNA, March 2016

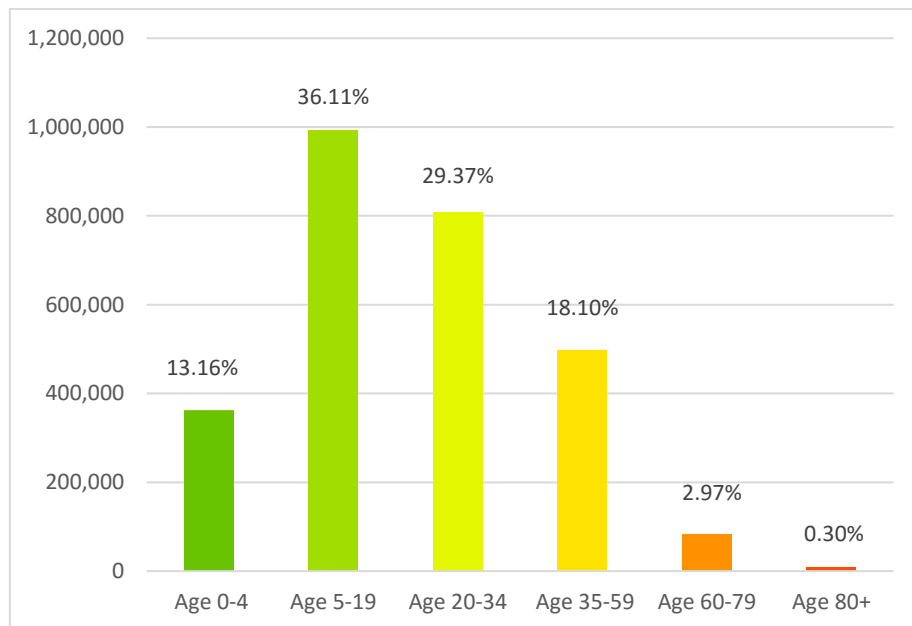
**Graphic 4 – Province population growth after Syrian refugees (March 2016)**



Source: FSNA, March 2016

The percentage of male Syrian refugees in Turkey (53%) is slightly higher than females. The age composition is notable, in that the Syrian refugees are a relatively young population overall, with close to half of the population being under the age of 18 (See Graphic 5 and Annex 5).

**Graphic 5 - Age groups of Syrian refugees**



Source: DGMM, April 2016

The education status of Syrians is compiled within the scope of declaration-based information during the registration process. There is significant illiteracy among Syrian refugees, around 33% (See Annex 6). This figure could even be higher, as some 25% did not declare their education status during registration. However, assessing the educational status based on available data is difficult, given that these figures do not correspond to the respective age groups.

### **3.2. Legal Context**

Syrian refugees<sup>7</sup> in Turkey are recognised by the status of “temporary protection” that is defined under Article 91 of the *Law on Foreigners and International Protection* (Law No. 6458) passed on 11 April 2013. Accordingly, temporary protection may be provided for foreigners who have been forced to leave their country, cannot return to the country that they have left, and have arrived at or crossed the borders of Turkey in a “mass influx” situation seeking immediate and temporary protection (Article 91/1). The *Temporary Protection Regulation* (TPR) issued by the Council of Ministers on 22 October 2014 further specifies this status. Although this Regulation potentially encompasses all refugees, its provisions are currently applied only to Syrians as the sole group that is granted temporary protection by the GoT. It touches upon various topics such as non-refoulement, registration, access to basic services including health and education but also makes reference to the labour market, social assistance, interpretation and similar services, camps, assistance provided by NGOs and international organisations, security, and the roles of various Turkish authorities<sup>8</sup>. It secures the lead role of the Directorate General of Migration Management (DGMM), while also confirming the de facto weight of the Prime Ministry Disaster and Emergency Management Presidency (AFAD) in many matters, both in camps and outside (e.g. authorisation of in-kind or cash assistance). The Regulation also includes detailed provisions on registration, which is tasked to DGMM.

The process of acquiring temporary protection consists of completing a form based on available documentation and if not available, on statements of the applicant and the collection of biometric data (mainly fingerprints and a photograph). Those who have been registered are given a "Temporary Protection Identification Card" and a "Foreigner ID number". The card issued is not a residence permit, as provided to those listed in the Law on Foreigners and International Protection, but does entitle the owner to reside in Turkey. TPR is an important benchmark in the efforts of the GoT to clarify and reinforce the overall legal and administrative architecture surrounding assistance to Syrian refugees.

---

<sup>7</sup> As Turkey has adopted a geographical limitation to the 1951 Convention relating to the Status of refugees, limiting its responsibilities under that Convention to refugees from Europe, Syrians cannot apply for refugee status. They are recognised instead by the status of Temporary Protection, which is detailed in this section.

<sup>8</sup> More details on these rights are discussed under their respective sector headings.



On 18 December 2014, the Prime Ministry issued the Circular No: 2014/4 on “Administration of Services to Foreigners under the Temporary Protection Regime” further detailing the implementation of TPR as applied to Syrians and underlining AFAD's coordination role about the services given by related ministries and public institutions. AFAD is the authority to decide to set up TPC in consultation with the Ministry. These camps are run by the Governorate, with AFAD and DGMM being responsible for their everyday management. AFAD is also tasked to coordinate all projects to be implemented with international organisations and all resources made available by international organisations.

Syrian refugees can be placed in TPCs depending on the capacity available to host. Alternatively, they can be assigned to reside in a province appointed by the DGMM. Those accommodated in TPCs can enter and exit the camps with a written permission valid for a limited period of time from the camp management. After registration, those living outside camps can apply to the provincial directorates of DGMM to move to another city. In this case the permission is sought from the receiving provincial directorate. This application can also be made directly by the Syrian refugees within 15 days after moving. After this move, under the DGMM system the "province of registration" remains the same but the "province of residence" changes. Access to services such as education and health is strictly linked to registration and residence. As a result, movement across the country is limited given that access to services in other provinces will be restricted.

While the status of temporary protection does grant Syrian refugees in Turkey many basic rights including education, health, social assistance and employment, which will be covered in their respective sections it is important to conclude on the note that it is a temporary status. Therefore, there is a need to review the matter of Syrian refugees legal status in Turkey in a manner that will provide a long-term basis for residence and life in the country.

## 4. Donor mapping

In an attempt to understand the current status of assistance actions for Syrian refugees and their possible directions in the near future, this section is devoted to the mapping of donors' contributions. The mapping is intended as a summing of all available funding for Syrian refugees in Turkey since 2012, including the current and future efforts of funding, as elaborated in the following subsections.

### 4.1. Methodology

Upon the agreement with EUD, the donor mapping is an *ad hoc* methodology to comprehend at a macro level all available funding for Syrian refugees in Turkey since 2012. Temporal frame of analysis covers the past, current and future funding with respect to sectors of FSNA, except migration management and asylum aspects. Regional decompositions are not excluded from analysis as long as data are available.

Currently available data include:

- Specific questionnaires implemented by EUD to the GoT, UN agencies, several non-EU MS (Japan, US, Norway, Kuwait, Switzerland, Canada) and IFIs (WB, EBRD, EIB)
- An array of matrices provided by EUD including project information and funds under various programs
- Data on Environmental Operational Programme – IPA
- Data on the EU MS bilateral allocations
- Data provided by the UN agencies such as UNHCR, UNDP, UNICEF, FAO, WFP and IOM
- Data provided by the World Bank
- Data provided by non-EU MS (e.g. USA, Japan)
- Data provided by GoT

Such a multiplicity of data sources and providers, on the other hand, is not free of limitations. For instance, some EUD matrices relate allocations to more than one sector (e.g. Health/Protection), data on Environmental Operational Programme - IPA lack clear references, the EU MS bilateral allocations cover partial data from only a small number of countries and data provided by the UN agencies lack structure and sufficient categorical details. Among the IFIs, only the WB provided some data on the foreseen interventions. Regarding the non-EU MS governments, only the US Government contributed some relevant data. Other limitations pertaining to confidentiality (WFP) can be added, as well. More importantly, data provided by GoT are silent about the past and current costs as well as sufficient breakdown of financial tables. Since this is also the case of UN agencies, MS and NGOs, it is not straightforward to come up with precise figures showing fair sectoral and temporal breakdown.

The aforementioned limitations, nevertheless, do not impose a fatal bottleneck. Following a few rules of thumb, it is possible to reach an accurate (though not necessarily precise) picture. In that,

- Each organisational response has been screened and expenditures have been framed under a specific donor category (bilateral, multilateral, private, national government), period, sector, where EC has been designated to reflect both bilateral contributions of EU MS and funding by EC.
- For projects covering overlapping periods, project budgets have been allocated to periods as simple monthly averages
- For projects relevant to more than one sector (e.g. UNICEF’s Education and Child Protection) the contributions are included in the primary relevant sector (e.g. Education)

## 4.2. Past Funding

A glance at the resources mobilised for Syrian refugees from the wake of the refugee crisis in 2011 to October 2015 reveals that more than 90% of financing was facilitated through domestic resources. In addition, around 95% of these domestic resources were provided by the governmental agencies. External resources up to date remained quite limited (Table 2).

**Table 2 - Resources Mobilised for Syrian refugees in Turkey (April 2011 – October 2015)**

	USD (million)	TRY (million, USD/TRY=2.9)
<b>Domestic Resources</b>		
Republic of Turkey	6,458	18,728
NGO Expenditures	295	852
Turkish Local Governments, Turkish Religious Foundation and Red Crescent	77	224
<b>Subtotal</b>	<b>6,830</b>	<b>19,804</b>
<b>External Resources</b>		
Donations by UN Institutions (UNHCR, UNICEF, IOM, WFP, UNFP)	328	954
European States, International NGOs and other states	89	258
<b>Subtotal</b>	<b>417</b>	<b>1,210</b>
<b>Total</b>	<b>7,158</b>	<b>20,758</b>

Source: AFAD Disaster Report for Syria / Analysis of Current Situation regarding Syrians in Turkey, October 2015. Quoted in TISK report (Erdoğan and Ünver 2015, p.40) <http://tisk.org.tr/en/wp-content/uploads/2016/01/goc-rapor-inq.pdf>

The FSNA that was issued in March 2016 by the GoT estimates total governmental expenditure to have reached an excess of 10 billion USD, including an estimated 2 billion for non-reportable expenses. However, no detailed breakdown by sector is provided. In addition, the GoT highlights that

environmental impacts and the enhanced degradation of infrastructures have not been accounted for in these figures. For this same period the GoT estimate on the expenditure of the international community in Turkey is stated as 455 million USD in total.

Since the beginning of the crisis in 2011, the EU has provided €365 million in direct support of Syrian refugees in Turkey, via UN agencies and NGOs. Some €71 million of this has been used via ECHO for humanitarian aid purposes, primarily to assist Syrian refugees (European Commission 2016). The majority of the resources allocated early on in the crisis assisted those Syrian refugees inside the camps. But since 2014, support has primarily focused on the most vulnerable Syrian refugees - mostly residing outside the camps and mainly in Southeast Turkey. In 2015, the Commission more than doubled its humanitarian budget in Turkey to respond to the growing needs (€16.9 million in 2014 to €36 million in 2015) in the following sectors: healthcare, food and NFIs, in-kind assistance and Protection-related interventions (ibid.).

- **Health** (over 10% ECHO funding), including the physical rehabilitation/post-operative care for war wounded, and primary health care services in acutely under-served areas, including the western coast of Turkey. It is also supporting (with WHO) the training and integration of qualified Arabic-speaking Syrian doctors into the Turkish Healthcare system.
- **Food** and non-food items (45% of ECHO funding) in the form of paper and electronic vouchers.
- **In-kind** core relief and non-food items (over 33% of ECHO funding), including winterisation assistance, especially for new arrivals and other vulnerable groups.
- **Protection-related** interventions include case management, referral, outreach, Special Needs Fund as well as child protection and SGBV programmes (European Commission 2016).

### 4.3. On-going/Current/Needed

Based on the GoT's FSNA, total costs to be incurred (excluding Migration Management) so as to properly serve Syrian refugees from 2016 to 2018 are quite sizable. As demonstrated in Table 3, over the horizon of three years, total costs are projected to be 14.5 billion EUR, averaging to 4.8 billion EUR per annum. The Project Team have been informed that calculations in the FSNA were done based on current implementations and expenditures made by public institutions, and by taking into consideration factors like selected provinces, sector-based current conditions of host communities, current standards and prices in public implementations, and the like. However, this level of detailed information could not be made available to the Project Team during preparation of this NA. Thus an independent evaluation and verification of costing has not been possible at this stage. It is however paramount that the EU and MS have a clearer view of the needs and costs before deciding on interventions.

Based on the overall costs provided in the FSNA there are a couple of points that are worth mentioning. First, approximately a quarter of total costs are for humanitarian aid, where this item remains the

largest of all throughout 2016-2018. Second, it is difficult to infer a meaningful rule with regard to projections of education and health costs, whereas for municipalities, infrastructure and superstructure, it is quite likely that those projections are guided further by past experiences of budgeting. Finally, items of “social support and cohesion” and “labour force and economy” seem to have been underestimated, possibly indicating a lack of proper socio-economic assessments.

**Table 3 – Summary of 2016-2018 Needs Analysis Total Costs (million EUR, EUR/TRY=3.23)**

	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2016-2018</b>	<b>2016-2018</b>
<b>Sector</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>%</b>
Humanitarian Aid	1,807	1,224	1,295	4,325	23%
Health	875	1,178	1,005	3,058	16%
Municipalities & Infrastructure & Superstructure	454	1,117	1,251	2,828	15%
Education	1,165	747	793	2,706	14%
Labour Force & Economy	179	267	422	868	5%
Social Support & Cohesion	230	210	230	670	4%
<b>Total (excl. Migration Management)</b>	<b>4,711</b>	<b>4,743</b>	<b>4,996</b>	<b>14,454</b>	<b>76%</b>

Source: FSNA, March 2016

Based on the current figures and the data supplied by the sources mentioned at the beginning of this section (cut-off date for data is 23<sup>rd</sup> of March, 2016), contributions of donors are mapped to sectors as in Table 4. Contributions in the field of humanitarian affairs overweigh the other items in Table 4, which is quite different than the picture of Table 3. Such an observation seems reasonable (based on the current data) as basic humanitarian assistance like food security is an urgent matter. It is therefore also easier to mobilise financial resources toward humanitarian affairs (than toward other expenditure channels) possibly owing to varying ease in collective decision making in these fields.

Lessons from Table 4 for the future path of external donations to Turkey are two-fold. First, a considerable degree of relief on the side of Turkey can be provided only if donors do increase their contributions substantially. Second, allocation of those contributions among sectors is supposed to be thoroughly re-considered. More than its pecuniary dimension, sides of the dialogue can devote more time on designing better project development schemes, smoother decision-making and a transparent enough framework of bilateral accountability. For more on estimations of the expenditure of various donors in Turkey from 2012 onwards see Annex 7.

**Table 4 – Sector Mapping of Donor Contributions**

→ Sector	Period 2012-2014	2015-2017	2017 – onwards
Humanitarian Affairs	220,430,012	212,229,105	FSNA/3RP
Health	5,092,299	9,000,000	FSNA/3RP
Education	5,428,299	16,616,050	FSNA/3RP
Social Support and Cohesion	1,540,780	12,000,000	80,000,000 (EC) FSNA/3RP
Labour Force and Economy	2,678,571	N/A	FSNA/3RP
Municipal Infrastructure and Superstructure <sup>9</sup>	2,678,571	16,205,357	267,857,142 (UNDP - Japan Gov expected contributions)
<b>Sources</b>	Calculations based on data provided by WFP, IOM, UNHCR, UNDP, EC	Calculations based on data provided by WFP, IOM, UNHCR, UNDP, EC	No consolidated data available. (FSNA and partially UN3RP to be used as references)

As a final remark and a digression from the central issue of this section, indeed, an important point related to availability of data on the very issue of Syrian refugee crisis must be mentioned. This entails a seemingly weak cooperation among the related bodies as to establishing a complete and commonly shared database of financial aggregates. In making the analysis of this section, this shortcoming is believed not to distort the reality much. However, anecdotal evidence on communications to gather relevant data have pointed at a multiplicity of definitions and inconsistencies among tables originating from different bodies. All in all, a clear picture of numerical data begs for improved collaboration of governments, NGOs and supranational bodies on metadata.

<sup>9</sup> This table does not include the EU's IPA support to Turkey on environmental infrastructure. For this see Table 22 under Section 10 on Municipal Infrastructure and Superstructure.

## **5. Humanitarian Assistance**

### **5.1. Background and Context**

The GoT has led the response plan for Syrian refugees from the outset of the crisis, offering accommodation to approximately 270,000 Syrians in 26 camps (See Annex 4), as well as free medical care and education possibilities. It has put in place a temporary protection mechanism that governs the arrival, stay and voluntary repatriation of Syrians, and has recently introduced legislation that allows them to legally access the labour market. The government agency in Turkey with the legal authority and the primary responsibility for coordinating the humanitarian response is the Prime Ministry Disaster and Emergency Management Authority (AFAD).

Turkey has expended huge efforts and resources to address the humanitarian needs of Syrian refugees. According to the FSNA (2016) report, as of February 2016 the GoT had spent over 8 billion USD in providing assistance to displaced Syrians in Turkey. This figure includes the reportable emergency relief expenditure of AFAD in and out of the camps, expenditures in the sectors of healthcare and education services as well as expenditures made by the Turkish Red Crescent (TRC), the Turkish Diyanet Foundation and some other NGOs, as well as municipal authorities.

About 90% of Syrian refugees in Turkey remain outside of camp settings and live in urban and rural areas, with limited access to basic services. Access to information, registration and to public services, including education and healthcare, is frequently limited. UNHCR estimates that more than half of the Syrian refugees are children, and some 400,000 remain out of school. Many off-camp Syrian refugees live in poor conditions, with rents often causing great strain on their already depleted resources. The socio-economic and political impact, not only of the refugee presence, but of the on-going conflict in Syria and Iraq itself, has led to inter-communal tension in refugee hosting areas across the country and increased the onward movement of migrants and Syrian refugees alike – towards EU borders (European Commission 2016).

### **5.2. Previous and On-going Interventions**

#### **5.2.1. Assistance in the Temporary Protection Centres**

Those residing in the Temporary Protection Centres (TPC) are accommodated in a mixture of (mainly) tents and containers. Since the start of the crisis, camps have been built fractionally. The camps are administered by AFAD, with services being also provided by various line ministries, the Turkish Red Crescent and UN agencies. There is widespread agreement among those governmental and non-governmental actors consulted in this study that on the whole these people are being provided with comprehensive and adequate assistance. As well as shelter, camp residents have been provided with

food assistance (through e-vouchers) and non-food items (NFIs), winter aid packages, all level health services, medicines and medical devices, protection services, psychosocial support (to address trauma, grief and stress) and education services for those children of school ages and adults. The continuous provision of “blanket” assistance in the camps may be subject to review, as Syrian refugees gain access to the labour market.

In 20 of the camps, residents are accommodated in tents. A minority live in containers that are more durable and cost effective over time, and which are supposed to be replaced after 10 years compared with 3 years for tents. While containers are more expensive to purchase initially, the overall cost incurred over the long term will be less. AFAD is planning to replace all the tents with containers on the basis that it will reduce the operational costs of the camps and improve living conditions (FSNA 2016).

As well as meeting the needs of people living in the camps, the TRC has also broadened relief activities to meet the needs of Syrian people living outside of the camps (mainly in urban areas). The TRC is aiming to expand its provision of assistance to those out-of-camp (including new arrivals) through community centres, food support (through the KIZILAYKART programme), unconditional multi-purpose cash support, NFI distributions, winterisation projects, and more mobile child friendly spaces (CFSs).

### **5.2.2. Cash-based assistance**

All Syrian refugees living in camps are provided with cash assistance through either the KIZILAYKART programme, supported by WFP, or a similar programme implemented by AFAD through its own card. The KIZILAYKART programme is being implemented both inside and outside of camps, but is not the only vector for resource transfers outside of camps, as various NGOs implement their own schemes through various other cards. Outside of camps, certain Syrian refugees also benefit from resource transfers through a variety of e-voucher cards identical or similar to the ones used in the camps, provided that they meet some costs themselves. Similar sets of vulnerability criteria are used by the various organisations implementing these e-voucher schemes.

KIZILAYKART scheme became operational for Syrian refugees living inside Turkey in October 2012, through the collaboration of WFP and TRC within the camps with the aim of allowing the Syrian refugees to purchase food supplies from registered retailers according to their cultural preferences. The programme also began operating in urban areas in June 2015, and is now active in cities in the provinces of Gaziantep, Şanlıurfa, Hatay, Kilis and Kahramanmaraş. Each month, 50 TL is uploaded to cards for each person in a household through HalkBank, using funds transferred to TRC by WFP. As of March 2016, the total amount transferred through this system was 332,411,340 TL. The needs assessment and budgeting for the projects implemented through KIZILAYKART (whether food or non-



food) is based upon numbers in a household, living conditions, as well as those who meet specific vulnerability criteria.

### **5.2.3. Non-food items**

In order to provide NFI support to 25,000 Syrian families living in urban areas of Turkey, the Supporting Urban Refugees project was established in late 2015 by TRC through the support of the IFRC. The project supports refugee beneficiaries residing in the cities of Izmir, Mersin, Konya, Bursa, Ankara, Istanbul, and Adana. The project provides blankets, food parcels, kitchen sets, hygiene sets and baby hygiene sets. In total, 7,773 families had benefited from these NFI distributions as of March 2015. Other actors, including UN agencies, IOM and NGOs, are also providing similar NFI support in various areas.

### **5.2.4. Family training programmes**

Family Training Programmes (AEP) are being provided to support both families in and out of camps, as they attempt to adapt socially to their new environment and to help promote constructive communication within families. AEP is being jointly implemented with UNICEF, which uses its parenting standards to stipulate what parents should know and attempt to do in order to advance their children's health, education and overall development. Through school and child-friendly spaces, activities are carried out aimed at supporting children's mental and emotional development through social, cultural, artistic and sport activities. Economic support services are also made available to refugee families. Numerous NGOs are providing similar services to those outside of camps. AEP run by the TRC require that beneficiaries are registered in the province in order to be entitled to access the services they provide. Some NGOs also provide AEP to the Syrian refugees but without the same requirement. More coordination between the various stakeholders would prevent any duplication and ensure that resources are expended more efficiently.

### **5.2.5. Community centres**

Located in urban areas, Community Centres (CCs) (see also section 8, Social Support and Cohesion) provide a range of services, including: psychosocial support services; referral services for clinical and legal issues; group therapies; provision of CFSs for children aged 4-18 years; training programmes and remedial education activities (vocational trainings, language classes, hygiene promotion, protection, first aid etc.); health and nutrition assessments; social activities to promote adaptation and social cohesion; volunteer activities for Syrian refugees; and assessment, advocacy and information sharing about the needs of the target population. CCs act as a key entry point for service providers in identifying needs and providing support services to Syrian refugees.

In CCs the 'child and youth friendly spaces' (CFSs, some of which are jointly implemented with UNICEF) provide trainings on: the rights of the child and youth; the requirements of a youth worker; teamwork and leadership; communication methods; inclusion policies and practices; intercultural perception and communication; conflict and crisis management; motivating young people; addressing trauma and anxiety; and basic life skills. Various other social, cultural and educational activities are also conducted with children and youth within the project.<sup>10</sup>

At the moment CCs are run by TRC and NGOs. The first TRC-run CC was established in Şanlıurfa in January 2015, within the scope of the TRC appeal that was launched in November 2012 by the IFRC. Further CCs have been established by the TRC in Istanbul, Konya and most recently in Ankara. In the near future, GoT plans to extend the CCs and operate them directly.

#### **5.2.6. Mobile child friendly spaces**

In order to reach Syrian children and adolescents that are unable to access CFSs in camps or community centres, mobile units have been established and deployed by TRC to Şanlıurfa and Hatay. More are planned for other provinces in the near future. The TRC teams assess the vulnerabilities and needs of families through household visits. Those provinces with the highest numbers of Syrian refugees have been targeted, as well as those that have received limited assistance thus far.

### **5.3. Identification and Analysis of Needs of Syrian Refugees**

#### **5.3.1. Registration and data**

A key challenge for most stakeholders in the humanitarian sector, and indeed in all sectors, is the lack of comprehensive data upon which needs can be assessed and interventions can be based. Some NGOs have assessed specific needs at the local level, but this has been limited and somewhat piecemeal. The capacity to collect and share data is limited due to the existing legislation in Turkey that prohibits the sharing and storing of personal information on individuals. But there are other reasons for this that the GoT has highlighted: including limited financial resources, security, and the excessive workloads of relevant public institutions face. The sheer numbers of Syrian refugees, their vast geographic spread but with very high concentrations in some provinces, have also presented challenges in collating and sharing data. Conducting assessments and the collection of data - even at the local level - requires permission from the DGMM. According to the GoT, the DGMM and related local authorities must assess all kinds of applications made by public institutions, NGOs and international institutions such as UN agencies, in order to prevent information inflation and duplication, which could result social unrest

---

<sup>10</sup> According to the TRC in April 2016, 5484 children in Şanlıurfa, 948 children in İstanbul, 764 children in Konya and 350 children in Ankara have benefited from the Child and Youth Programme (TRC 2016).

between local communities and Syrian refugees. But stakeholders emphasised the importance of being able to identify needs and target their interventions, and expressed an eagerness to work with the government authorities to find a solution, such that their work will compliment and support the government, which they recognise as being the lead in terms of the response to the crisis.

One stakeholder suggested the introduction of a single research entity that is responsible for collecting and storing all data that acts as a resource repository for all stakeholders. But the GoT pointed out that the DGMM is the only authority permitted by law to collect any kind of research data. It is perhaps worth noting that the collection of anonymised data is apparently permitted under the law. While such data would not assist in targeting beneficiaries, it would provide an overview of the key vulnerabilities, needs and their scale for the purposes of overall budgeting.

The government is planning to conduct a re-registration process of all Syrian refugees residing in Turkey. This will involve systematically collecting more comprehensive data, which should facilitate in the targeting of some interventions. Technical assistance is being provided by UNHCR. NGOs could also play a role in developing standardised assessment tools that are relevant to Syrian refugees.

### **5.3.2. Emergency Social Safety Net**

For many stakeholders, the establishment of an Emergency Social Safety Net (ESSN) that is freely accessible to Syrian refugees is a clear gap. The GoT has different social safety net programmes, including cash transfers and last resort programmes, non-contributory social pensions, other cash transfers programmes (child, family and orphan allowances, birth and death grants, disability benefits, and other allowances), conditional cash transfers, in-kind food transfers (food stamps and vouchers, food rations, supplementary feeding, and emergency food distribution), school feeding, other social assistance programmes (housing allowances, scholarships, fee waivers, health subsidies, and other social assistance) and public works programmes (cash for work and food for work). Currently, Syrian refugees have the right to access most these services. This would be complemented by the provision of services in areas such as protection, specific health interventions (such as disabilities) and activities related to informal education. Many out-of-camp Syrian refugees are impoverished and vulnerable to shocks and require predictable support delivered in a dignified manner (see also Section 8 on Social Support and Cohesion). The roll-out of unconditional multi-purpose cash assistance to as many as 1 million Syrian refugees under an ESSN is currently being developed by TRC and WFP in collaboration with the MoFSP, UNICEF and UNHCR.

In collaboration with partners, ECHO is planning to shift from the current mechanism of EU-provided humanitarian funding towards the implementation of a multi-purpose resource-transfer ESSN scheme, ideally via a system of resource transfers. This would involve a basic needs-based approach (including food, non-food items, shelter) in order to decrease the push-factors that compel Syrian refugees into

onward migration. It is envisaged that this system will build on the current European Commission-funded transfer projects to expand it into a much more encompassing model, both in terms of the services provided and the geographical scope - and thus the beneficiaries supported.

### **5.3.3. Education and child specific issues**

Over half of the Syrian refugee population in Turkey today are children and youth. About 325,000 of the children of school age have access to formal education, although barriers such as child labour, language, the need to first have access to accelerated learning programme and the lack of transportation to and from school, make attendance difficult. Some Syrian refugee children have not attended school for up to 4 years (See more under Section 6, Education). This is an issue that crosscuts with livelihoods and social inclusion. All this has implications for their protection and socioeconomic wellbeing, and their ability to eventually join the labour market. There are concerns (but not widespread or of great concern at this stage) about social cohesion and about the potential of radicalisation among young people that are unable to speak and understand Turkish, socially adapt or establish a sustainable livelihood. It is in this context that many providers of humanitarian assistance have been providing educational services. When children attend school, whether they are formal or non-formal ones, it is possible to assess their needs and address them at least to some extent. For example, schools provide an environment where protection, nutrition, health and psychosocial needs can be identified.

### **5.3.4. Partnerships and coordination**

Numerous NGOs providing humanitarian assistance expressed an eagerness to work with Turkish NGO partners, but struggle to find ones with the requisite skills and experience. They called for support in enhancing the capacity of local NGOs to work with displaced people. It was evident from discussions with a range of stakeholders in southeast Turkey that many national and local NGOs have projects in various sectors, sometimes with significant human and other resources. Additionally, they have demonstrably high levels of cooperation with Syrian NGOs and community leaders. However, language (English specifically) is sometimes a limitation in cooperating with NGOs. There is a need for further exploration of what the needs are, and how these various stakeholders can establish more partnerships and collaborate more effectively.

## **5.4. Planned Interventions**

With respect to addressing the humanitarian needs of Syrian refugees in the future, the FSNA (2016) document proposes adopting a medium and long-term approach (See Annex 8). It recognises that most of the Syrian refugees are unlikely to want to return to what would be an unpredictable and insecure future in Syria, and thus proposes a more 'comprehensive and permanent way' to provide

essential services 'within the framework of the urgent humanitarian relief', to ensure the coverage of immediate basic needs, including food and non-food assistance, housing (including the replacement of tents camps into containers), clothing, health services and winter support. Most stakeholders consulted during this study have agreed that the approach increasingly being adopted is rooted in resilience and self-reliance. For this reason, all sectors need to be considered holistically in assessing needs and developing appropriate responses.

However, the FSNA document also highlights the importance of meeting the food and other humanitarian needs of Syrian refugees living out of the camps. It also refers to the importance of centres where education and orientation activities can be carried out. It calls for the establishment of a common database and an information system for tracking assistance being delivered and coordinating these activities.

It is extremely difficult to critically assess and validate the financial costing that is provided in the FSNA report in relation to humanitarian assistance. The figures provided are scant on details about how the funding will be used. Stakeholders consulted claimed that they are unable to corroborate the figures because they are unable to conduct a comprehensive assessment of needs. ECHO claimed that even basic information in relation to their own sectoral spending and number of beneficiaries is misleading, since it does not capture the type of assistance ECHO provides (i.e. monthly food rations over a period of 12 months; one-off WASH assistance; infrastructure support, etc.). While ECHO has basic data in terms of on-going and planned expenditure, it argued that sharing this data would result in it being taken out of context and is thus not helpful.<sup>11</sup> The GoT argues that more than half of the Syrian refugee population is in need of humanitarian assistance. The FSNA report places emphasis on upgrading the camps, cash transfers and transfers of NFIs, and these represent the majority of the proposed expenditure under the humanitarian assistance.

As has been stated, other stakeholders consulted argued it is difficult to assess and programme for the provision of humanitarian assistance unless existing data is shared or further data is collected. But most were emphatic that the priority humanitarian needs were for Syrian (and some non-Syrian) refugees that reside outside of camps. The main needs were identified as being protection (particularly in relation to child labour, SGBV and early marriage), primary and psychosocial healthcare to those in remote areas, and the wider provision of cash assistance.

---

<sup>11</sup> This perspective was provided in response to requests for data during an email exchange with an ECHO representative in Ankara in April 2016.

## 5.5. Summary of Findings

Those Syrian refugees residing out-of-camps are clearly more vulnerable and in need of enhanced humanitarian assistance than those in camps, although the extent of their vulnerabilities and how to target assistance is not known in detail. There is a great need for a comprehensive needs assessment for this population and for this data and existing key information to be shared with relevant stakeholders. The planned re-registration of the Syrian refugees will help. Government line ministries and agencies are highly competent and are doing a good job on the whole, in what is a complex situation and a huge challenge. But partnerships and coordination with some UN agencies and NGOs remain a key challenge; and local NGOs need capacity building. The standardisation and harmonisation of needs assessment studies and responses among all stakeholders is crucial.

While the focus of support for the majority of Syrian refugees is shifting to one that is based upon resilience and self-reliance, significant numbers still require more urgent humanitarian assistance (including new arrivals, and others with vulnerabilities that have not been addressed or even identified). Some will require humanitarian assistance for a sustained period of time, given their lack of a sustainable livelihood. Many of the more vulnerable still struggle to pay rent and meet basic needs, including sufficient food for the household. Particularly vulnerable groups include the following: Female, widow, elderly and child headed households, households with one or more person with a chronic disease or disability that makes them unable to seek employment and unregistered refugees or those awaiting registration.

ECHO estimates that at least 30% of out-of-camp Syrian refugees are unable to cover their basic needs, defined by average expenditure per household per month (including items listed in a minimum expenditure basket). ECHO prefers not to refer to sectors specifically in terms of needs, since most can be addressed through cash transfers at the household level. Access to health and education is feasible in principle but not always in practice. Significant gaps still remain in specialised services such as mental health, physical rehabilitation, etc. The need for more data in terms of humanitarian needs is therefore particularly acute for ECHO and its implementing partners in the following areas: physical and mental health, food security and nutrition, protection needs (especially of women and children).

The following text boxes provide an overview of the current situation in the areas identified in previous sections regarding humanitarian assistance and also point to the priority needs underlying each and possible interventions.

## Food security and NFIs

<b>Current Situation</b>	<ul style="list-style-type: none"><li>• Provision in camps is adequate. Various Cash programmes being extended to some of those out of camps</li></ul>
<b>Priority Needs</b>	<ul style="list-style-type: none"><li>• Need to further extend provision of Cash assistance to large numbers outside camps (in the form of paper and electronic vouchers), as well as NFIs including winterisation assistance, especially for new arrivals and other vulnerable groups</li></ul>

## Healthcare

<b>Current Situation</b>	<ul style="list-style-type: none"><li>• Provision in camps is adequate. Those outside the camps entitled to healthcare but access is limited for many in practice</li></ul>
<b>Priority Needs</b>	<ul style="list-style-type: none"><li>• Physical rehabilitation/post-operative care for war wounded, and primary health care services in some acutely under-served areas and provision of mental healthcare needs to be extended significantly</li></ul>

## Protection

<b>Current Situation</b>	<ul style="list-style-type: none"><li>• Protection needs of those in camps and many out of camps have been addressed.</li><li>• But new arrivals and vulnerable groups require further attention, including those at risk of child labour, those with disabilities, or suffering from psychological problems, stress and trauma</li></ul>
<b>Priority Needs</b>	<ul style="list-style-type: none"><li>• Interventions include case management, referral, outreach, Special Needs Fund as well as child protection and gender-based violence programmes, extending access to Emergency Social Safety Net</li></ul>

## Sheltering

<b>Current Situation</b>	<ul style="list-style-type: none"><li>• 20 of TPC are made of tents and the rest of 6 are made of containers</li><li>• Due to the overall life conditions in the TPC, investment and operational costs incurred and the envisaged extended stay of refugees, the replacement of tents to containers is strongly supported by GoT</li></ul>
<b>Priority Needs</b>	<ul style="list-style-type: none"><li>• Supporting the replacement of tents to containers to provide suitable life condition to most vulnerable groups.</li></ul>

Priorities	Interventions	Gaps
Basic Needs	Cash assistance through the ESSN	Focus on out-of-camp Syrian refugees (urban and rural); unregistered; extremely vulnerable; incl. non- Syrian refugees
Food security	Cash assistance (AFAD & KIZILAYKART) programme in camps; KIZILAYKART and NGOs for some out-of camp	Out-of-camp (urban and rural): unregistered; and extremely vulnerable refugees (incl. non Syrians)
NFI and Winterisation support	Those in camps are well supported; TRC, IOM, AFAD, UNHCR, UNICEF, NGOs and others providing support to some out of camps	Out-of-camp (urban and rural): unregistered; and extremely vulnerable refugees (incl. non Syrians)
Health	Those in camps and most out of camps have access to key health services.	Main concern is that some out of camps do not have access to emergency healthcare. Barriers to effective access to be addressed at a large scale
Shelter and accommodation	Replacement of tents to containers in camps. Rent out of camps.	Affordable rent for those in urban areas; relocation of those in overcrowded/unsafe locations; payment of rent.
Protection	Camps; CCs; AEP; Mobile CFSs; NGO/INGO outreach	Lack of information about and capacity to address primary protection concerns for all refugees, with greatest gap for out-of-camp, early marriage, child labour, access to legal services, statelessness, referrals.



## 6. Education

### 6.1. Background and Context

Out of a total of 2.7 million Syrian refugees in Turkey today, more than 1.2 million are children that are under the age of 18 (see Annex 5). The challenge of providing education to Syrian refugees is intensifying, as the situation grows increasingly alarming with the Syrian population continuing to grow with new arrivals as well as high birth rates.<sup>12</sup> As a result, the education system in Turkey is being put under considerable strain. All children in Turkey, regardless of their nationality, have the right to access education without discrimination.<sup>13</sup> This includes the right to receive primary and secondary education free of charge. The GoT has also taken specific steps to ensure and improve access to education for all Syrian refugees living in the country. The Ministry of National Education's (MoNE) circular on foreigners' access to education (No 2014/21) issued in September 2014 ensures that foreigners under Temporary Protection have access to educational services delivered through schools and temporary education centres overseen by the education directorates in provinces. It also removes the restrictions that required Syrian refugees to produce a Turkish residency permit to be able to register at school.

Primary and secondary education in Turkey is compulsory for all boys and girls and is provided free of charge in public schools. Primary school covers education and teaching directed to children aged 6–14 and lasts 8 years (four years of elementary school + four years of middle school). Secondary education covers general, vocational and technical high schools. Syrian refugees in Turkey in the compulsory schooling age have two pathways to education (Yuva Association 2014). Within formal education, the government has opened the doors of the public schools to Syrian refugee children, where they are taught in the Turkish curriculum. The other pathway is through the Temporary Education Centres (TECs), which apply an adapted Syrian curriculum in Arabic. These schools are run by the MoNE, but also include support by various NGOs, individuals and community organisations.

Although Turkey has set policies that enable Syrian refugees to enrol in free public education and has achieved high enrolment rates in camps at 90%, outside of the camps enrolment is still significantly low at 26% (Emin 2016). According to most recent figures of the MoNE, 323,592 children (aged 3-17) are enrolled in pre-, primary and secondary schools (Table 5). This leaves more than half a million

---

<sup>12</sup> According to Emin (2016) at least five new babies are born each day in the camps.

<sup>13</sup> Protection for all children, regardless of nationality, is ensured by the legal framework of Turkey's Child Protection Law No. 5395. Moreover, Turkey is party to a number of international treaties that outline this right, including the International Covenant on Economic, Social and Cultural Rights (ICESCR), the Convention on the Rights of the Child (CRC), the International Covenant on Civil and Political Rights (ICCPR), the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) and the European Convention on Human Rights (ECHR). Under the Constitution (Article 42), Turkey reserves the right to interpret and apply the provisions that set out the parents' right to send their children to non-government schools for the purpose of ensuring the religious and moral education of their children in conformity with their own convictions.

Syrian refugees aged 5-17 who have no access to education. Enrolment rates are also much higher in primary education with numbers dropping sharply in secondary education.

**Table 5 – Stages of education**

Stages of the education	Number of children enrolled in schools and TECs	Total number of children	Enrolment rates
Pre-school (3-5)	18,441	244,355 <sup>14</sup>	7 %
Primary school (5- 14)	279,126	677,142 <sup>15</sup>	40%
Secondary school (14-17)	33,207	237,080	14%

Source: MoNE, March 2016 and DGMM, April 2016

As tables 6 and 7 below indicate, the number of Syrian refugee students enrolled in Turkish schools is generally much lower compared to those enrolled in TECs. Accordingly, 77% of Syrian children are attending TECs and 23% are attending Turkish schools.

**Table 6 - Number of students and where they continue their education (start of 2015-2016)**

Establishment	Number	Location
TECs	80,597	Camps
TECs	167,247	Outside the camps
Turkish schools	75,748	Outside the camps
<b>TOTAL</b>	<b>323,592</b>	

Source: MoNE, Feb 2016

**Table 7 - Number of students by grade and school type**

CLASS	PUBLIC TURKISH SCHOOLS	TEMPORARY EDUCATION CENTRES	TOTAL
<b>Pre-school total</b>	<b>4,757</b>	<b>13,684</b>	<b>18,441</b>
Grade 1	23,476	50,275	73,751
Grade 2	13,033	50,275	63,308
Grade 3	8,097	31,686	39,783
Grade 4	6,809	23,215	30,024
Grade 5	5,255	18,964	24,219
Grade 6	3,746	16,211	19,957

<sup>14</sup> This number is approximate, as pre-school involves the education of children in the age group of 3 (children who have completed 36 months, who were born between first and 9th months of 2011) age group 4 and age group 5 (children who are younger than 66 months, who were born between 4th and 12th months of 2009) who have not reached the age of compulsory primary education.

<sup>15</sup> The number is approximate, as the number includes the data from 5-14, and in pre-school group the age of 5 is also included.

CLASS	PUBLIC TURKISH SCHOOLS	TEMPORARY EDUCATION CENTRES	TOTAL
Grade 7	3,010	12,441	15,451
Grade 8	2,351	10,282	12,633
<b>Primary total</b>	<b>65,777</b>	<b>213,349</b>	<b>279,126</b>
Grade 9	1,785	9,679	11,464
Grade 10	1,396	6,901	8,297
Grade 11	1,094	4,601	5,695
Grade 12	939	6,812	7,751
<b>Secondary total</b>	<b>5,214</b>	<b>27,993</b>	<b>33,207</b>
<b>TOTAL</b>	<b>75,748</b>	<b>247,844</b>	<b>323,592</b>

Source: MoNE, March 2016

Regarding higher education, Syrian students who have completed their secondary education in TECs or hold certificates indicating that they have graduated from secondary school in Syria can take the High School Proficiency and Equivalency Examination for Foreign Students (YÖLYDS). Obtaining the exam certificate will give them the chance to attend higher education institutions. To enrol in university in the 1st year, students also need to take the Turkish competence exam (TÖMER) and the Foreign Student Exam (YÖS), whose entrance examination is designed for foreign students wishing to study in Higher Education institutions in Turkey. For Syrian refugees, opportunities for accessing Turkish higher education have recently improved dramatically. Between 2012-13 and 2013-14, Turkish universities experienced a 300% increase in the number of Syrian refugee students registering (Watenpugh, Fricke and King 2015). Notwithstanding this notable increase, at present, the number of university-age Syrian refugees attending higher education in Turkey is still low. According to figures obtained by MoNE as of March 2016 there are just over 9,583 Syrian students enrolled in Turkish universities, and of these only 30% are women. Yet in pre-war Syria women constituted approximately half of the university population (ibid.). The Council of Higher Education, the body in charge of higher education in Turkey, has removed the tuition fees for Syrian refugee students. Additionally the Presidency of Turks and Abroad and Related Communities (YTB) is providing scholarships for some students to support their accommodation, transportation and other expenses.

Non-formal education (NFE) in Turkey is offered mainly through Public Education Centres, which are catered mostly to adults and include educational and vocational courses, such as literacy, language, IT courses, handicrafts, music and the like. Syrian refugees are given free access to all courses in these centres. Community centres operated by NGOs also offer NFE courses, including life skills education, psychosocial support, children's activities, pre-school education, adult literacy, and programmes to

promote social integration within host communities. In camps, AFAD provides various NFE courses in coordination with MoNE as well, especially for adults.

## 6.2. Previous and On-going Interventions

The interventions outlined below have been carried out by the main stakeholders in the education sector and have been mainly focused on infrastructure, incentives and training for teachers, stationary, scholarships and transportation.

- **31** new TEC buildings have been constructed (UNICEF).
- **218** existing school buildings have been renovated or refurbished (UNICEF)
- As of March 2016 nearly **11,940** Syrian volunteer teachers in camps and host communities are supported with monthly incentives in camps and host communities (UNICEF)
- **1,500** Syrian volunteer teachers in camps and host communities are supported with monthly incentives by the Turkiye Diyanet Foundation, Concern World Wide, Blue Crescent and Zekat Foundation.
- **2,850** teachers received training on Continuing Education in Emergencies (MoNE and UNICEF).
- Over **6,700** Syrian teachers in camps and host communities received psychosocial support training (MoNE and UNICEF).
- Over **284,000** Syrian and Turkish children received school bags and stationery items in 2015 (MoNE and UNICEF).
- **21** libraries have been established in camps to promote literacy (MoNE and UNICEF).
- **50** early childhood development kits have been provided to preschools and CFS in all camps (MoNE and UNICEF)
- **370** recreation kits were delivered to **33,300** children in **211** schools and TECs across the country (MoNE and UNICEF)
- **10** provincial plans (PAPs) were prepared to strengthen the education system for better responding to the needs of Syrian children (MoNE and UNICEF)
- Technical and financial support for the Education Management Information System for Foreigners (YÖBIS).
- Funding for setting up the “High School Proficiency and Equivalent exam” conducted by the Directorate General for Assessment and Evaluation. (MoNE and UNICEF)
- **1,762** students benefit from higher education scholarship (YTB)
- **5,000** students are receiving full transportation fees (IOM)
- **70** students received full cost scholarship from the Albert Einstein German Academic Refugee Initiative Fund (DAFI) for 2015-2016 (UNHCR + the German Government).
- **3100 students** in 2015 were granted with equivalence certificates (YÖLYDS) out of 8,500 candidates. Those at a graduate level are placed in various universities in the country (MoNE).

## 6.3. Identification and Analysis of Needs of Syrian Refugees

### 6.3.1. Increasing enrolment

Increasing enrolment of Syrian refugee children and youth in all stages of education is a top priority. *Preschool education* is vital for addressing the developmental and educational needs of Syrian refugee children at an early age. According to MoNE, the barrier to reaching preschool education is that there is insufficient physical capacity, and that the monthly fee to cover the salaries of the teachers will put the government under significant economic pressure. MoNE is working on increasing the enrolment of refugee children in preschool education and is planning to give priority to children whose families are working. Community-based initiatives in the areas where both Syrian refugees and host communities live together could increase the numbers of children having access to preschool education, whilst also contributing to the social cohesion and learning readiness of both Turkish and Syrian refugee children (Jalbout 2015).

As indicated in table 5 above, enrolment rates in compulsory *primary and secondary education* in Turkey for Syrian refugees remains low, at 40% and 14% respectively. Generally speaking, enrolment needs to significantly increase, and should also be followed by close attendance monitoring. For example, dropouts can be monitored via the E-School system. It is also crucial that the refugee children are placed in the right level when enrolling in school, to ensure that they remain motivated and do not drop out. Strategies that tackle food security can also improve enrolment. Providing feeding programmes inside schools can encourage many parents to send their children to school. Adding extra school days (Saturdays and Sundays) could also compensate for the lack of spaces in schools and allow more children to enrol in the education system.

Special measures are needed to improve the very low enrolments in secondary school. This is reflected in the general number of students who enrol in secondary education and the smaller number of students who manage to complete it. It is especially challenging for students who continue their education in a Turkish school, due to the language barrier and the new curriculum, or those who have been out of school for longer periods of time, making it more difficult for them to reintegrate into formal schooling. Moreover, as students in secondary education become older, many of them need to take on responsibilities inside their families, making it harder for them to dedicate time to their studies. The challenge is exacerbated especially for boys, who often have to work in order to contribute to or even become the main source of income if parents are unable to work. At the same time girls, especially from poor and conservative families, are either kept home to look after members of their family or are married at a young age to lessen the financial and protection burden on their families (See also Section 10, Social Support and Cohesion). Conditional cash transfer support for parents who send their children to school can be one of the ways to improve attendance and enrolment. Early

marriage is also an issue that needs sensitive handling and awareness sessions need to be set up inside the schools for teachers, parents and students.

Regarding the children with *Special education needs* (SEN), it is imperative that these children are enrolled in education and that they are offered the same opportunities that Turkish children with SEN are offered. Enrolment of children with education impediments should be a priority for GoT. According to the FSNA, MoNE is working on improving this area.

For *tertiary education*, increasing the number of full or partial scholarships will help to improve enrolment in general, as many students do find themselves under considerable pressure to balance work with study in order to be able to pay for their accommodation, transportation and other expenses, which understandably can negatively impact their performance. Syrian refugee students also experience many difficulties enrolling in university due to procedural requirements and differences in the rules of universities (for credits, documents required etc.). The situation changes depending on whether students join in the first year of university or whether they have previously studied in Syria and they join university in the 2nd or 3rd year. For students who have studied in Turkey, they need to have obtained the certificate of the High School Proficiency and Equivalency Examination for Foreign Students (40% of students passed the exam in 2015). To enrol in university in the 1st year, students need to take the Turkish competence exam (TÖMER) and the Foreign Student Exam (YÖS), whose entrance examination is designed for foreign students wishing to study in Higher Education institutions in Turkey. Each university has its own exam. The exam fees are quite high for students who have not managed to find funding (TÖMER is \$200 and YÖS \$50). If students wish to attend the 2nd year or higher, they need to take the TÖMER exam and the university decides the credits that are valid and decides whether or not to accept the students. This requirement also applies to Turkish students. For students that previously studied in university in Syria, there are added difficulties in obtaining documents from their previous universities and/or getting their credits and documents recognised in Turkey, which is indeed a global problem as every university has the right to accept or deny credits and documents.

Further development of the *non-formal education* sector is also needed. In order to be able to tackle some of the biggest problems which formal education cannot cover for several of the reasons mentioned above, non-formal education should be more developed creating new programmes and training which cover areas which formal education cannot cover.

### **6.3.2. Eliminating barriers to access**

In order to increase the numbers of school enrolment for Syrian children it is important to recognise and address some of the following barriers:

*Better information* about available educational services can improve enrolment, as some families may not know the process to enrol their children in schools and the options they have (Mercy Corps 2015). Due to conflict and displacement, many Syrian refugee children have either not been able to attend school at all, or their schooling has been interrupted. Hence there is a need to increase the number of *remedial education classes*, catch-up classes and accelerated learning programmes as the numbers of these programmes are currently not sufficient and do not cover the children's needs.

*Better coordination* is needed between the community centres where students have followed their catch-up programmes and the schools where children are enrolled after. This will help the Syrian refugee children get enrolled in the right level ensuring that they will continue their education.

*Transportation costs* is a major barrier preventing Syrian refugee children from going to school. There is a need to cover or support transport costs for students, which is around 100-150 TL a month, as many refugee families cannot afford it. The IOM is one of the main organisations covering transportation costs for children who live more than 2km away from school and currently covers 5,000 children. According to the FSNA, GoT is planning to offer support to 50,000 students who live between 3km or more from the nearest education provider.

*Additional costs*, such as stationery and textbooks are an issue for many families. MoNE is planning to support these costs in the provinces with the highest density of Syrian refugees. The cost will be based on per student cost calculation as used by MoNE for the year 2015. While local authorities are operating most TECs, there are others that have been established by charitable associations and individual donors that charge tuition fees ranging from 440 TL (\$158 USD) to 650 TL (\$234) per year (Human Rights Watch 2015). However, as MoNE representatives have informed the Project Team these kinds of centres are illegal according to Turkish legislation. Education is to be free of charge for Syrian refugee children, hence relevant authorities have been shutting down these centres when they identify them.

### **6.3.3. Improving capacities**

*Frameworks.* To increase institutional capacity, there is always a need to update legislation and regulation around the legal status and management of schools, as well as the curriculum. MoNE will adapt its legislation in the fields that they consider appropriate.

*Physical capacities.* Given the high number of Syrian refugee children remaining out of school, there is a compelling need for additional capacity by way of upgrading, maintenance and repair of schools so as to increase intakes. New construction needs to pursue a building strategy that includes: (1) facilitation of both short and longer-term scenarios (to the extent possible) and (2) repurposing of buildings. 6,185 new classrooms will be prioritised for 2016-2017. The new classrooms will be provided

with new equipment for an additional 185,000 students in the provinces with the highest density of Syrian refugees (See related Table 9 below).<sup>16</sup>

*Human resources.* More Syrian refugees and Turkish teachers are needed to cover the needs of the increasing number of students. In Turkey there is on average one teacher for every 30 students. Various teacher incentives including financial and career opportunity are necessary across all hosting regions. There are greater employment opportunities for Turkish students, teachers and other educated adults in all levels of education and community-based initiatives. Similarly, there are possibilities for Syrian refugee students, teachers and other educated adults to work in the education sector. In order to improve the number of Syrian refugee teachers, it is important that the salaries the Turkish teachers receive and the “incentive” (600 TL in the camp and 900 TL in host communities) that Syrian refugee teachers receive do not create a feeling of unfairness that may affect the quality of education. MoNE is planning to employ Syrian teachers on a substitute basis in turn for a course fee. After necessary measures, Syrian teachers can get the same hour rates as their Turkish peers. There is also a need to create the position of Syrian teacher assistants in Turkish schools with Syrian refugee students. These teacher assistants can support Turkish teachers in the classrooms to help Syrian students overcome learning barriers and to support them in a classroom environment. Special Turkish courses should also be created for Syrian refugee teachers so they are better equipped to support the Syrian refugee students in Turkish schools and TECs (See related Table 12 below).

#### **6.3.4. Improving the quality of education**

While most interventions for Syrian refugees by the MoNE have focused more on increasing enrolment, guaranteeing *quality of education* still remains a serious challenge. While teacher-training plans have been set up, a post-monitoring phase of this training has not yet been implemented which renders the plan less efficient. *Teacher training* is needed to deal with classes where there are students who have multiple skill levels, traumatised students and overcrowding. All teachers should have access to teacher training according to the level of education that they teach. It is important to include in all the teacher trainings a chapter related to child protection, in order to raise awareness among Turkish teachers about the background and the complex needs of Syrian refugee pupils. It is also crucial that the training promotes diversity and inclusion. Increased monitoring is also needed in order to guarantee quality teaching in the TECs. In order to be able to monitor the TECs, the government of Turkey has employed Turkish principles speaking Arabic language.

*Adequate instructional time* in first and second shift schools needs to be achieved. Adding a second shift means reducing time spent in school each day for one or both shifts. This has meant reduced

---

<sup>16</sup> According to the prioritised needs for EU 3 billion refugee facility prepared by the GoT (See Annex 9).



instructional time for the Syrian refugee students—and, in some cases, the host-country students—affecting the quality of education. However, double-shifted schools do not necessarily mean a reduction in the quality of education, as long as adequate instructional time is maintained and teacher quality is consistent in both shifts. Actions should be taken after the training to monitor the efficiency and to support teachers in the short-term.

To increase enrolment *new teaching and learning methods* are also needed. Other innovative and cost-effective approaches such as accredited online education programmes must be considered. MoNE is working on designing a distance-learning program to improve the schooling ratio of Syrian refugee children at the age of secondary education. To provide better quality, the government needs to improve its management systems to support increased responsibilities with respect to the Syrian refugees education.

Last but not least, increasing access to *psychosocial support* inside the TECs and public schools can help SuTP children to overcome many of the traumatic situations that they have faced and to focus more on education (See also Section 8, Social Support and Cohesion).

#### **6.3.5. Addressing cultural and integration needs of Syrian refugees**

Among the reasons why some Syrian refugees families do not want to enrol their children in Turkish school is the fact that they are afraid of children losing their *cultural identity* by following the Turkish curriculum, which is taught in Turkish. More awareness sessions must be made available to parents to help them understand the importance of integrating their children into the Turkish education system. Also, more Arabic and culture classes should be taught to ensure that Syrian refugee children maintain their language and culture alive. GoT is designing special programs during non-school hours so that Syrian refugee students may maintain their cultural identity.

There is a high demand for *Turkish language courses*, while current capacity is unable to meet this demand. As language is one of the main barriers to be able to have access to education, it is necessary to increase the number of Turkish classes available in public schools, TECs and community centres in areas with the highest number of Syrian refugees. The impact of the language barrier on Syrian refugees ability to access Turkish schools is considerable, hence Turkish language courses need to be reinforced so that refugee youth and children can attend Turkish government schools where Turkish is the language of instruction, and adults can access different education opportunities. MoNE has added 5 hours of Turkish to the teaching hours at primary education in the TECs. In secondary education, between 3 or 4 hours per week of Turkish courses have been included in the curriculum.

*Certifications* for studies carried out in Turkey are vital for refugees both so they can integrate into the host society and in case there is the possibility of returning to living Syria. The GoT has taken very important steps in order to provide better certification by allowing TECs to issue year-end and end-of-

semester report cards using a standardised format that are produced using YÖBIS information management system. MoNE has also introduced the grade 12 equivalence examinations in order to provide students with a record of having completed Grade 12. These are important steps, but short-term measures. There is now a need for a longer-term vision about how best to meet the needs of Syrian refugee children in a way that establishes opportunities for transitions between levels of formal schooling, transition to vocational programmes/streams and also access to higher education in Turkey and abroad.

It is important that the *curriculum* used both in Turkish public schools and TECs leads to the integration of Syrian refugee children into the education system and keeps the Arabic maternal language and culture alive. The adapted Syrian curriculum in Arabic may even be easier in the short term to help Syrian children adapt to the new country, but it does not allow children in the short and medium term to integrate into the Turkish education system as the curriculum is in Arabic. Also, although the Turkish curriculum translated into Arabic, which is going to be introduced soon in Turkey, can help children to understand and learn about the country where they are living, it does not, however, facilitate children's integration into the Turkish education system in the short-medium term.

There is a need to follow *an integrated education approach*. In the long run this will promote social cohesion and help Syrian refugee students' transition to employment and further education in Turkey. It can also provide a sense of fairness to Syrian refugees and offer more sustainable and higher-quality education as opposed to a parallel education system solely for Syrian refugees.

#### **6.4. Identification and Analysis of Needs of Provinces Hosting Syrian Refugees**

Many of the hosting communities had been facing the problem of overcrowded classrooms even before the arrival of the Syrian refugees (Çağaptay 2013). Between 2014-2015, the number of students per classroom was 35 in Southeast Anatolia and 37 per classroom in Istanbul (Education Reform Initiative 2015). Schools "were already in a disadvantaged position [prior to the arrival of the Syrian population] in terms of basic education indicators such as enrolment rates, student per teacher, or student per classroom ratios" (Human Rights Watch 2015, p. 19). Public educational services in these areas are "extremely strained" now that they are faced with an influx of Syrian refugee students (ibid.). Table 8 below outlines the total number of Syrian refugees in provinces of high refugee density who have access to education by grades in Public schools and TECs. From looking at the current education situation of the provinces with the highest density of Syrian refugees, we can observe (in the last 2 columns of the following table) how the number of students who are enrolled in pre-school, primary and secondary education remains low.

**Table 8 – School enrolment numbers in the provinces with the highest density of Syrian refugees**

Name of provinces	No. of Syrian refugees	No. of children aged 5-17	No. of children enrolled in pre-primary & secondary education	No. of children in TECs	No. of children in Turkish schools
Şanlıurfa	401,084	134,067	48,971	46,298	2,673
Hatay	386,090	114,967	50,080	47,255	2,825
Istanbul	394,571	113,490	38,847	23,741	15,106
Gaziantep	325,151	108,774	55,053	45,501	9,552
Adana	150,117	49,407	17,633	14,712	2,921
Mersin	138,634	42,694	15,919	12,440	3,479
Kilis	129,221	45,868	19,407	19,254	153
Mardin	97,768	27,041	8,207	6,805	1,402
Bursa	96,833	28,230	7,414	N/A	7,414
Izmir	90,615	27,256	4,966	N/A	4,966

Source: FSNA and MoNE, March 2016

Although there is no detailed information to determine the needs of each of the provinces hosting Syrian refugees and what the main barriers are to enrolling in education in each of them, it seems that there are similar needs in the provinces hosting the highest percentage of Syrian refugees which include Şanlıurfa, Hatay, Gaziantep, Istanbul, Adana, Kilis, Mersin, Kahramanmaraş, Mardin, Bursa, Izmir, Konya and Ankara. These provinces have the highest number of Syrian refugees children in primary and secondary education (5-17), target group for the GoT from 2016-2018. Many of these needs that have been identified in the FSNA affecting the provinces where the Syrian refugees live may also apply to the Turks living in the same provinces. Outlined below is a breakdown of the needs of a number of the provinces, based on information provided primarily by MoNE.

#### **6.4.1. Infrastructure**

At a provincial level, new classrooms need to be built to be able to accommodate more children in school. Construction of educational buildings and increasing the physical capacity of public education centres which offer services for the Syrian refugees are necessary. The MoNE plans to increase the infrastructure in the following provinces under Table 9, with a total of 26,615 new classrooms being needed for the period of 2016-2017. As part of the Prioritised Needs for EU 3 billion facility (See Annex 9/a), 6,185 new classrooms will be established in this period. The new classrooms will accommodate a total of 30 students per classroom, following the Turkish average of number of students per class.

**Table 9 - Construction of educational buildings according to the provinces**

Provinces	Investment in thousand TL	Province total classroom need	5-17 age group Syrian refugees	Prioritised classroom need	Investment cost	Current cost
Şanlıurfa	260.830	4,319	129,563	1,004	260,830	50,000
Hatay	230.464	3,816	114,479	887	230,464	42,765
Gaziantep	218.012	3,613	108,389	840	218,204	39,650
Istanbul	218.012	3,610	108,294	839	218,013	39,617
Adana	97.589	1,616	48,476	375	97,590	17,838
Kilis	92.272	1,528	45,835	355	92,273	16,251
Mersin	84.113	1,393	41,782	324	84,114	15,513
Kahramanmaraş	54.866	908	27,254	211	54,867	9,967
Mardin	54.599	904	27,121	210	54,599	9,721
Bursa	54.425	901	27,035	209	54,426	9,650
Izmir	52.321	866	25,990	201	52,322	9,028
Konya	40.472	670	20,104	156	40,472	6,983
Ankara	36.221	600	17,992	139	36,221	6,250
Kayseri	27.941	463	13,879	108	27,941	4,821
Osmaniye	23.908	396	11,876	92	23,908	4,125
Diyarbakır	18.549	307	9,214	71	18,549	3,201
Adıyaman	17.287	286	8,587	67	17,287	2,983
Malatya	12.878	213	6,397	50	12,878	2,222
Kocaeli	12.457	206	6,188	48	12,457	2,149

Source: MoNE, March 2016

#### **6.4.2. Supply of student textbooks and stationery and operating expenditure for school buildings**

According to the FSNA, there is a need to supply students with textbooks and stationery, and also a need to cover the operating expenditure of the schools in the provinces hosting Syrian refugees. Although both needs are different, the expenditure has been calculated in the FSNA together so we do not know what the precise costs will be to address each of the needs. In addition to the student

support and stationery, MoNE is also planning to support the provision of casual clothing for students and operating expenses of school buildings (water, electricity, heating and cleaning). Please see below the general expenditure according to each of the provinces' needs. We do not have available data on how much will be spent on each student<sup>17</sup> with regard to stationery, textbooks and clothing, as the figures, as mentioned above, have not been broken down.

**Table 10 – Clothing provision for students and operating expenses of school buildings per province**

Provinces	Investment (in thousand TL)
Şanlıurfa	45,004
Hatay	39,765
Gaziantep	37,649
Istanbul	37,616
Adana	97,589
Kilis	15,921
Mersin	14,513
Kahramanmaraş	9,466
Mardin	9,420
Bursa	9,390
Izmir	9,027
Konya	6,983
Ankara	6,249
Kayseri	4.820
Osmaniye	4.125
Diyarbakir	3.200
Adiyaman	2.982
Malatya	2.222
Kocaeli	2.149
Batman	1.835
Sirnak	1.090

Source: MoNE, March 2016

#### 6.4.3. Support for students' transportation fees

Transportation fees are one of the biggest challenges for families wishing to have their children pursue their education. In response to this challenge, MoNE has set up a plan to support 50,000 students (between 2016-2018) with transportation fees to TECs and Turkish Public schools where Syrian refugees students have enrolled in full-time or part-time education. According to MoNE, transportation will be provided to those living at least 3 km or more from the nearest school. Although

<sup>17</sup> According to MoNE, the estimated cost per student is around 3,400 TL.

we can provide data about the number of the students who will benefit from the transportation support, we cannot calculate how much will be spent per student on transportation, as the budget for transportation has been grouped together with the budget for other needs such as textbooks, stationery and materials, clothing support and cleaning. It is not possible, therefore, to provide a breakdown of the actual cost per student.

**Table 11 - Number of students who will benefit from transportation program**

Provinces	Number of students
Şanlıurfa	10,000
Hatay	10,000
Gaziantep	10,000
Istanbul	10,000
Adana	2,500
Kilis	2,500
Mersin	3,000
Ankara	500
Osmaniye	1,000
Malatya	500
<b>Total</b>	<b>50,000 students</b>

Source: MoNE, March 2016

**6.4.4. Syrian refugees and Turkish teachers**

MoNE plans to appoint 15,000 volunteer Syrian teachers and 1,200 Turkish teachers or/and administrators in the following provinces in Adana, Adiyaman, Ankara, Batman, Diyarbakir, Gaziantep, Hatay, Istanbul, Kahramanmaraş, Kayseri, Kilis, Kocaeli, Konya, Malatya, Mardin, Mersin, Osmaniye, Siirt, İzmir and Sakarya. According to MoNE, the teachers will be distributed according to the needs of each province, but details of the precise number of teachers in each province are not currently available.

The FSNA also confirms that another 2,000 Turkish teachers will be appointed to the public schools either on a permanent or a substitute basis to work in turn for a course fee, and another 4,000 substitute teachers will be appointed to the TECs for the purpose of teaching the Turkish language. There is currently no data available on how the teachers will be distributed. The budget allocated to the teachers is as follows:

**Table 12 - Number of teachers and the budget allocated to them**

Teachers	Budget (2016-2018) - TL
1,200 permanent Turkish teachers and/or administrators	193,400
4,000 substitute teachers	145,050
2,000 Turkish teachers either on permanent or substitute basis	145,000
15,000 volunteer Syrian refugees teachers	1,087,875

*Source: MoNE March 2016*

It is not possible to provide information about the number of students who will benefit from these new teachers in each of the provinces, as we do not know the number of teachers who will be allocated in each of them, and not all of the teachers will work on a full-time basis.

## **6.5. Planned Interventions**

Under the education section of the FSNA, some of the proposed projects address many of the needs also mentioned in this report (Annex 8). However, numbers of targeted beneficiaries are only available for a small number of the planned interventions, and those available are primarily for numbers of staff to be recruited and/or trained:

- 50,000 students receive transportation support.
- 1,200 permanent Turkish teachers and/or administrators will be appointed in order to coordinate and administer the educational and training activities being conducted in TECs.
- 4,000 substitute teachers will be appointed to the TECs for the purpose of teaching the Turkish language.
- 2,000 Turkish teachers will additionally be appointed to the public schools either on a permanent or substitute basis to work in turn for a course fee.
- 15000 volunteering Syrian refugee teachers will be appointed to the TECs.
- 6000 Syrian refugee students in higher education will benefit from scholarship opportunities from the Administration for Turks Abroad and Related Communities (YTB).
- 5000 master instructors or trainers will be appointed to the courses opened for the Syrian refugees in the public education centres.

In addition, under different interventions there will be 400 schools allocated to Syrian refugee students on a full-time or part-time basis and will be provided with regular support to cover operating costs. There is no available data, however, on how many Syrian refugee students and teachers will benefit from these allocations. 50 public schools buildings will also be allocated to Syrian refugee students. The targeted beneficiary numbers have not been provided.

In the recently submitted document “Prioritised Needs for EU 3 billion facility” (Annex 9) the GoT does include beneficiary numbers. A total of 798,455 (aged 5-17) will benefit from 26,615 classrooms that will be constructed. 6,185 classrooms will be prioritised for the period of 2016-2017. The gap will be 137,387 Syrian refugee children living in provinces outside the 19 provinces that have been prioritised. Following the Turkish average of MONE, these classrooms will have 30 students per class.

## **6.6. Summary of Findings**

GoT has made, and continues to make, significant efforts to improve and increase access to education for Syrian refugee children. It has taken numerous and laudable measures to date in order to provide Syrian refugees with education, all this at a time when the government was already tackling overcrowded schools in the provinces which have a high density Syrian refugee population. The number of Syrian refugee children continuing their education inside the camps is high, and it is important to carry on supporting education to keep these numbers high. The real challenge, however, is the providing education outside of the camps where the number of Syrian refugee children enrolling in education is alarmingly low. The Project Team were informed during meetings with different NGOs during the field mission about the numerous barriers and needs which are preventing families from enrolling their children inside the education system, such as lack of school facilities available, economic vulnerability and financial needs, distance from schools, transportation costs, limited teacher capacity, limited knowledge of the Turkish language, lack of information on educational services available, being out of school for long periods of time, lack of catch-up and support programmes, lack of accelerated learning programmes to go to Turkish schools, limited scholarships to enrol in education, lack of feeding and psychosocial programmes inside the schools, lack of an integrated curriculum that can lead to integration in the short and medium term, certification requiring a long-term vision, limited access to schools for children with Special Education Needs (SEN), tuition fees and lack of textbooks and stationery.

The FSNA is covering many of the needs that have been previously identified and is planning different interventions from 2016-2018 to support the needs, such as covering transportation for 50,000 students, appointing Turkish and Syrian refugee teachers on a full-time and part-time basis, increasing the number of scholarships, increasing infrastructure, supplying stationery and text books, providing regular support to cover school operation costs and planning to work on ensuring same level of access of education services for Syrian refugee children and Turkish children.

The following text boxes provide an overview of the current situation in the areas identified in previous sections regarding education and also point to the priority needs underlying each and possible interventions.



### Increasing enrolment

<b>Current Situation</b>	<ul style="list-style-type: none"> <li>• Though rates are increasing, low enrolment is still an issue in all education levels</li> <li>• Enrolment rates seem higher in primary education with numbers dropping sharply in secondary education and outside the camps</li> <li>• Children with special needs have limited access to schools for children with disabilities</li> <li>• Child labour and early marriages are also issues affecting enrolment</li> </ul>
<b>Priority Needs</b>	<ul style="list-style-type: none"> <li>• Increasing enrolment significantly in all stages of children’s education, and closely monitoring attendance</li> <li>• Increasing community-based initiatives for pre-school education in the areas where both Syrian refugee children and host community Turkish children live</li> <li>• To increase the formal education pathways to complete secondary school</li> <li>• Providing special support classes for Syrian refugee students in preparation for the “High School Proficiency and Equivalent Examination for Foreign Students”</li> <li>• To provide access to schools for SEN children</li> <li>• To increase the number of scholarships for university students</li> <li>• To increase the grants for Turkish courses to access university studies</li> </ul>

### Eliminating barriers to access

<b>Current Situation</b>	<ul style="list-style-type: none"> <li>• Many children and youth have been out of school for long periods of times</li> <li>• Transportation and other costs, such as stationery and textbooks, and in some places tuition fees, are important barriers preventing children from attending school</li> <li>• Families don’t know the process to follow to enrol their children at schools</li> </ul>
<b>Priority Needs</b>	<ul style="list-style-type: none"> <li>• Developing, implementing and widening remedial education programs for students who have been out-of-school for long periods of time</li> <li>• Providing accelerated language programs</li> <li>• Improving information on education system and services at all levels in Turkey</li> <li>• Improving coordination between community centers providing informal education programs (like remedial education) and school where children are enrolled after</li> <li>• To fully cover transportation fees</li> </ul>

### Improving capacities

<b>Current Situation</b>	<ul style="list-style-type: none"><li>• There is a need for update of legislation and regulation around the legal status and management of schools</li><li>• There is a need to increase infrastructure of classrooms in the provinces with the highest density of Syrian population, as schools were already overcrowded before the arrival of the Syrian refugees</li><li>• More Syrian and Turkish teachers are needed</li></ul>
<b>Priority Needs</b>	<ul style="list-style-type: none"><li>• To update the legislation as required</li><li>• Constructing new schools, while improving capacity, maintenance and repair of old schools so as to increase intakes</li><li>• Increase the number of teachers</li></ul>

### Improving the quality of education

<b>Current Situation</b>	<ul style="list-style-type: none"><li>• Training plans have been set up for teachers and so far 11,940 teachers have been trained</li></ul>
<b>Priority Needs</b>	<ul style="list-style-type: none"><li>• Making sure that all the training for teachers cover child protection awareness</li><li>• Developing and implementing monitoring systems for teachers after they receive training</li></ul>

### Addressing cultural and integration needs of Syrian refugees

<b>Current Situation</b>	<ul style="list-style-type: none"><li>• Some Syrian families don't want to send their children to school because they are afraid of children losing their cultural identity following the Turkish curriculum</li><li>• More Turkish courses are needed for Syrian refugees can attend Turkish public schools</li></ul>
<b>Priority Needs</b>	<ul style="list-style-type: none"><li>• Increase the number of Turkish and Arabic courses</li></ul>

## 7. Health

### 7.1. Background and Context

For Syrian refugees living both in camps and among host communities, healthcare services are provided in the same way as for Turkish citizens. These rights are regulated under the Temporary Protection Regulation and the Circular No. 2015/8 of the Disaster and Emergency Management Presidency (AFAD) on 'Health Services Provided for Foreigners Under Temporary Protection'. More specific guidance is included in the Directive No. 9648 of the Ministry of Health (MoH) on 'Principles on Providing Healthcare Services to People under Temporary Protection,' which includes a definition of the referral steps, of the health institutions that can provide services, the principles for opening of health institutions by associations or foundations, and the procedural issues related to employment of personnel working at these institutions. The Directive also regulates the procedures and principles for 'voluntary healthcare services' to be established by foundations and associations.

In addition to its role in policy formulation, MoH oversees and monitors the state of the healthcare system. The MoH hospitals fall directly under its mandate. The MoH also ensures availability and delivery of pharmaceuticals, special products and medical devices, and conducts economic evaluations to set their prices. The Family Medicine Programme in Turkey assigns each patient to a specific physician. The change in the number of specialised health centres reflects the change in disease profile and the demand for higher quality health infrastructure across Turkey. As the number of specialised centres dealing with chronic diseases such as cancer and diabetes increase, those targeting infectious diseases, such as Tuberculosis Control Dispensaries, have seen a decline in numbers.<sup>18</sup>

Access to health services and insurance in Turkey have been expanded following the inclusion of stateless persons and Syrian refugees within the scope of Universal Health Insurance. Turkish citizens make contributions to the Social Security Institution (SSI) through compulsory premium payments. SSI, in turn, reimburses public hospitals (MoH and University Hospitals) and makes some contribution to services provided by private healthcare institutions as well.

Equal access to primary health care services, mental health, specialised healthcare services, rehabilitation and post-operative care, in addition to reproductive and perinatal healthcare services are ensured for Syrian refugees. However, beyond equity and accessibility, numerous challenges have been faced by the Turkish healthcare providers while serving refugees, which will be discussed in more detail in the following sections. Further to the medical-technical aspects of service provision, healthcare services provided for Syrian refugees has put a financial burden on the provinces heavily

---

<sup>18</sup> WHO Tuberculosis Country Profile Turkey (2014) shows the decline in TB prevalence and mortality in Turkey. The Report on Tuberculosis Control in Turkey (2014) indicates the decline in the number of TB dispensaries in recent years.

populated by Syrian refugees where significant refugee populations lives together with the host community.

## 7.2. Previous and On-going interventions

Further to the reimbursement of the healthcare services in accordance with those provided for Turkish citizens, GoT has also funded projects addressing specific needs of the Syrian refugees. There have been attempts to increase access to health care services by Syrian refugees, to reduce burden of health workers, solve problems stemming from communication, and mitigating overcrowding in hospitals. The main interventions regarding healthcare services for Syrian refugees that the MoH has realised in 2015 are as following:

**Table 13 – Examples of health programmes in Turkey addressing needs of Syrian refugees**

Programme	Output	Agency
Protection and provision of basic services for Syrian refugees living outside of camps in Turkey	285 professionals were trained in four training courses on Health Intervention in International Protection and Emergencies out of five courses planned so far	Funded by IPA (Instrument of Pre-Accession) Coordinated by UNHCR and AFAD
Non-communicable diseases and risk factors survey for Syrian refugees in Turkey	A survey is being conducted among 5760 refugees in and out of camps throughout Turkey <sup>19</sup>	Ministry of Health AFAD WHO
Protocol on safe access, share and use of data on Syrian refugees, foreigners seeking international protection and foreigners under international protection.	Protocol signed on 1 October 2015 <sup>20</sup>	Ministry of Health, General Directorate for Health Information Systems Turkish Public Health Institution DGMM
Awareness raising on hand-wash, gender-based violence, sexually transmitted infections, family planning, nutrition during pregnancy, delivery, antenatal care, post natal care, new-born care, infant nutrition	More than 5 million brochures were disseminated between Jan 2013 and May 2016	UNFPA

Source: Ministry of Health

<sup>19</sup> The Project Team is informed that the report is in the process of proofreading and will be available by mid June 2016.

<sup>20</sup> The protocol is signed between the three listed agencies, but is not available online. The Circular No.2105/8 also includes items on data sharing and is available at: <https://www.afad.gov.tr/UserFiles/File/Mevzuat/Genelgeler/2015-8%20Genelgemiz.pdf>

Out of 51 million EUR humanitarian aid spent by the EU up to November 2015, over 10% of this funding to date has contributed to the health sector. The fund implemented by ECHO addressed priority areas and tasks such as physical rehabilitation and post-operative care for the war wounded, and primary health care services in areas heavily populated by Syrian refugees. In partnership with the World Health Organisation (WHO), the EU has also funded the training and integration of qualified Arabic-speaking Syrian physicians into the Turkish healthcare system.

The following key stakeholders are active in the sector: WHO, UNHCR, in close cooperation with IOM, UNFPA, UNICEF and other partners. Their activities address in particular, the coordination for essential health response strengthening and streamlining of decision making in partnership with authorities and other actors; the continuation and strengthening of essential health care services for Syrian refugees; the strengthening of communicable diseases surveillance, detection and response, including immunisation; the capacity strengthening of health service delivery, health promotion and protection interventions; and increasing access to mental health services through improved quality.

#### **7.2.1. Inputs for healthcare services**

Inputs in the healthcare services include the following:

- Technical/technological inputs (health facilities, such as primary healthcare centres and migrant healthcare units, community mental health centres, hospitals and cancer centres; medical devices; drugs and vaccination),
- Human resources (physicians, nurses, other cadres),
- Financial resources (provided by GoT and donor agencies).

In Turkey primary healthcare services are provided in Community Health Centres and Family Health Centres under the supervision of the Turkish Public Health Institution and its Provincial Public Health Directorates. According to the data provided by the MoH in April 2016, there are approximately 22,190 family physicians working in 7,269 health centres, which means that each family physician serves a population of approximately 3,420. In those provinces, however, where Syrian refugees live in the community, this number may be significantly higher.

The number of visits to primary healthcare services per Syrian refugee in camps (i.e. 3-5 visits per patient per year) seems to be higher than that of the Turkish patients (i.e. 2-3 visits per patient per year). It is also on a rise, demonstrating that the increased number of visits to physicians and healthcare facilities is affected by both the increase of the refugee population and the relatively low number of facilities, in addition to the referral system. Specialised services such as in-patient care provided by hospitals are accessible by referrals or directly in some cases. Services provided for Syrian refugees in public hospitals are reimbursed.

As shown below, in 17 provinces where a high number of Syrian refugees live, more than 64 migrant health units have been established. In addition to these, 17 voluntary health centres are run by non-governmental organisations in 6 provinces. The initial permission for such institutions is granted for six months, to be renewed for another six months, after which an evaluation is conducted on the continued need and the standards. These centres are accessible for Syrian refugees, however the healthcare services provided by them are not reimbursed by the Ministry of Health. The services provided by these centres are fully financed by the NGOs and provided free of charge for Syrian refugees.

**Table 14 - Migrant Health Units in Turkey**

Province	Migrant Health Units
İstanbul	14
Şanlıurfa	10
Ankara	5
İzmir	5
Mardin	5
Adıyaman	4
Bursa	4
Adana	3
Konya	3
Hatay	2
Kahramanmaraş	2
Kilis	2
Malatya	1
Edirne	1
Osmaniye	1
Kayseri	1
Mersin	1
<b>Total</b>	<b>64</b>

*Source: Ministry of Health*

Need for primary healthcare services are planned in compliance with the minimum standards for family medicine practice in order to provide primary healthcare services for Syrian refugees. Accordingly, one unit will be opened for each population of 4000 people. The benefits/services that are included in the basic health care services and primary health care services are as follows: Outpatient diagnosis and treatment services, immunisation services, services to control infectious

diseases and epidemics, services for tuberculosis control, environmental health services, women’s health and reproductive healthcare services, child and adolescent healthcare services.

**7.2.2. Provision of healthcare services**

The provision of healthcare services include the capacity of healthcare facilities, the quality of healthcare services and drugs/vaccinations provided, and the cost/reimbursement of healthcare services and drugs. Whereas healthcare services can be classified as being composed of emergency healthcare services, primary healthcare services (preventive care) and specialised healthcare services (curative care) and rehabilitation.

Preventive health services are delivered by facilities operating under the Public Health Directorates (i.e. Community Health Centres, Family Medicine Centres and Migrant Health Units). Voluntary Health Institutions can also provide primary healthcare services with permissions from MoH. All services (immunisation, screening and monitoring) offered to infants, children and adolescents in Turkey are available for Syrian refugees, as well. Best interest of the child is the primary consideration in all cases and provisions of the Child Protection Law are observed. Within this scope, Syrian newborns’ hearing screenings and newborn screenings through neonatal heel prick test are performed. In 2014 alone, 43,543 neonatal heel prick tests and approximately 40,000 hearing tests were performed for Syrian infants and more than 35,000 infants were supported by vitamin D and iron supplements. The tables below indicate some of the different healthcare services offered to Syrian refugees in and out of camps, compiled through information provided by the MoH.

**Table 15 - Healthcare services provided for Syrian refugees (2011-2015)**

Healthcare service / intervention	Population served
Outpatient services	15,384,955 cases
Inpatient treatment at secondary health facilities	686,790 people
Vaccination <sup>21</sup>	1,555,596 infants and children

Source: Ministry of Health, March 2016

<sup>21</sup> Preschool vaccinations and school age vaccinations:  
 At birth (within the first 72 hours) Hep B-1st dose, At the end of the 1st month (4 weeks) Hep B-2nd dose  
 At the end of the 2nd month (8 weeks) DaBT-iPA-Hib-1st dose, BCG, CPV -1st dose  
 At the end of the 4th month (16 weeks) DaBT-iPA-Hib 2nd dose, CPV -2nd dose  
 At the end of the 6th month (24 weeks) DaBT-iPA-Hib- 3rd dose, OPA, Hep B-3rd dose, CPV-3rd dose  
 At the end of the 12th month (52 weeks) KKK, KPA-R, Chicken pox  
 Booster dose (18–24 weeks) DaBT-iPA-Hib–R, OPA-R  
 At the end of the 18th month Hep A-1st dose  
 At the end of the 24th month Hep A-2nd dose  
 B) School Vaccinations:  
 At Primary education 1st grade DaBT-iPA, KKK  
 At Primary Education 8th grade Td  
 DaBT-iPA-Hib: Diphtheria, Acellular Pertussis, Tetanus, Inactive Polio Vaccine, Hib: (Haemofilus Influenza Type B Vaccine) (Five-Combination Vaccine); Hep B: Hepatitis B; Hep A: Hepatitis A; BCG: Tuberculosis vaccine; KPA: Conjugated Pneumococcal Vaccine; OPA: Oral Polio Vaccine; KKK: Measles – Rubella – Mumps Vaccine; Td: Diphtheria - tetanus vaccine; R: Booster

**Table 16 - Maternal and child surveillance for refugees living in camps (2012-2016)**

	2012	2013	2014	2015	2016	Total
Infant surveillance	4573	32528	33266	41527	16766	128660
Child surveillance	3831	42522	22526	29031	10328	108238
Pregnant women surveillance	4648	15912	13842	14484	5941	54827

Source: Ministry of Health, March 2016

**Table 17 - Primary healthcare services provided to Syrian refugees (2012-2016)**

Service Provider	2012	2013	2014	2016	Total
Family Physician (Specialist)	17639	95024	86862	61706	400760
General Practitioner	171288	778864	582684	344942	260746
Total	188927	873888	669546	406648	3008222

Source: Ministry of Health, March 2016

Curative services are delivered by all facilities in the primary, secondary and tertiary levels. Emergency healthcare services are delivered in camps and 112 ambulances are kept for service in these places if found necessary by local health directorates. Emergency healthcare services are available to those under temporary protection living out of camps, as is applicable to Turkish citizens and in line with the Regulation on Emergency Healthcare Services. Thus, Syrian refugees are able to benefit from all healthcare services available under the Health Implementation Communiqué (SUT).<sup>22</sup>

### **7.3. Identification and Analysis of Needs of Syrian Refugees**

#### **7.3.1. Addressing differences in health status**

The composition of the refugee population is somewhat different from that of the host Turkish community. There are more children and disabled people among the Syrian refugees than these population groups represented in the Turkish population. Different demographic structure may result in over-consumption of some healthcare services. The latter may have both medical as well as financial consequences. A young refugee population has specific health needs, especially the need for health promotion and disease prevention to avoid future morbidities and related healthcare costs.

<sup>22</sup> Health Implementation Communiqué (SUT) of the Social Security Institution, is available at Official Gazette website, <http://www.resmigazete.gov.tr/eskiler/2013/03/20130324-3.pdf>



The healthcare services provided for Syrian refugees may also be different from those provided for the host community because of different vulnerabilities, health status and morbidity structure of the refugee population. These differences may also affect the reimbursement of health services and the healthcare spending on services (to be) provided for Syrian refugees. Therefore, while calculating per capita financing of health services provided for the Syrian refugees, those figures and formulas applied in case of the Turkish citizens may not apply (i.e. budget allocated to healthcare services provided for Syrian refugees according to the calculation methods applied for the host community may be insufficient). Thus, reliable health data needs to be collected, analysed, and weighted calculation methods need to be applied in a continuous manner. In doing this, health behaviour patterns (tobacco use, alcohol use, nutrition, physical activity, safe sex practices etc.), health literacy level, use of communication channels (i.e. tv, internet, mobile phone etc.) as well as social determinants of health also need to be monitored to be able to plan appropriate interventions. Registration status, socioeconomic status, access to education, living conditions (housing, environmental factors), working conditions (occupational hazards, working in informal sector, child labour), gender inequalities, sexual and gender based violence, early marriages, unregistered marriages, stigma and discrimination against refugees all need to be assessed to some extent to be able to prevent diseases and promote physical, mental and social health. Regarding health behaviours of refugees, assessing tobacco use may be especially important to develop preventive measures.

*Communicable diseases.* Cross-border movement of Syrian refugees may result in an increased threat to the host population in communicable diseases. Cutaneous leishmaniasis, typhoid fever and Hepatitis A are endemic in Syria, while polio cases have been spotted recently. Additional health risk is supposed to be caused by drug resistant tuberculosis, meningitis, scabies, pneumonia and bronchitis due to environmental factors and poor living conditions. Because of the fact that infant and child immunisations are interrupted when leaving Syria, children are vulnerable to chicken pox, diphtheria, whooping cough, mumps and neonatal tetanus. Syrian refugees, especially those living in host communities are increasingly exposed to vaccine-preventable diseases, such as measles and pertussis. Regarding polio vaccination, there is significant difference between children living in camps and outside of camps. According AFAD (2013) survey study, among those who live in camps, three children out of four were vaccinated against polio, while only two out of four children were vaccinated outside of camps (74% of boys and girls in camps, 57% of boys and 52% of girls outside of camps). For measles, similar results were found (74% of boys and 70% of girls in camps, while only 60% of boys and 58% of girls outside of camps were found to be vaccinated). To meet the immunisation needs, Syrian refugees under of age 15 have been vaccinated against measles, rubella, mumps, and polio (OPA) at border passages. Additionally, nine mop-up campaigns have been run both in camps and outside of the camps in neighbouring provinces to Syria and in provinces heavily populated by Syrian refugees in Turkey, to

vaccinate children under five among both refugees and host communities against polio. The need for routine immunisation of children against vaccine-preventable diseases remains a key priority. Full routine vaccinations are being provided for free to all children under five years of age.

*Sexual and reproductive health.* An estimated 25% of Syrian refugee women are at reproductive age (age 15-49) (Annex 5). In AFAD (2013) survey study 14% of refugee women in camps were pregnant, while this figure was 11% for the women living outside of camps. Almost all of them delivered their babies in hospitals (96% and 97%, respectively). Around 15% of deliveries required high-risk emergency interventions. Pregnancy care and perinatal care, disease surveillance, infant and child monitoring and family planning services are extremely important. A study on Syrian women in Şanlıurfa found that 26.7% of women never consulted any healthcare facility or staff while pregnant, 47.7% experienced miscarriage or stillbirth while in Turkey and 36.4% of responders had unmet family planning needs (Şimşek, Doğan, Hilali and Özek 2015). According to the same study, 50% of women suffered from iron deficiency, 45.6% had B12 deficiency and 10.5% had folic acid deficiency; in total 78.4% of women were found to have some type of micronutrient deficiency. Another needs assessment study by UNFPA and Yuva Association (2015) found that awareness on sexual and reproductive health issues, as well as us of related health services, are low among young refugees aged 18 to 30 years. In relation to this finding, peer education interventions are found to be successful in promotion of sexual and reproductive health among young Syrian refugees (Karadağ Çaman, Öncü and Sülkü 2016).

Prevention and management of *non-communicable diseases* among refugees is also a major challenge. Hypertension, diabetes and cardio-vascular diseases among Syrian refugees, in addition to chronic obstructive pulmonary disease and cancer, require similar attention and care as those among the host population. Primary, secondary and tertiary prevention along with supply of necessary medicines need to be addressed by the healthcare providers in Turkey. In 2012, age-standardised mortality rates per 100,000 population in Syria were as follows: for all non-communicable diseases (total) 572.7 (467.7 in females, 682.2 in males); cardiovascular diseases 375.6 (299.2 in females, 455.0 in males); all types of cancer 111.8 (99.0 in females, 125.4 in males); chronic obstructive pulmonary disease 23.7 (17.2 in females, 30.6 in males) and diabetes mellitus 9.9 (9.6 in females, 10.3 in males)<sup>23</sup>. There are also large numbers of patients from conflict areas, who are severely injured and require surgery and intensive care, and their long-term post-operative rehabilitation requires a huge amount of human and financial resources.

*Mental health.* There are also concerns regarding the increasing mental health problems of Syrian refugees. According to a recent study on the most common mental health diagnoses from outpatient

---

<sup>23</sup> World Health Statistics 2012, Geneva: World Health Organisation, 2012. Available at [http://www.who.int/gho/publications/world\\_health\\_statistics/EN\\_WHS2012\\_Full.pdf](http://www.who.int/gho/publications/world_health_statistics/EN_WHS2012_Full.pdf)

records among Syrian refugees, the following disorders were among the most frequent causes of referrals to specialised mental health centres and hospitalisation: severe mood disorders, including depression, anxiety disorders and psychotic disorders (IMC 2015). In AFAD (2013) study, it was found that Syrian refugees living in camps seek more psychological support than those who live in the community (50% of male and 55% of female Syrian refugees in camp, while 46% and 49% outside of camps, respectively). UNFPA and Yuva Association (2015) study found that among young refugees, the top health priority self-reported by refugees was psychological problems (34.1%). In line with the corresponding professional guidelines, and operational guidance for mental health and psychosocial support, health care providers and NGOs need to further strengthen their mental health programmes. Focus is put on four levels of mental care: capacity building of mental health centres and staff; strengthening community and family support and improve referral system; focused non-specialised support; and clinical services (implementation of integrated mental health services into general health care services).

### **7.3.2. Access to healthcare services**

Those who live out of camps and have no *registration* cannot have free access to healthcare services and medicine, except in cases of emergency, preventive health services and communicable diseases. MoH representatives have informed the Project Team that Syrian refugees who live outside of camps have a kind of "*hypermobility*", meaning that they change their place of temporary residence often and contact healthcare service providers where they actually stay. Changing places and living in dispersed groups make service delivery more difficult and also pose risks to the health of the public. This mobility of Syrian refugees particularly interrupts preventive health services. Hypermobility may also result in irregular and/or over-consumption of healthcare services, which usually have health related or financial consequences. Hypermobility usually affects proper monitoring of the same patient for both preventive and curative services, as well as monitoring of health status at the regional level. On the other hand, if the same patient uses different health care providers for the same health problem, this may result in unnecessary or repeated use of diagnostic tests or treatment modalities, hence overspending health budget. Therefore, hypermobility of Syrian refugees needs to be dealt in some way by the GoT. Over-consumption of healthcare services due to hypermobility requires attention in terms of registration, data management and information systems applied in service provision, as well as capacity building of both infrastructure and human resources. MoH, along with line Ministries, needs to develop and introduce measures to mitigate this problem (e.g. to raise health literacy to prevent diseases, to develop capacities of healthcare providers and facilities, and/or to introduce sound primary healthcare information system to keep records on services provided in order to enable coordination and follow-up).

Among Syrian refugees there is a *lack of information* on rights to healthcare services and the healthcare system in Turkey. AFAD (2013) study shows that 60% of male Syrian refugees and 56% of female Syrian refugees out of camps used health services while the corresponding figures among refugees living in camps were 90% for males and 94% for females. Approximately every second refugee living outside of camps reported that they had difficulty in finding medicine (55% for both male and female), however, only one third of the Syrian refugees living in camps had similar difficulties (31% for male and 28% for female). UNFPA and Yuva Association (2015) study found that the top three expectations of refugees with respect to the current health services in Turkey were i) access to free or low cost medicines (45.2%), ii) the migrant health centres to be more widely available (17.6%), and iii) the physicians to better understand and respond to the problems of refugees (13.1%). There is a need for interventions to increase access to health care and medicines such as delivery of information to Syrian refugees about the health system and health services available, and their rights in this context. In addition, healthcare providers need to receive up-to-date information on health legislation and practice regarding Syrian refugees.

### **7.3.3. Capacity of healthcare services**

Healthcare capacities need to be established in accordance with the health status of Syrian refugees. Communicable diseases, non-communicable diseases, mental disorders and needs for maternal and child health require similar attention when defining the capacities and accessibility of health facilities both at primary and secondary healthcare level. Further to equity, considering effectiveness and efficiency of health services, building capacities of primary healthcare system is of priority need for the Syrian refugees. Enhancing the number and capacity of migrant health units to include more translators, psychologists and social workers will be beneficial. Regarding health information, Syrian refugees are often missing their medical history records. Also, records of delivered health services in Turkey are not kept in data processing systems, but in outpatient registries. Health services must be improved in quality with necessary infrastructure, personnel and equipment and existing gaps in migrant health units in terms of physical and technical endowment must be covered to ensure minimum standards. Further, in relation to access to the needed health services, patients with a disability, especially patients with mental disorders face difficulties when visiting healthcare facilities.

*Human resources.* Many family physicians have already reached the upper limit of 4,000 registered patients and cannot afford any more additions to their list. The existing number of family physician positions is far from responding to the needs of expanding populations and their health problems. Syrian refugees dispersed in various parts of cities must be registered with family physicians in their area to benefit from primary healthcare services. To ensure this, new positions for family physicians must be introduced and the system must be adapted to include health records of Syrian refugees as

well. There is also a need to continue training and integration Syrian health professionals for health service provision in Turkey.

*Physical capacity.* The rapid and sizeable increase in the number of Syrian refugees in Turkey presents a significant strain on existing health infrastructures, particular in the regions hosting the largest numbers. In 2015, the 3RP reports a 30-40% additional patient load in polyclinics and hospitals in the Southeast provinces. The continued establishment of Migrant Health Units are important for identifying the particular health needs of Syrians, as well as supporting their access to Primary Health Care and reducing the burden currently placed on hospitals. Taking into consideration the number of registered Syrian refugees by applying the calculation method in the introductory section, a total of 687 migrant health units are needed. Similar calculation method has been applied in the FSNA, resulting in a need for additional 585 migrant health units. As planning of healthcare service provision is not purely based on numeric calculation and several other factors need to be taken into consideration, the optimum number of migrant health units need to be reconsidered in light of the interventions meeting the needs on short, medium and long-term. In addition, mobile service vehicles can be procured to make the health services accessible for the disadvantaged groups, who live in rural areas and have difficulty in accessing primary care services, so that on-site health care services can be provided to those individuals.

*Language* represents a major barrier for Syrian refugees seeking health services. Because of the nature of health services provided, mutually understandable communication is required between actors (e.g. while communicating with patients about their symptoms or giving health advice to them). Communication problems in diagnosis and treatment related to language barrier lead to tensions between patients and health workers. Often interpreters, family members or other informal helpers assist in communication, which also conflicts with privacy and sharing confidential medical information. Currently, there are limited numbers of interpreters, who are provided either by the MoH or NGOs, but there is a need for more. Also, to address this challenge and to promote an awareness of Turkish health system among refugees, there is a need to translate and make available in both Arabic and Turkish languages a list of commonly used medicines in management of primary health cases in Turkey. In addition to the language barriers, there are cultural issues that need to be considered. Indeed, some NGOs do organise trainings in addition to hiring interpreters. Nevertheless, both undergraduate and in-service training programmes on specific needs of refugees and intercultural issues are needed by the current and future healthcare workforce.

#### **7.4. Planned Interventions**

In accordance with Turkey's FSNA for Syrian refugees, the health sector is among those priority areas where actions have been planned taking into consideration the current situation in the sector (Annex

8, 9 and 10). Moreover, needs have been identified comprehensively. When proposing and planning interventions, the FSNA covers public health, in addition to the inputs and the provision of both preventive and curative healthcare services. Accordingly, priority needs and the corresponding interventions that have been considered in the FSNA are as follows:

- In-service trainings to build capacity of healthcare workforce
- Recruitment and hiring of new health personnel
- Establishing new healthcare facilities and procuring mobile service vehicle and ambulance cars to improve access to emergency, primary and secondary healthcare services
- Construction of new health facilities like health centres and hospitals, mobile healthcare units, medical equipment and consumables, and operational costs
- Delivering training programmes to improve quality of healthcare services
- Procuring drugs and medicine to ensure and to support provision of healthcare services.

In the FSNA, language training and courses have been considered and planned, too. The MoH ensures that emergency, preventive health care and immunisation services are provided to both registered and unregistered Syrians, therefore WHO and Gaziantep University have developed a training curriculum to allow Syrian physicians and nurses to be trained to provide health services to Syrian refugees within the Turkish healthcare system. This will make positive steps in addressing the language barrier for refugee patients.

The present needs assessment completed by the project expert team has identified similar priorities and gaps. Therefore, the project's comments on the priorities above are as follows:

- Regarding preventive healthcare services, the proposal above is in line with the findings of present needs assessment, namely the expenses for the immunisation, the construction of primary health care facilities and the current expenditures related to them.
- Regarding curative health services, the proposal is in line with the findings of present needs assessment, namely the expenses for the construction of secondary healthcare centres and current expenditures related to those transactions, as well as mental health and mobile health services.
- Additional funds are also needed to cover the expenditures of the healthcare services and medicines provided for Syrian refugees.
- In accordance with the output of the needs assessment, emergency health services are not sufficiently available, therefore additional fund is needed for the construction of new emergency health stations and purchasing of ambulance car/ mobile service vehicles.
- Finally, medical devices are needed during the service provision, therefore funds are needed in accordance with the needs assessment.
- Overall, this document addresses the key areas and the urgent needs in relation to the infrastructural inputs (e.g. healthcare centres and facilities) and the provision of healthcare services (e.g. expenditures of services and vaccines/ pharmaceuticals). There are two

additional components that need to be considered when planning financial resources for ensuring accessibility, building capacities and improving quality of services provided. Funds need to be planned for building capacities of human resources (e.g. language / intercultural training) and preparing / disseminating information for both refugee population and healthcare providers.

## **7.5. Summary of Findings**

The main challenges regarding the healthcare services provided to and the priority needs of the Syrian refugees living outside of camps include increased risk of communicable and non-communicable diseases, limited access to health services including specialised care and medicines for chronic conditions, and language barriers between patients and healthcare workers. Care for the chronically ill, access to tertiary health care, physical rehabilitation and post-emergency follow-up treatment are also among the most problematic areas. Lack of information about available healthcare services, and the rights of Syrian refugees with respect to healthcare as well as gender-based differences in health literacy, health status and access to healthcare are also identified as gaps and need to be addressed by specific measures planned for Syrian refugees and healthcare workforce, respectively. Estimated funds to be allocated for healthcare in accordance with the needs assessment are presented in the table above.

The following text boxes provide an overview of the current situation in the areas identified in previous sections regarding health, and also point to the priority needs underlying each and possible interventions.

### Addressing Differences in Health Status

<b>Current Situation</b>	<ul style="list-style-type: none"> <li>• Cross-border movement of Syrian refugees may result in an increased threat to the host population considering communicable diseases</li> <li>• The demographic composition and health status of the refugee population is somewhat different from that of the host Turkish community</li> </ul>
<b>Priority Needs</b>	<ul style="list-style-type: none"> <li>• Awareness raising on health issues (e.g. communicable, non-communicable, sexual and reproductive health)</li> <li>• Supporting research for understanding the distinct health status and needs of Syrian refugees as compared to the host population</li> <li>• Expanding specialised mental health programs for Syrian refugees</li> </ul>

### Access to Healthcare Services

<b>Current Situation</b>	<ul style="list-style-type: none"> <li>• Out of camp Syrian refugees who are not registered have limited access to healthcare</li> <li>• “Hypermobility” of refugees makes delivery of preventive care services difficult, and carries the risk of overconsumption of services</li> <li>• Syrian refugees have limited knowledge about their health rights and available healthcare services in Turkey</li> <li>• Health practitioners are not up to date on refugees’ rights to healthcare services and/or are unable to provide services because of capacity problems</li> </ul>
<b>Priority Needs</b>	<ul style="list-style-type: none"> <li>• Accelerating registration of all Syrian refugees</li> <li>• Developing and disseminating information (Arabic and Turkish) for Syrian refugees on their health rights and available healthcare services in Turkey</li> <li>• Improved information mechanisms for health practitioners to be aware of specific needs of refugees and their rights to healthcare</li> </ul>

### Capacity of Health Services

<b>Current Situation</b>	<ul style="list-style-type: none"> <li>• Physical and human capacities of current healthcare services are insufficient.</li> <li>• Communication problems in diagnosis and treatment related to language barrier lead to tensions between patients and health workers</li> <li>• Many family physicians have already reached the upper limit of 4,000 registered patients</li> </ul>
<b>Priority Needs</b>	<ul style="list-style-type: none"> <li>• Establishing and equipping migrant health units</li> <li>• Development and delivery of intercultural communication and/or language training for medical staff of migrant health units</li> <li>• Employing psychologists, social workers, Syrian health professionals and translators in migrant health units</li> <li>• Enhancement of mobile service units serving Syrian refugees</li> </ul>



## 8. Social Support and Cohesion

### 8.1. Background and Context

The social support and cohesion heading includes a broad range of issues that are crosscutting with the different sectors covered in this report as it deals essentially with the different issues faced by vulnerable groups. This section looks at these under the following sub-headings:

- Assessment of vulnerabilities
- Access to social services and assistance
- Psychosocial support and community outreach (incl. community centres, inter-communal cohesion, community participation and leadership)
- Vulnerable populations and protection issues (incl. child labour, orphaned, unaccompanied or separated minors, sexual and gender based violence, early marriages and disability)

As with all sectors, in relation to social services and assistance the GoT ensures that Syrian refugees have the right to receive the same services as Turkish citizens, which are coordinated by the Ministry of Family and Social Policy (MoFSP).<sup>24</sup> These include community services targeting the general population, such as the Family Education Programme (AEP) (See also Section 5, Humanitarian Assistance) aiming to support and educate families on child development, health, economics and basic rights, as well as host of specialised services for the potentially more vulnerable populations of women, children, disabled and elderly. The law states that among Syrian refugees those who have special needs<sup>25</sup> are to be prioritised and receive shelter, care, protection and health services, psycho-social support, rehabilitation and all other assistance and support, provided free of charge within the capacity.<sup>26</sup>

In principle, Syrian refugees who are in need are also able to benefit from the various regular and temporary social assistance programmes of the MoFSP, including: conditional cash transfers for education and health, cash assistance to widow women and orphans, food, fuel and sheltering assistance, educational material assistance, vehicles for disabled persons and cash for transportation costs of disabled students, one-time cash assistance for ad-hoc needs, and the like. At the Provincial level, the Social Assistance and Solidarity Funding (SASF) branches under the governorates make decisions on and coordinate social assistance. In addition, the Department of Child Protection Services manages the Social and Economic Support (SED) programme, which consists of economic and

---

<sup>24</sup> Temporary Protection Regulation, Article 30. AFAD Regulation, section VII.

<sup>25</sup> The Implementation Directive on the Law of Foreigners and International Protection (29656) identifies people with special needs as: unaccompanied children, disabled, elderly, pregnant, lonely mother and father in company with their children, or persons who have suffered torture, sexual assault, or other serious psychological, physical or sexual violence (Article 113).

<sup>26</sup> Temporary Protection Regulation, Article 48.

psychosocial support to families and individuals who are seriously struggling to take care of their children for economic reasons and risk their child being taken into institutional care due to protection concerns.

According to the Circular on “Management of Services Related to Foreigners under Temporary Protection” (no. 27767, 2014/4) the MoFSP is given primary responsibility for psychosocial support services to Syrian refugees, which includes coordination and monitoring of psychosocial support services provided by NGOs. To this end, a division on “Psychosocial Support Services in Situations of Migration, Disasters and Emergency” has been founded under the Department for Family and Community Services. Under this circular the MoFSP is also tasked with producing information leaflets in Turkish and Arabic to assist out of camp Syrian refugees in adapting to Turkish society.

There are also specific laws and mechanisms in place in Turkey regarding particular protection issues faced by vulnerable groups. Turkey has already signed all key international conventions concerning child labour.<sup>27</sup> The Ministry of Labour and Social Security is the main body responsible for implementing laws on child labour, while the MoFSP receives all referred child labourers in need of assistance, such as those living and/or working on the streets. In recent years there have been important efforts for the protection of unaccompanied minors that are migrants or refugees. In 2013-2014 MoFSP, Turkish National Police and IOM jointly carried out a project comprising training programmes for service providers, information brochures for unaccompanied minors, and the like.<sup>28</sup> Then in October 2015, the Directive on Unaccompanied Minors (no. 43774863-010.04-152065) was signed, which sets out the principles and procedures to be carried out upon identification. Turkey also has a robust national legal framework regulating the protection of women from sexual and gender-based violence (SGBV), including also human trafficking.<sup>29</sup>

## **8.2. Previous and On-going Interventions**

Compared to education and health, the process of including Syrian refugees in the social welfare mechanisms of Turkey has been slower to develop, and has mostly concentrated in camps as seen in the table below. Under the social support and cohesion sector, the GoT has so far realised the following interventions to serve Syrians.

---

<sup>27</sup> ILO Conventions on Minimum Age and Worst Forms of Labour, and UN Convention of the Rights of Children.

<sup>28</sup> See: <http://cocukhizmetleri.aile.gov.tr/uygulamalar/refakatsiz-cocuklara-yonelik-calismalar>

<sup>29</sup> Law 6284 on The Protection of Families and Prevention of Violence Against Women.

**Table 18 – Previous and on-going interventions for Syrian refugees coordinated by the MoFSP**

Programme and Stakeholder Organisations	Output
Family Education Programme (MoFSP, AFAD, UNICEF)	<ul style="list-style-type: none"> <li>In 2015, <b>31 units</b> of the nationally implemented Family Education Programme (AEP) (e.g. health literacy, child health, reproductive health, parenting and life skills) were translated into Arabic.</li> <li><b>105</b> Syrians living in camps received training of trainers</li> <li>Around <b>15,000</b> in-camp Syrian refugees completed the programme.</li> </ul>
Psycho-social support (MoFSP)	<p><b>15,985</b> (2014), <b>71,698</b> (2015) and about <b>1494</b> (the first three months of 2016) Syrian refugees living in camps, primarily children, women, disabled and elderly received psycho-social support services.</p>
Regular and temporary social assistance (MoFSP)	<p>Regular assistance in 2015:</p> <ul style="list-style-type: none"> <li><b>156</b> children received Conditional Cash Transfer (CCT) Education Assistance</li> <li><b>11</b> children and <b>27</b> pregnant women received CCT Health Assistance</li> </ul> <p>Temporary assistance in 2015:</p> <ul style="list-style-type: none"> <li><b>178,557</b> Syrians received cash assistance for their urgent daily needs</li> <li><b>59</b> Syrians received educational material assistance</li> <li><b>830</b> Syrians received one-time cash assistance for special needs</li> </ul>
Child support services (MoFSP, UNICEF)	<ul style="list-style-type: none"> <li>Establishment of <b>27</b> child friendly spaces (CFC) in 23 camps and 4 host communities</li> <li><b>65,000</b> children have received structured psychosocial support in CFFs.</li> <li><b>1,256</b> volunteer Syrian adolescent/youth empowered to support CFFs, over half girls.</li> <li><b>555</b> vulnerable children living with family receiving Social Economic Support (SED).</li> </ul>
Issues related to women and girls (MoFSP, MoH, UNFPA)	<ul style="list-style-type: none"> <li>Awareness raising on Sexual and Gender based violence in Nizip camp as a pilot (2013-2015), training of service providers</li> <li>Brochure on Family Protection in Turkey, <b>500.000</b> in Arabic and <b>500.000</b> in Turkish distributed to Syrians by UNFPA in different cities</li> <li>An updated brochure with human trafficking component added, and further distribution of <b>222.000</b> Turkish, <b>435.000</b> Arabic copies</li> <li><b>19</b> Women and Girls safe spaces currently operating in 10 cities</li> <li>In 2015, <b>81</b> Syrian women, along with their <b>47</b> children received shelter services in the women’s guesthouses.</li> </ul>

Source: FSNA and consultations with the MoFSP, UNICEF and UNFPA

Outside camps NGOs have played an important role in meeting needs of Syrian refugees in social support and cohesion. Through UN, ECHO and other international donor funding a substantial number of community outreach mechanisms have been established in order to strengthen community mobilisation and improve the provision of assistance and services to Syrian refugees. In 2015, 3RP partners facilitated the establishment of over 40 outreach centres, including community centres, child

friendly spaces and safe spaces for women. Generally, these are spaces providing multiple services including language classes, non-formal education for children, psycho-social support activities, case-management, legal counselling, cohesions activities, primary health care, life skills and vocational training, referral mechanisms to public services, and the like.

### **8.3. Identification and Analysis of Needs of Syrian Refugees**

#### **8.3.1. Assessment of vulnerabilities**

Identification of vulnerabilities and protection needs of the overall population of Syrian refugees in Turkey is a priority need to be addressed, as there is limited comprehensive and systematic understanding of what the vulnerabilities are, what percentage of the population is vulnerable and if there are particular regions/localities where these vulnerabilities are concentrated. Currently the DGMM are collecting all registration data on Syrian refugees via the Göç-Net system that has a temporary protection module, which includes variables regarding Syrians with special needs (unaccompanied children, elderly, pregnant women etc.). However, it appears that this kind of data is not yet made available, as the Project Team have been told that the only national level vulnerability data source that different organisations, including the UN agencies, currently have access to is AFAD (2013) survey which was carried out in the summer of 2013. Given rapid increases in numbers and change of context, it is imperative that all stakeholders have access to up-to date and systematic information on vulnerable refugee populations in Turkey for better identifying needs and interventions and targeting beneficiaries.

Moreover, a standard vulnerability assessment model should be developed and used to target the Syrian refugee population, preferably one that is in line with the assessment models used for the host population. The Project Team have been informed by various NGOs operating in the field that most are using their own vulnerability assessment scales when doing their localised studies, which can lead to different interpretations. The GoT has introduced plans to implement a standard vulnerability scale for the Syrian refugees based on the one already applied by the SASF for assessing vulnerabilities of the Turkish population. This would ensure an equitable system; however, it is important that this scale is to be revised and adapted to the particular conditions and needs of the Syrian refugees, as some of the criteria are not applicable.<sup>30</sup>

---

<sup>30</sup> According to the Implementation Directive on the Law of Foreigners and International Protection (29656 – Article 106), the following criteria are examined in determining need:

- Sheltering capability
- Regular income status
- Number of dependent family members
- Movable and immovable properties in Turkey or in his/her country
- Whether he/she is receiving aid from his / her kith and kin Turkey or in his/her country

### **8.3.2. Access to and capacity of social welfare services**

One of the main mechanisms for ensuring the social inclusion of Syrian refugees in Turkish society is through equal access to the social welfare system, which the GoT also embraces for not wanting to create parallel systems. There is also marked interest in shifting away from the humanitarian emergency mode that risks aid dependency, by integrating Syrian refugees into the existing systems of Turkey and fostering their productive economic, social and cultural capacities (see Section 5, Humanitarian Assistance). But it is important that there are strong mechanisms in place to ensure that the most vulnerable do not fall through the cracks. Hence the GoT's intended strategy to extend its emergency social safety net to include vulnerable Syrian refugees is a welcome step. If this is to be the case though, as mentioned previously, the primary step is for the vulnerability assessment criteria to be adapted to Syrian refugees. Also, as discussed below, vulnerabilities among the Syrian refugee population can be amplified due to their displacement. Hence, there needs to be serious capacity development of the social welfare services to cope with problems of this scale.

There also needs to be an assessment made on the extent to which Syrian refugees are currently using these services. NGOs consulted have commented that compared to education and health, Syrian refugees are even less informed about their rights related to social welfare and the multiplicity of services offered by the GoT to women, children, elderly, disabled, and those in need generally. And like in all sectors language barriers are significant. Another issue is related to the way that the SASF system operates, wherein assistance is discretionary, in that it can change from one province to another, and also from one month to the next. As in the health sector, the government plan is to scale up the social service centre model applied to Turkish citizens by establishing separate units for Syrian refugees across the country, which will be significant for addressing these barriers.

### **8.3.3. Psychosocial support and community outreach**

In contexts of conflict-led humanitarian emergency where there are psychological pressures linked with experiencing war, displacement, separation and uncertainty that are combined with loss of family and social networks,<sup>31</sup> psychosocial support is a vital need for most of the refugee population, as it has an impact on all aspects of life from health, to education and livelihoods. AFAD (2013) survey found that close to half of the Syrian population think that they or their family members need psychological support. Accordingly, since the crisis erupted, psychosocial support has been a central component of

- 
- Whether he/she is receiving aid from state institutions and organisations, and other foundations, societies and private organisations
  - Whether he/she has a health insurance
  - Whether he/she has any handicap or illness
  - Other issues to be determined by the Administration

<sup>31</sup> In AFAD (2013) survey about one third of the Syrian population reported experiencing the death of at least one family member due to the conflict.

most interventions in Turkey, including many facets. For instance, both in and out of camps all community centres, child friendly spaces and women and girls safe spaces include in their programmes psychosocial support. There are also psychosocial support units in some temporary accommodation centres as a service of MoFSP and these units usually provide services such as counselling and guidance. While already widespread, there is a need for further expanding such support both outside camps and through other related national institutions serving Syrian refugees (such as in education and health). There is also need for some standardisation in these programmes, which is discussed more below. Moreover, it is to be remembered that the psychological component of these programmes are mostly recreational and should be complemented with serious mental health programming (see Health section).

Community Centres established by NGOs, have been crucial in strengthening access to information, providing multitude services from primary health care, non-formal education, vocational training and psychosocial support and making referrals to relevant public institutions (See also Humanitarianism section and ORSAM 2015). Many of the community centres consulted for this report emphasised that they see their role as supplementing and strengthening public services, such as by reaching the most vulnerable. Hence they recognise the potential of Turkish social welfare mechanisms and welcome plans to further expand in order to better incorporate Syrian refugees. However, they also hope that these efforts for expansion will find ways to incorporate their valuable contributions (e.g. through consultative processes, sharing of best practices, and the like). A priority need raised by the many stakeholders consulted for this report is for standardisation, monitoring and evaluation related to these centres. According to the GoT, the standards have been determined and it is foreseeing to establish different centre types, depending on services provided. This is an important development that should be accelerated and could benefit from best practice sharing and consultation with the wide range of NGOs that have extensive experiences and capacities in this field. Besides standardisation there is also need for a coordination mechanism between such centres.

While the majority of community centres provide services primarily to Syrian refugees, there is recognition and growing efforts toward involving host communities, as inter-communal cohesion is being recognised as a need to be addressed. Despite Turkey and Syria being neighbouring countries, there are still differences in culture, language and living style that can lead to problems. Research is showing that the rapid change and constant flow of refugees can cause feelings of insecurity among host populations.<sup>32</sup> The sight of Syrians begging in the streets is also causing particular resentments,

---

<sup>32</sup> ORSAM and TESEV 2015a, p.17. The report notes how in some border cities this insecurity is grounded in a sense of take over by an ethnically differentiated population, for instance in Kilis, of Syrian Arabs making the Turkmen locals feel like a minority, and in Hatay of Syrian Sunni making the Arab Alewite locals feel like minority.

and leading to negative stereotypes about Syrians.<sup>33</sup> Moreover, specialised services for Syrian refugees can lead to resentment, especially among host populations that suffer from similar vulnerabilities. To date, negative backlash towards Syrian refugees have not been significant, even in provinces where the demographic impact has been substantial. But many of the stakeholders that the Project Team consulted acknowledged that in some provinces locals are blaming Syrian refugees for rising food and rent prices and job losses, hence the potential for conflict is increasing and must be dealt with before the situation becomes uncontrollable. Therefore, most NGOs have started considering strategies for integrating into their services cohesion activities, such as planning community events, involving Turkish youth in life skills courses, sports and art activities, parenting committees with Turkish and Syrian parents, and the like. Indeed, such local efforts alone cannot overcome negative views. Nation-wide efforts, such as use of televised or social media, also need to be initiated to positively influence public opinion and ameliorate negative stereotypes.

The lack of self-management, representation and leadership from within Syrian communities has also been mentioned as a gap preventing better cohesion.<sup>34</sup> As one NGO representative in Gaziantep commented: “The greatest barrier to integration is that Syrians are not involved in the process. If we involve them in the solution, we will reach more sustainable solutions.” AFAD and 3RP partners have supported the creation of refugee committees in all camps, including committees of women, youth, and the elderly, so that Syrians are involved in addressing and finding solutions to problems. And in some camps the Project Team was informed that annual elections have been introduced for electing a neighbourhood representative. There is need for developing such mechanisms of active social and political participation in urban areas as well.

#### **8.3.4. Vulnerable populations and protection issues**

##### *Children and youth*

Almost half of the Syrian population in Turkey are children under 18 and there are many protection issues that they face. Having experienced war and/or being exposed to the trauma of their parents, coupled with limited access to school, many of these children require psychosocial support.<sup>35</sup> The child friendly spaces created in camps and some of the provinces aim to serve this purpose of enabling emotional and social recovery, hence support for such spaces should continue to expand.

---

<sup>33</sup> Kirisci and Ferris (2015) refer to a public opinion poll held in October 2014, which revealed that more than 62 percent of those surveyed supported the idea that Syrian refugees were involved in criminal behavior, and comment how this contrasts with observations of local authorities and security officials observations that in reality, criminality is surprisingly low among the Syrians (p.5). The Project Team received similar comments from authorities during field consultations in Gaziantep.

<sup>34</sup> See also 3RP, p.17.

<sup>35</sup> See also, War Child Holland (2013).

Child labour is a serious child protection issue that is also crosscutting with livelihoods and education. And the risk among Syrian refugees is high due to the breaking down of social support networks and mechanisms after displacement. Poverty and lack of employment opportunities cause parents to rely on children as contributors to the family income. In the WFP (2016) survey carried out with off-camp Syrian refugees in the border provinces of Gaziantep, Hatay, Kilis and Şanlıurfa, 11% of the households interviewed noted that they resort to child labour as a livelihood coping strategy. Child labour is also leading to gaps in education. In the STL (2016) survey carried out with Syrian refugees living in Istanbul, 31% of the school-aged children were not attending school and when parents were asked why, the primary reason stated (26.6%) was that the children had to go to work to support family income.<sup>36</sup>

Tackling child labour calls for a comprehensive approach that jointly addresses its different causes. As mentioned, poverty and livelihood difficulties are one of the main reasons for child labour. Hence there is need for improving parents' access to work. On the other hand, if there are vulnerabilities in the family, such as disability preventing parent/s from working, then social assistance should be provided. Also, incentives for putting children into school, such as the conditional cash transfer, are needed. Addressing business principles is also crucial where for instance businesses are encouraged to check their supply chains for child labour, particularly in the sectors where it is already well known to take place (e.g. agriculture and textiles).<sup>37</sup> Indeed, implementing legal penalties are also important. Overall, for long-term programmes there is a need for better understanding the dynamics behind child labour through research, such as why it is practiced and under which sectors it is more prevalent.

The conflict in Syria has resulted in many orphans, and unaccompanied or separated children. The DGMM has recorded 53,253 children that have lost or are separated from one or both parents. According to data provided by the MoFSP, in the Temporary Protection Centres (TPC) there are 290 children without both parents, 3969 without fathers and 390 without mothers. Unaccompanied and other children-at-risk have equal access to child protection services, as do Turkish citizens. However, officials from the MoFSP have observed that Syrians prefer keeping children within the family networks and the idea of institutional care is opposed, therefore mechanisms for supporting such children in their family environments must be strengthened. At the same time, the development of a national Best Interest Determination (BID) mechanism for defining the best interest of the child remains critical to identifying the most appropriate interventions for unaccompanied and separated children. Based in law and procedure, such an approach entails firstly a proper identification of the problem. For example, while there are clear regulations in place for identifying unaccompanied minors under both the Foreigners and International Protection Law and the Directive on Unaccompanied Minors,

---

<sup>36</sup> See also related, Save the Children & UNICEF (2015).

<sup>37</sup> Fair Labor Association 2016.



comments have been made concerning confusions in the use of terminology in Turkey that risks conflating vulnerable children who have lost one or both parents, with unaccompanied and separated minors. This is also reflected in the data above, as the figure of 53,253 children has also been quoted to the Project Team as the number of unaccompanied/separated minors in Turkey. A BID process also entails putting the child's interest first, as the central concern, when professionals and organisations monitor and intervene in child welfare.

*Youth* aged 10 to 24 make up to 35% of the Syrian refugee population. As discussed in the education section, an important part of this population is not in education, for different reasons including limitations in access and labour.<sup>38</sup> Coupled with the potential of mental health problems caused from experiencing conflict and displacement, lack of formal education can lead to feelings of marginalisation and hopelessness, making children and youth vulnerable targets of radicalisation (Şirin and Rogers-Şirin 2015). Except for a few initiatives targeting Syrian refugee youth in Turkey,<sup>39</sup> an overall multi-sectoral youth policy seems to be lacking and there is limited capacity of NGOs to initiate and/or implement one.

#### *Women and girls<sup>40</sup>*

Female headed households. AFAD (2013) survey found that 17% of the household heads in the camps and 22% of households outside camps are women. In the information document shared by the MoFSP they have stated that based on field visits of social services providers, their observation is that the majority of single parent households (85%) are female headed. There is a need for understanding how this vulnerability is linked with other vulnerabilities and negative coping strategies, including child labour mentioned above, and early and/or unregistered second marriages discussed below.

Sexual and gender based violence (SGBV) is an important protection issue faced by Syrian refugee women and girls in Turkey, as the trauma of war, conflict and displacement, and the difficult living conditions their families face can lead to violent tendencies. While Turkey has in place a robust national legal framework regulating the protection of women from SGBV, including also human trafficking, for Syrian refugee women survivors of SGBV, fear about the consequences of reporting, lack of awareness of existing legislation, referral and response mechanisms, lack of psychosocial support and language barriers, all remain obstacles to access services and benefit from appropriate responses. On the service provision side there are also challenges remaining in terms of prevention and early identification having to do with the very low number of women's shelters in Turkey and lack of training of service providers including law enforcement, health, judiciary and social service officers.

---

<sup>38</sup> For a local assessment on the needs to Syrian youth, see Mercy Corps (June 2014).

<sup>39</sup> For example UNICEF has started creating adolescent friendly spaces, as well as peer-to-peer support for youth

<sup>40</sup> For detailed reports on issues that Syrian refugee women are facing in Turkey, see Mazlum Der 2014 and AFAD 2013.

Related to this, early and forced marriages, as well as polygamy, especially between Syrians displaced in Turkey and Turkish citizens, is a serious issue that has been on the rise and needs sensitive tackling. This is a phenomenon that is impacting particularly the border regions.<sup>41</sup> Based on figures by the government of Turkey, nearly 15% of Syrian refugee girls between 15-17 are married. During field consultations two different triggers were identified. The first is the cultural aspect, and the fact that early marriages were already a practice in Syria, particularly in rural areas. And among some areas of Turkey as well the practice is prevalent, which permits its acceptance. The second is related to economic needs where it functions as a negative coping strategy. For both reasons, women's empowerment (e.g. through awareness raising, vocational skills and improving access to labour markets) is a long-term and crosscutting need, as these practices are also directly linked with gender roles. And as with child labour, for both SGBV and early marriages there is a need for a better understanding of the dynamics behind these practices through research in order to develop more sustainable and effective programmes.

#### *Disabled, injured and elderly populations*

Disabled, injured and elderly populations can be described as the hidden victims of the Syrian refugee crisis, as both national and international response in this field remains very much limited.<sup>42</sup> Syrian refugee families of disabled who are in need are currently unable to benefit from the regular disability allowance provided by the MoFSP in accordance with Law 2022, which is limited to Turkish citizens, although information received indicates that there are plans to make it possible. Moreover information and language barriers prevent Syrians from using the public centres for disabled.

Elderly care could be viewed as similar to children's best interest, in that institutional care is probably not preferred, and care is most often provided by the extended family. Like disability though, regular allowances for elderly in need are also restricted to Turkish citizen. And in the Syrian refugee context more specifically, the phenomenon of elderly headed households of children who have lost one or both parents has been mentioned as being prevalent, which also needs to be addressed as an area requiring social support services since the schemes for Turkish citizens often prioritise elderly that are alone.

## **8.4. Planned Interventions**

The MoFSP is currently planning to expand all their programmes to better integrate Syrian refugees into the Turkish welfare system. There are 7 priority goals they identify in the FSNA (Annex 8):

- Capacity building on psychosocial support

---

<sup>41</sup> ORSAM and TESEV 2015a reports that in Kilis, it is speculated that 20% of divorces are associated with Turkish men marrying Syrian women (p.17).

<sup>42</sup> See Handicap International 2014.

- Activities for social acceptance
- Social assistance outside camps
- Disabled and elderly care in camps
- Works to prevent child neglect and abuse
- Preventing early marriages
- Improving opportunity for Syrian refugees to access basic religious services

Under each of these headings different actions are foreseen, including developing training programmes, opening new service units, capacity building for service providers, recruiting Syrian refugees, expanding assistance, information and awareness raising, media campaigns, survey studies, NGO workshops and more. And the proposed projects address many of the needs also mentioned in this report. Numbers of targeted beneficiaries are only available for a few of the planned interventions, and those available are primarily for numbers of staff to be recruited and/or trained (e.g. 320 Syrian trainers for the Family Support Programme; 300 Turkish and 250 Syrian recruitments for psychosocial profession and 150 translators). In addition, under different projects it is stated that 60 new Social Service Centres/Units, 8 child protection units and 4 centres for elderly and disabled will be established. According to the information provided by authorities, all the activities mentioned in the FSNA will have feasibility studies so to figure out the real number of target population.

In the recently submitted document “Prioritised Needs for EU 3 billion facility”, the Turkish government does include beneficiary numbers for the three different assistance programmes: social assistance to 53,000 children who have lost one or both parents, conditional health assistance to 150,000 children (0-6), and conditional education assistance to 180,000 children (6-10). These figures are said to be based upon existing activity plans of related public institutions and considering the availability of EU proposed funding. The other priority is titled “psychosocial and miscellaneous services” which includes in its scope establishment of the social service, elderly and disabled care, and child protection centres mentioned above, as well as provision of family education, language learning and social cohesion programmes.

As mentioned, data on vulnerabilities of the Syrian refugee population in Turkey remains very limited and is highly localised. Therefore, estimating beneficiary numbers and gaps is highly difficult. In this respect, the 3RP (2016-2017) recommends putting into place a protection sensitive (gender disaggregated) registration and verification system for all Syrian refugees in Turkey (2.750.000 targeted). Such a system which shall be in the full ownership of the Turkish institutions and notably the MoFSP could greatly facilitate prioritisations for social support and cohesion programming. This should also be complemented by an expansion of qualitative research into fields where obtaining figurative data are more difficult because issues are taboo or illegal. To this end, it is relevant that the

FSNA includes funding several research projects to better understand causes underlying social issues being faced by Syrian refugees.

**8.5. Summary of Findings**

The following text boxes provide an overview of the current situation in the need areas identified in previous sections regarding social support and cohesion, and also point to the priority needs underlying each and possible interventions.

**Vulnerability Assessment**

<b>Current Situation</b>	<ul style="list-style-type: none"> <li>• Lack of a comprehensive and systematic mechanism for understanding the vulnerabilities of the Syrian refugees population</li> <li>• Different assessment tools and criteria being used by different stakeholders</li> </ul>
<b>Priority Needs</b>	<ul style="list-style-type: none"> <li>• Information and assessments systems needs to be improved</li> <li>• Developing a vulnerability and protection sensitive registration mechanism for all Syrian refugees</li> <li>• Developing and implementing a standard vulnerability assessment model to be used by all stakeholders working with Syrian refugees to ensure equity</li> <li>• Adapting the vulnerability assessment criteria applied to host communities to ensure equity</li> </ul>

**Access to Social Welfare Services**

<b>Current Situation</b>	<ul style="list-style-type: none"> <li>• Mostly equal rights to social welfare services but actual numbers of Syrian refugees beneficiaries low due to limitations in access</li> <li>• Limitations in the physical infrastructure, human resources and financial capacity of social services to extend all services to Syrian refugees</li> </ul>
<b>Priority Needs</b>	<ul style="list-style-type: none"> <li>• Developing and disseminating information for Syrian refugees on their rights to social services in Turkey</li> <li>• Establishment of social service centres for Syrian refugees, care and accommodation facilities for elderly, and child protection units in and out of camps</li> <li>• Provision of social assistance programs in priority protection areas, including Conditional Cash Transfers (CCT) to children for education and health and social assistance for parentless or single parented children</li> </ul>

**Psychosocial Support and Community Outreach**

<b>Current Situation</b>	<ul style="list-style-type: none"> <li>• Psychosocial support services and community outreach programs are widely provided inside and outside of camps by a range of stakeholders</li> <li>• The potential for inter-communal tension between refugee and host community populations is rising</li> </ul>
--------------------------	---

<b>Priority Needs</b>	<ul style="list-style-type: none"> <li>• Expanding and improving capacity of psychosocial support services for Syrians offered by the MoFSP (e.g. programme development and staff training)</li> <li>• Standardising programs, monitoring quality and improving coordination of psychosocial support and community outreach services provided by all stakeholders</li> <li>• Fostering dialogue, interactions and understanding between Syrian refugees and host communities</li> <li>• Promoting more active participation and representation of Syrians in Turkish society</li> </ul>
-----------------------	---

### Protection issues facing vulnerable populations

<b>Current Situation</b>	<ul style="list-style-type: none"> <li>• Conflict and displacement has led to loss of family and an increase in among Syrian refugee populations in vulnerable populations like female headed households, unaccompanied minors and disabled.</li> <li>• Syrian refugee populations face added risks on protection issues (e.g. SGBV, child labour, early and unregistered marriages)</li> </ul>
<b>Priority Needs</b>	<ul style="list-style-type: none"> <li>• Widespread awareness raising on the various protection issues</li> <li>• Ensuring that prevention, identification and intervention mechanisms that are already in place for protecting vulnerable are functioning and further developed (e.g. child labour, SGBV)</li> <li>• Supporting more research for understanding why and how different vulnerabilities are formed and interlinked</li> <li>• Developing and implementing a Best Interest Determination mechanism for appropriate interventions for unaccompanied and separated children</li> <li>• More empowerment aimed activities for vulnerable groups, especially women</li> <li>• Expanding existing social assistance programs under the MoFSP for elderly and disabled Turkish citizens to include Syrian refugees</li> </ul>

## 9. Labour force and economy

### 9.1. Background and Context

#### 9.1.1. Overview

The Government of Turkey (GoT) estimates that 1.6 million Syrians of working age (defined as being between 15 and 65 years old) reside in Turkey and a large portion of them are expected to be looking to be engaged in the labour market.<sup>43</sup> The GoT recognises that Syrians can, and should be allowed to, contribute to the country's economy and that this is important for them to be able to sustain their livelihoods. In January 2016, the GoT introduced legislation that allows Syrian refugees to be granted work permits and join the labour force. It sees this as a way of reducing and preventing the extensive participation of Syrian refugees in the informal economy.

In order to match the educational and professional skills of Syrian refugees with labour market needs in Turkey, as well as to identify vocational training needs, the GoT is planning to conduct a comprehensive process of 'employability profiling' of all those Syrian refugees that might join the labour market. Taken together, these various measures represent a highly constructive approach from the GoT, as they take a medium to long-term approach and recognise the importance of restoring livelihoods, resilience and self-reliance, while fostering social cohesion through economic integration. This section will explore key issues in relation to economic and labour needs, vulnerabilities and opportunities of Syrian refugees in Turkey. It includes an examination of existing and proposed legislation and policies, national and international responses by government and non-government actors, and interventions that are aimed at strengthening the livelihoods of Syrian refugees.

#### 9.1.2. Turkish economy and labour market

Turkey is regarded as an upper middle-income country by the World Bank. The Turkish economy is the 17th largest in the world, with a gross domestic product (GDP) of 799.54 (751.186) billion USD as the end of 2015<sup>44</sup>. Turkey is a member of the OECD and the G20, and is an increasingly important donor of bilateral official development assistance. The country has experienced higher growth than expected in recent years – it was 4.0% in 2015 – mainly fuelled by private consumption.<sup>45</sup> This increase in consumption can be attributed to factors such as real wage growth, the large decline in oil prices, and the wealth effect from currency depreciation.<sup>46</sup> According to figures from 2015, the main economic sectors are services (64.2%), industry (27.7%) and agriculture (8.1%). The country is a leading producer

---

<sup>43</sup> The FSNA report (2016) estimates that 1 million Syrian refugees will be looking for employment.

<sup>44</sup> According to EVDS database in the Central Bank of Republic of Turkey.

<sup>45</sup> See Trading Economics at <http://www.tradingeconomics.com/turkey/gdp-growth-annual> (accessed 7/6/2016).

<sup>46</sup> See The World Bank website at <http://www.worldbank.org/en/country/turkey/overview> (accessed 26/04/2016).

of agricultural products; textiles; motor vehicles, ships and other transportation equipment; construction materials; consumer electronics and home appliances.<sup>47</sup>

The Turkish labour market suffers from low rates of labour force participation due to the relatively low level of female participation, high levels of employment in the informal sector, high levels of youth unemployment, and low levels of educational attainment among the labour force.<sup>48</sup> Although the situation has been improving since the 2008 global financial crisis, Turkey still lags behind the EU average with respect to most labour market indicators, especially in terms of labour market efficiency, which hinders global competitiveness, and female labour force participation rate, which places Turkey among the worst performing countries. In 2015, the labour force participation rate was 54.6% and the employment rate was 48.3% (for 15-64 age group).<sup>49</sup> Even more striking, according to the 2015 Global Competitiveness Report by the World Bank, Turkey ranks 127<sup>th</sup> out of 140 countries in terms of labour market efficiency.

**Table 19 - Labour market participation and unemployment of young people (15-24 years) 2015**

	Youth unemployment (%)	Participation rate of youth in labour market (%)
EU 28	20.4	41.7
Turkey	19.1	40.8

Source: EUROSTAT 2015

**Table 20 - Unemployment Rates among Turkish population by Gender and Age, 2015**

Age group (years)	Male	Female
15-19	15.6 %	18.4 %
20-24	17.1 %	24.1 %
25-29	11.1 %	17.5 %
30-34	7.3 %	12,5 %
35-39	6.9 %	10.9 %
40-44	7.4 %	8.6 %
45-49	6.8 %	7.5 %
50-54	9.0 %	6.6 %
55-59	8.3 %	4.1 %
60-64	7.2 %	2.1 %
65+	3.1 %	0.9 %

Source: TurkStat, LFS 2015

### 9.1.3. Impact of influx of Syrians on Turkish economy and labour market

<sup>47</sup> See CIA World Factbook 'GDP - Composition by Sector', 2012 at and [https://en.wikipedia.org/wiki/Economy\\_of\\_Turkey](https://en.wikipedia.org/wiki/Economy_of_Turkey) and <https://www.cia.gov/library/publications/the-world-factbook/fields/2012.html#tu> (accessed 26/04/2016).

<sup>48</sup> In 2015 79% of the Turkish labour force have no tertiary education, compared with the EU average of 68%.

<sup>49</sup> TurkStat, LFS 2015.

Information about educational and professional skills and experience has been collected among only 20% of those Syrian refugees that have been registered. Based upon this data, the GoT deduces that the educational attainment of the Syrian refugees of working age is lower overall than that of the Turkish labour force: for example, only 2% of this group has a tertiary education and 33% are illiterate (Annex 6). There are concerns that this will have a detrimental impact upon the Turkish labour market. But these figures may not be representative of the Syrian refugees in Turkey as whole. In most displacement situations, those with higher levels of educational, economic and social capital tend to be among the first to flee; and there is limited information about the education levels of most Syrian refugees moving to Turkey from 2011 to 2013.

Syrian refugees are permitted to work only in the province where they are registered as residing in, but there is anecdotal evidence to show that some have moved to other regions in search of work. Many Syrian refugees are economically active in the informal economy, often working in low skill jobs for low wages and sometimes in precarious conditions. While little is known about the extent of participation of Syrian refugees in informal sector, it should be noted that the number of the Turkish employees who are not registered to social security is not very low. In addition, given the fact that the government increased the minimum wages by about 30% starting from 2016, the firms which are faced by increasing labour costs are already taking steps towards employing workers from the informal economy.

There is widespread agreement among those consulted for this study that some employers prefer to hire Syrian refugees instead of Turkish citizens because they are willing to work for lower wages. According to the MoD, this has led to a reduction in overall average incomes and Turkish workers have lost their jobs as a result. As well as raising concerns for the wellbeing of the Turkish workforce, this also has the potential to lead to tensions between the two communities. A further concern is the reportedly significant level of Syrian refugee children under 15 years of age that are in employment, earning extremely low wages (according to NGOs and NGOs consulted in southeast Turkey). The issue of child protection this raises is explored in more depth in section 9, which examines Social Support and Cohesion.

On the other hand, there are also expectations that the refugee presence will result in economic benefits (Erdoğan & Ünver 2015; World Bank 2015). According to a labour market study conducted on behalf of the Turkish Employment Agency (İŞKUR), 19.7% of employers in 2015 claimed that they find it difficult to hire employees that meet their requirements, especially in the manufacturing sector. Moreover, the highest proportion of job vacancies in the Turkish private sector is in manufacturing, followed by the wholesale and retail sectors (Erdoğan & Ünver 2015). Most of the labour surplus in Turkey is in the services sector. According to the Household Labour Force Survey, in 2014 some 23.8%



of those unemployed were looking for jobs in the commercial sector; and 17.6% were seeking office jobs (MoD 2016).

#### **9.1.4. Key stakeholders**

In relation to this sector at the national level, key government ministries include the Ministry of Labour and Social Security (MoLSS), which incorporates İŞKUR. The Directorate General for Migration Management (DGMM) is responsible for registration and other forms of data collection and is the main repository for data in relation to the Syrian refugees. Data in relation to the economy and the labour market in Turkey more broadly, as well as other sectors, is collated by the country's national statistics office – TurkStat. AFAD is the main institution responsible for managing the camps in which some of the Syrian refugees reside. İŞKUR, MoNE, the Small and Medium Enterprises Development Organisation (KOSGEB) and the Council of Higher Education (YÖK) are important in relation to vocational and entrepreneurship trainings. At the provincial level there are Governorships, Provincial Directorates of İŞKUR, Chambers of Industry and Commerce and Provincial Migration Administrations. There are numerous employer and employee associations (including trade unions) that are stakeholders in decisions that affect the labour market: the Turkish Confederation of Employer Associations (TİSK), Confederation of Turkish Tradesmen and Craftsmen (TESK), Turkish Union of Chambers and Commodity Exchanges (TOBB). UN agencies and other international organisations provide various types of guidance on policy, as well as support to livelihood projects and Vocational Education and Training (VET): ILO, IOM, UNDP, UNHCR, World Bank, among others. Other stakeholders include some NGOs and numerous NGOs working on livelihood-related projects, labour migration issues, and some provide VET, language and life skills courses. Finally, some universities and think tanks have conducted studies regarding the impact and likely responses of the economy and the labour market to the presence of the Syrian refugees.

## **9.2. Previous and On-going Interventions**

### **9.2.1. Employability profiling**

With respect to educational qualifications and professional skills and experience, the GoT could collect data for only 20% of those Syrian refugees as they arrived in Turkey. The sheer volume of people arriving, and the expectancy at the time that many would soon return to Syria, meant that such detailed information was often not collected when they were registered. In order to match the educational and vocational skills of the Syrian refugees with labour market needs in Turkey, the government is proposing to gather relevant information about all those of working age. The government plans to re-register all Syrian refugees by the end of 2016, which will include collating data on their educational levels, professional experience and vocational skills (MoD 2016).

### 9.2.2. Work permits

Prior to the conflict, Syrians residing in Turkey who held a residence permit were entitled to a work permit subject to the same criteria as other non-Turkish nationals. Since 2012, work permits have been granted to Syrians holding a residence permit via a facilitating regulation. Through this mechanism, by April 2016 a total of 7,351 Syrians had been provided with work permits (MoLSS 2016).<sup>50</sup>

Through a legal regulation enacted in January 2016, Syrian refugees are now entitled to apply for work permits.<sup>51</sup> This measure is aimed at preventing labour exploitation and informal employment, and to allow working-age Syrian refugees that are able and willing to work to do so. This will reduce their dependence upon the provision of aid; and will ensure that they make a contribution to the economy of Turkey (FSNA 2016: 20). Those with Temporary Protection status are eligible to apply for work permits once they have held this status for a minimum of six months. Applications for work permits can only be submitted by the prospective employer. Usually, applications must be submitted to the MoLSS. However, there are some professions that are being processed differently. Qualified schoolteachers from among the Syrian refugees in Turkey are required to apply to the Ministry of Education for permission to be employed as a teacher; and qualified doctors must apply to the Ministry of Health. The Ministry of National Education with the Council of Higher Education (YÖK) will be responsible for processing applications from those wishing to become teachers and the Ministry of Health will be responsible for those seeking to enter the medical profession. NGOs working in the provision of humanitarian assistance and essential services to Syrian refugees are also able to recruit more easily and in greater numbers. However, there are also some specified professions that non-Turkish nationals, including Syrian refugees, are not legally permitted to work in.<sup>52</sup>

Work permit applications will normally be submitted online and the procedure seems to be straightforward. The employer must provide the Temporary Protection Status Registration ID number of the prospective employee in order to make such an application. In most sectors, the government has introduced a quota of 10% on the maximum number of non-Turkish employees permitted to work for any given employer. However, there are some exceptions to these requirements. The quota system does not apply to employers hiring seasonal workers in the agricultural sector. Although details are as yet unclear, it also seems likely that there will be more flexibility in the education sector, given the

---

<sup>50</sup> Syrians and other nationalities that enter Turkey through regular immigration channels with their passports are entitled to apply for a work permit under separate provisions.

<sup>51</sup> The *Regulation on Work Permits of Foreigners Under Temporary Protection* was published in the Official Gazette (No.2016/8375) on 15 January 2016. The Regulation on Temporary Protection entered into force through the Council of Ministers' Decision no. 2014/6883 of 13 October 2014. The Regulation outlines the procedure and principles regarding the employment of non-Turkish nationals with temporary protection status in accordance with Article 91 of the Law on Foreigner and International Protection (no. 6458 of 4 April 2013).

<sup>52</sup> These professions and industries include the following: judicature and prosecution, attorney, notary, security guard in private or public enterprises, dentistry, pharmaceuticals, veterinarian, management in private hospitals, as well as numerous jobs connected with fishing and maritime activities (MoLSS 2016).

large number of teachers that are needed and that there are many among the Syrian refugees with the requisite skills and experience. In addition, the work permit regulation stipulates that the quota requirement can be rescinded if the employer can demonstrate over a period of four weeks that it is unable to recruit a Turkish citizen holding the required qualifications and skills to do the job.

It normally takes three working days to process a work permit application. Based upon the level of its current resources, the MoLSS estimates that it is able to process about 6000 work permit applications per month nationally (excluding work permit exemptions). According to the MoLSS, over 2000 Syrian refugees had been granted a work permit under the new legislation by late March 2016.<sup>53</sup> In April 2016, the MoLSS provided data indicating that about 100 work permits per week were being granted. For example, in the period 1-7 March 2016, 136 Syrian refugees were granted work permits, which amounted to all those applying during this period being granted a work permit: 16 of these were women and the other 120 were men.<sup>54</sup>

The employability profiling exercise and subsequent provision of work permits is expected to initially benefit qualified, 'white collar' Syrians among the labour force in particular. This is because there are shortages in the technical and skilled-worker sectors that Syrian refugees seem likely to be able to fill to some extent, and so these employers have become proactive in searching for skilled workers and applying for work permits.<sup>55</sup> According to data from DGMM, about 2.5% of the Syrian refugees hold a higher education degree that could potentially lead to their employment. Based upon these figures, the GoT estimates that 25,000 'white collar' Syrians will be provided with counselling services to facilitate their employability. Expansions in recruitment of Syrian refugees in sectors such as manufacturing, where there are also shortfalls, are likely to follow. Large numbers of Syrian refugees are already employed in the agricultural sector, (required but no quota will be applied) and this is likely to expand significantly. This sector provides income opportunities for low skilled Syrian refugees. It should also be noted that many of the Syrian refugees were farmers in Syria before they fled, and so some are skilled at working in the sector.

### **9.2.3. Small and medium size enterprises**

Many small and medium size enterprises (SMEs) have been established legally by Syrians who have work permits and residence permits (and are not afforded Temporary Protection status). According to the FSNA, many Syrian refugees have set up SMEs in collaboration with Turkish partners, with the

---

<sup>53</sup> This information was provided during a presentation by the Director of MoLSS at a UNHCR/IMPR conference entitled 'Work Permits for Foreigners Under Temporary Protection in Turkey', Rixos Grand Hotel, Ankara. 23 March 2016.

<sup>54</sup> Those granted work permits reside in the following 19 provinces: Adana, Afyonkarahisar, Ankara, Bursa, Denizli, Erzurum, Gaziantep, Hatay, Mersin, İstanbul, İzmir, Kayseri, Kocaeli, Konya, Kahramanmaraş, Sakarya, Trabzon, Şanlıurfa and Kilis.

<sup>55</sup> This conclusion is based upon discussions held with staff at the MoLSS and IOM in March 2016.

Syrians being a 'secret partner' (FSNA 2016). There are reportedly 700 SMEs run by Syrians in Gaziantep alone (UNHCR 2016).

According to Article 5 (Paragraph 3) of the Regulation on Work Permits (January 2016), non-Turkish nationals under temporary protection are eligible to apply for a work permit as individuals in order to set up their own businesses. However, some uncertainty has been expressed about the procedure that must be followed. The GoT has indicated its willingness to clarify this issue.<sup>56</sup> The GoT is planning to provide support for Syrian refugees that are planning to establish an SME, through vocational training, language training, counselling services and financial incentives (FSNA 2016: 20).

The requirements for a non-Turkish national to set up a business and transfer shares are the same as those for local investors. International investors may establish any form of company set out in the Turkish Commercial Code, which offers a corporate governance approach that meets international standards, fosters private equity and public shares, creates transparency in managing operations, and aligns the Turkish business environment with EU legislation, as well as with the EU accession process. Turkish Entrepreneurship Strategy and Action Plan: 2015-2018 (GiSEP) aims to 'generalise the culture of entrepreneurship'.<sup>57</sup> GiSEP outlines strategic goals in six areas of intervention over the period 2015-2018:

- Develop an entrepreneur-friendly regulatory framework;
- Support innovative entrepreneurship;
- Develop a sustainable support system for priority thematic areas: women's entrepreneurship, young entrepreneurs, eco-entrepreneurship, social entrepreneurship and global entrepreneurship;
- Develop a culture in Turkey that embraces entrepreneurs and entrepreneurship;
- Make entrepreneurship training widely available in the education system nationally; and
- Facilitate entrepreneurs' access to finance.

### **9.3. Identification and Analysis of Needs of Syrian Refugees**

The GoT has taken numerous bold measures in recognition that millions of Syrian refugees are likely to remain in the country for at least the medium term and has taken concrete steps to facilitate their social and economic integration. The previous section identified many of the on-going economy and labour market-related activities that are being implemented or will be implemented by a variety of government line ministries and agencies, UN agencies and NGOs.

---

<sup>56</sup> This information was provided by the Director of MoLSS in response to a question from an NGO representative during a presentation at a UNHCR/IMPR conference entitled 'Work Permits for Foreigners Under Temporary Protection in Turkey', Rixos Grand Hotel, Ankara. 23 March 2016.

<sup>57</sup> GiSEP was published in the official gazette on July 1th, 2015.

### 9.3.1. Economic expansion and job creation

There appears to be much greater potential for private-public partnerships than currently exists. Private sector employers could play a greater role in identifying the skills required in the labour market; in developing and supporting relevant VET programmes; as well as in coordinating sectoral efforts to identify potential areas of product and market expansion and diversification. For example, there are discussions within government about developing an industrial zone for production and manufacturing, which would create large numbers of jobs for both Syrian refugees and the host population. But no decisions have been made so far about where and when such a zone will be established.

Language also acts as a barrier to the employment of Syrian refugees. Consequently, many are employed in the informal sector. According to UNDP (2016), the level of low skills among Syrian refugees is similar to that of the host population, which could lead to them competing for low-skill jobs. However, there are also opportunities in low skilled jobs that Turkish citizens seem to be uninterested in.

Labour absorption capacities and types of skills in demand vary by province, and so one-size-fits-all solutions tend not be appropriate. Better coordination is needed, and some mismatches that the market cannot easily address may be overcome. If the current internal growth dynamics prevail, the additional labour supply cannot be absorbed into the labour market.<sup>58</sup> Thus, additional strategies need to be developed and implemented.

New employment opportunities are required in significant numbers and job creation should focus on utilising existing skills and developing new ones in sectors with the potential to expand and diversify. But job creation potential requires a set of supporting coordinated measures: infrastructural investments, development of relevant skills, attraction and careful matching of investment to key sectors, support for SMEs, and an emphasis on corporate social responsibility (UNDP 2016).

Pre-crisis Syria had competency and high participation rates in some skilled/semi-skilled sectors (such as textile making, agriculture, furniture and shoe-making) and some unskilled ones (including construction, agriculture and domestic services) (UNDP 2016). In order to be sustainable, vocational training needs to be based upon the needs of the labour market and skills and value chain analysis. It should build upon the existing skills of Syrian refugees but also reflect the economic reality and the potential of the given region. There is very little data available at the provincial level, necessitating a reliance on past trends and national projections.

---

<sup>58</sup> According to UNDP (2016), in order to achieve an unemployment rate of 8% within both the Syrian refugee and the host population, some 400,000 jobs would need to be created. About 160,000 of these can be assumed to derive from natural economic growth, which leaves a shortfall of 240,000 jobs. This would equate to 180,000 jobs for the Syrian refugees alone.

### **9.3.2. Vocational education and training**

According to the FSNA, the GoT is planning to provide VET programmes in 25 provinces, the themes of which will be determined by an assessment of labour market demand. The number of VET courses and beneficiaries to be held in each province (and the selection criteria) remains unclear at this stage. Trainees will be required to be aged between 15 and 65 years, but it is anticipated that mainly those between 15-40 years of age are likely to actually attend courses. A key challenge will be in ensuring that information about these various VET services is made available to as many potential Syrian refugees beneficiaries as possible.

Turkish citizens already benefit from VET programmes, which will continue. The GoT will ensure that the funding streams for Syrian refugees will be exclusively used for this group. VET support for Syrian refugees will be geared towards those sectors where there are unmet demands for labour and in which Turkish citizens demonstrate a reluctance to participate. The GoT has identified gaps in the industrial sector. Stakeholders in Gaziantep and Şanlıurfa identified the potential to locally expand the manufacturing sector, the textile industry and agriculture. Others identified the need for mid-level technical skills, such as electricians and welders (UNHCR 2016).

The GoT is planning to organise *on-the-job training programmes*. The provinces to be selected, the number of workplaces and the number of participants in the programme will be determined by employer demand. This programme will be made available to men and women aged between 15 and 65 years, although it is again anticipated that those attending are likely to be 15-40 years of age. The GoT's *entrepreneurship training programme* will be made available to men and women aged between 15-65 years. This programme will be particularly targeted at women and youth among those Syrian refugees.

In order to maximise upon existing skills and prevent de-skilling, greater attention needs to be paid to the issue of recognition of the qualifications and skills of Syrian refugees and developing mechanisms for rapid adaptation into their professional fields in Turkey. This particularly relates those with higher levels of education and work experience in technical professions. Clearly, the attainment of Turkish language is often a key challenge in this regard and needs to be prioritised.

### **9.3.3. Language and life skills training**

The need for language training in Arabic, in some cases, and Turkish in others is widespread and comprehensive in relation to most of the activities referred to in this section. The GoT is planning to provide specialised language training to those Syrian refugees that require an understanding of Turkish in a technical field, so that they can be employed in their profession. The MoLSS plans to employ at least five Arabic-speaking staff to assist in responding to the work permit-related queries of Syrian refugees at the Ministry. The GoT also plans to recruit 20 Arabic-speaking staff for the SGK. Some NGOs

provide training to improve skills in areas such as job seeking, job interview techniques, preparing a CV, IT skills, finance and accounting, as well as Turkish language skills.

#### **9.3.4. Institutional capacity building**

Recently, İŞKUR has significantly increased its institutional capacity and it claims that this has led to an improvement in its provision of the services it provides. However, the regulation allowing for the issuance of work permits to Syrian refugees has substantially increased its workload, requiring further resources both centrally and locally. As a result, the government plans to increase the capacity of İŞKUR in relation to its provision of services to Syrian refugees.

The Provincial Directorate of the Labour and Employment Agency will train its personnel in implementing the regulations and procedures with regard to work permits for Syrian refugees. It is proposed that the trainings be organised by İŞKUR and be held annually in Ankara for representatives of each provincial directorate. Meetings to share information about labour legislation, procedures and practices will also be held with Chambers of Industry and Commerce and NGOs in 10 (as yet, unspecified) provinces.

There is a clear need to enhance the capacity of national NGOs and the private sector, such that they can support the government in its efforts to integrate Syrian refugees into the labour market. The FSNA document seems to recognise this need. NGOs in Turkey are keen to work with local NGO partners, but point to the lack of relevant capacity and technical knowledge as a limitation. Currently, most NGOs only work with the same handful of local NGOs.

#### **9.3.5. Addressing employment in the informal economy**

The influx of the Syrian refugees has also very important implications from an informal economy perspective. The size of the informal sector in any economy is related with structural weaknesses, such as inefficient labour markets, abundance of unqualified labour force, deficiencies in monitoring and enforcement of the legal system. Despite improvements, the Turkish economy still structurally incorporates a large an informal sector - estimated at equivalent to 29.1% of GDP in 2011 (Eurofound 2013).

An influx of Syrian refugees into the labour force has the potential to create further problems. In 2015, 33.6% of those that are economically active in the Turkish labour market were employed in the informal (unregistered) sector and working without any social security. The number of Syrian refugees working in the informal sector is not known, but there is widespread agreement that the numbers are high. While the GoT and other organisations provide monetary assistance for basic needs, emergency healthcare, education services for some children, as well as other basic services, some Syrian refugees have found this inadequate to meet all of their household needs. The GoT has recognised this and is

attempting to reduce the numbers in the informal sector by introducing the legislation that entitles Syrian refugees to apply for work permits, among other measures. But for many Syrian refugees, the informal sector is likely to remain their only option for the near future: many do not have the vocational skills that employers are looking for; and given the size of the potential workforce, processing the expected influx of work permit applications will take some considerable time. A further challenge involves making the refugee population aware of their entitlements and the vocation-related services that may be available to them.

The GoT seems to be adopting a pragmatic approach with respect to the participation of Syrian refugees in the informal economy, not least because this sector employs many Turkish citizens as well. Rather than criminalising them, it is attempting to encourage and facilitate all workers to seek employment in the formal sector. Providing enhanced support and assistance in establishing their own small businesses would be a great help in this regard. It is apparent that some employers have been replacing Turkish workers with Syrian refugees, for whom their wage costs are significantly lower. A concern among many stakeholders consulted is the potential threat to social cohesion that might stem from this.

A large proportion of the informal economy is in the agricultural sector.<sup>59</sup> A significant proportion of the Syrian refugees were working in the agriculture and livestock sector before they fled Syria. To some extent, the Syrian refugees working in the sector are meeting a labour market demand. They are employed as seasonal workers, often in jobs that do not attract sufficient numbers of Turkish citizens. In recognition of this, the requirement of work permits and the quota system (of no more than 10% of non-Turkish nationals working for any given employer) do not apply to seasonal workers in this sector. The informal sector also comprises large numbers of Turkish nationals and non-nationals (including Syrian refugees) working in textile production, manufacturing and the construction industry, among others. Specific types of economic activity tend to be particularly dominant in certain regions and provinces, for example, agriculture in the southeast of Turkey, textiles and manufacturing in Gaziantep. Whilst there are no figures available, it is apparent that significant numbers of Syrian refugee children under the age of 15 are employed informally. Almost half of the Syrian children of school age in Turkey do not attend schools. According to numerous stakeholders consulted during this study, it is not uncommon for children to contribute to the household economy from the age of 9 years of age, many reportedly working in agriculture, manufacturing, textile production, shoe repair, construction and the

---

<sup>59</sup> Up to 2006, 0.6 million hectares of land had been consolidated and this is expected to reach 8 million hectares by the end of 2018. It is anticipated that the agricultural sector will grow by 3.1% per annum on average and the sector's share of GDP will be 6.8% by 2018. It is also expected that the total proportion of the labour force employed in the sector will decline to 17.8% by 2018, according to data provided by the MoLSS.



catering industry. Children are an attractive proposition for employers because of the very low wages they are willing to work for.

#### **9.4. Identification and Analysis of Needs of Provinces Hosting Syrian Refugees**

Almost half of the Syrian refugees live in five provinces: Gaziantep, Hatay, Kahramanmaraş, Kilis, and Şanlıurfa, with the largest number in the latter. Unemployment and underemployment are high in these provinces, and many resort to working in the informal sector. Promoting industrial and wider economic expansion in these regions would potentially provide employment opportunities to a large number of both of Syrian refugees and Turkish citizens.

According to the Entrepreneurship Information System (EIS) database, between 2006 and 2014 the region referred to as TRC1 (incorporating the provinces of Gaziantep, Adıyaman, Kilis) is one of the top performing regions in terms of total turnover, although its employment growth performance is less striking.<sup>60</sup> This region is crucial to addressing the absorption of Syrian refugees into the labour market because a large proportion of them reside there. Excluding the global crisis period, the region's annual turnover growth rate consistently exceeded 24% between 2006 and 2014, which puts it as the highest performing region in Turkey for the period. The increasing trade performance of the region with the top growing MENA countries during the sample period is one of the reasons for this superior performance. However, despite an above average performance, the increases in employment growth are more modest. The region generated an annual employment growth rate of approximately 10%. As a result, the region could increase its share in Turkey's turnover and employment from 1.62% and 1.82% to 2.84% and 2.50%, respectively.

While 63% of the total turnover in TRC1 is generated from the services sector, the manufacturing sector accounts for 35% of the turnover in the region, mostly due to the textile and food-manufacturing cluster in Gaziantep. While the top five performing sectors comprise some 67% of the total turnover in the TRC1 region, they generate 43% of the total employment. On the other hand, if the sectors are ranked in terms of levels of employment, then construction and land transport feature higher than food manufacturing and financial services (EIS 2016).

The other regions where we observe a relatively high population of Syrian refugees are TR63 (the provinces of Hatay, Kahramanmaraş, Osmaniye) and TRC2 (Şanlıurfa and Diyarbakır). According to the EIS, TR63 is among the most successful regions both in terms of total turnovers and employment growth, in this sense similar to TRC1. Its average annual turnover growth rate is 17.7%, which is almost 4% higher than Turkey's average. The discrepancy is even more pronounced if the period of the global

---

<sup>60</sup> The Entrepreneurship Information System (EIS) is located in the Ministry of Science, Industry and Technology. For more information, see <http://gbs.sanayi.gov.tr/GbsHakkinda.aspx>.

financial crisis is excluded, as we observe a 20% annual growth rate in total turnovers, which is more than 5% above Turkey's average. Having contracted by about 3% in 2009, the region is among the most negatively affected regions by the financial crisis.

Although less significant than TRC1, TR63 also performs well above the average in terms of employment growth. Despite its negative turnover performance during the financial crisis, the region seems to have generated employment during 2009. As a result, TR63's share in total turnover increased from 2.12% to 2.81% while its employment share increased from 2.10% to 2.45%. Since the manufacturing sector contributes about 36% of the total turnover in TR63, it is not surprising to see two manufacturing sectors (textile and basic metals) being among the top five sectors in terms of total turnover. In addition to the wholesale and retail trade sectors that we typically see in other regions as well, the other sector that contributes significantly to turnover is electricity, gas, steam and air conditioning supply sector. While these top five performing sectors comprise 64% of the total turnover in TR63 region, they also generate about 37% of the employment. In terms of employment, other important sectors are retail trade, construction and land transport. These top 5 sectors account for almost half of the total employment in the region.

With respect to TRC2, there is a similar picture in terms of turnover and employment performance. According to the EIS, TRC2 is also one of the top performing regions in terms of total turnovers, although its employment growth performance is lower. Excluding the period of the global financial crisis, the region's annual turnover growth rate exceeds 20%, thanks to enhanced trade with the high growing MENA countries during 2006 to 2014. However, despite an above the average performance, the increases in employment growth are more modest. The region generated an annual employment growth of about 11%. As a result, the region could increase its share in Turkey's turnover and employment from 0.87% and 1.14% to 1.41% and 1.60%, respectively. While 80% of the total turnover in TRC2 is generated from the services sector, the manufacturing sector accounts for a further 15%. The manufacturing sector is not among the five most important sectors in terms of turnover in this region. Other sectors important to the region include wholesale and retail trade, construction, land transport, as well as warehousing and support activities for transportation. While the top five performing sectors represent 52.5% of the total turnover in the TRC2 region, they generate 42.5% of the total employment. On the other hand, if the sectors are ranked in terms of employment levels then services to buildings and landscape activities replace warehousing in their importance. Some 48% of the total employment in the region derives from these top five sectors.

## **9.5. Planned Interventions**

This section will outline the priority needs identified by the FSNA document and suggest some potential gaps based upon consultations with an extensive range of stakeholders.

The FSNA document identifies the following as priority needs that require interventions (Annex 8):

- Vocational language training and vocational training;
- IT system for labour and skills profiling;
- Grant programme for NGOs to support efforts at enhancing employability;
- Activities geared towards institutional capacity building (MoLSS, İŞKUR) and related equipment.

The skills profiling exercise and online system are a relevant priority, but this should be linked to the collection of data on vocational training needs. These two sets of data are clearly linked and a sensible use of resources would be to collect all data required during a single process of re-registration, which is already planned for later in 2016. This is being implemented by İŞKUR in collaboration with DGMM and technical support from UNHCR. Subsequently sharing data with stakeholders engaged in these activities will be crucial if they are to be able to provide appropriate support that is well targeted.

Clearly, enhancing access to language training is a vitally important priority. In particular, the Turkish Employment Agency requires more Arabic speakers for translation/interpretation services so that staff can directly communicate with the Syrian refugees. Access to Turkish language training will be crucial to enhancing the employability of working age Syrians at all skill levels.

The FSNA document rightly notes the importance of conducting advocacy and coordination activities with employers to fully operationalize the work permit regulation and thereby provide jobs to Syrians that match their education and skills, while also meeting the demands of the labour market. But this also means that employers, and associations that represent them, need to be encouraged to be proactive themselves in filling labour market gaps. The refugee population also needs to be informed about their rights and entitlements, and how they can access the job market and seek support when required.

## **9.6. Summary of Findings**

Despite its size and critical importance for the region, the Turkish economy has some structural problems such as in relation to the quality of its institutions, inefficient labour markets and regional development (World Bank 2015). Given these problems, which have intensified in TRC1, TRC2 and TR63 regions, where we observe an influx of the Syrian refugees, it is necessary to take immediate policy steps towards improving the business ecosystem, establishing a well-operating vocational and life-learning education system, decreasing the inefficiencies in the labour market. If implemented successfully, these policy steps can actually lead to a positive outcome, where the mismatch in the labour markets can be removed by the Syrian refugees without exerting further pressure on the informal economy. However, for this purpose, the financial funds should be allocated with respect to the priority needs. The following text boxes provide an overview of the current situation in the areas

identified in previous sections regarding labour force and economy, and also point to the priority needs underlying each and possible interventions.

### Work permits

<b>Current Situation</b>	<ul style="list-style-type: none"> <li>• Legislation introduced in January 2016, allowing employers to apply for work permits to recruit Syrian refugees with over 2000 work permits issued by April 2016</li> <li>• Work permits help fill gaps in formal labour market, while reducing the numbers in informal labour market.</li> <li>• For most sectors, 10% quota on maximum number of non-Turkish nationals permitted in employer's workforce (seasonal labour in agriculture is an exception)</li> </ul>
<b>Priority Needs</b>	<ul style="list-style-type: none"> <li>• Collecting data with respect to the employability of Syrian refugees</li> <li>• Informing employers and Syrian refugees more widely about new regulation</li> <li>• Working with employers (and their representatives) and researchers to identify in which sectors to be prioritised</li> <li>• Sharing data more widely among stakeholders</li> <li>• Legal, technical and financial support required for establishing SMEs</li> </ul>

### Vocational education and training (VET)

<b>Current Situation</b>	<ul style="list-style-type: none"> <li>• VET (including in Turkish language and life skills) being provided to Syrian refugees by a wide range of actors</li> <li>• Importance of VET skills and language skills widely recognised</li> </ul>
<b>Priority Needs</b>	<ul style="list-style-type: none"> <li>• Gathering data on VET needs and better informing potential beneficiaries about what is available</li> <li>• Expanding VET programmes, including ones supporting SMEs; up-skilling and preventing de-skilling in key sectors with labour market gaps.</li> <li>• Regulation, standardisation and certification of VET programmes</li> <li>• Greater recognition of professional and educational qualifications attained in Syria and facilitating adaptation to Turkish context.</li> <li>• More coordination and information sharing between providers</li> </ul>

### Institutional capacity building

<b>Current Situation</b>	<ul style="list-style-type: none"> <li>• The MoLSS, , DGMM, AFAD and other government ministries and departments have seen their workloads increase substantially, as they provide support and services to large numbers of Syrian refugees</li> <li>• More trained staff and Arabic speakers required to provide services</li> <li>• IT support and new office and mobile equipment required</li> </ul>
<b>Priority Needs</b>	<ul style="list-style-type: none"> <li>• MoLSS (particularly İŞKUR) need more resources and specialised staff</li> <li>• GoT also proposes to enhance the capacity of NGOs</li> <li>• İŞKUR may need more Arabic speakers than requested, including more at the provincial level</li> <li>• NGOs undoubtedly need capacity building, but currently unclear on what basis they will be selected and types of training and resources to be provided</li> </ul>

The priority needs that the FSNA document proposes to address (see annex 8), as well as the gaps it is argued still need addressing, are summarised for the short and medium/long term in the following table.

Economic and labour market priorities	Interventions	
	Short-term	Medium/long-term
Address labour market gaps	<p>Fast track work permits for Syrian refugees with skills that address immediate gaps;</p> <p>Up-skill other Syrian refugees that enable them to rapidly fill gaps.</p> <p>Establish database and collect data on professional skills and vocational needs of all Syrian refugees of working age.</p>	<p>Identify and invest in potential areas for economic expansion and diversification to promote job creation;</p> <p>Develop VET programmes to provide Syrian refugees and host population with matching skills.</p>
Address infrastructural needs of expanded population while simultaneously promoting economic expansion	Identify additional economic infrastructure needs through portfolio optimisation	Support large-scale common-use economic infrastructure projects and industrial development zones
Economic expansion to address long-term employment needs	Launch prioritised job creation initiatives in consultation with employers and academics	Increase demand for labour (transformation of local value chains) and enhance quality of labour supply

**10. Municipal Infrastructure and Superstructure**

**10.1. Background and Context**

The influx of Syrian refugees to Turkey has led to a 3.4% population increase overall (Annex 2), which has clearly burdened the country’s infrastructure. But this increase is not shared equally, as approximately 1.8 million refugees are situated in ten provinces along the Syrian border where municipal infrastructures - especially in relation to drinking water, water and waste management, recreational areas, urban transport, as well as municipal services - were already over-stretched, and are now becoming increasingly insufficient. This also has an impact upon the environment and public health. Due to the rapid and significant Syrian refugee influx, Kilis, Hatay, Şanlıurfa, Gaziantep and Mersin are the provinces that are under greater risk in terms of the insufficiency of municipal services. Kilis has seen a 98% population increase, while Hatay and Şanlıurfa follow it with more than a 20%

increase in population size. In order to extend the coverage and quality of municipal services, the GoT is planning to invest in addressing needs in relation to solid waste management, drinking water supplies, sewerage and municipal super-structures. As a result, there are clear indications that the existing infrastructure and facilities have become insufficient to adequately service everyone.

Municipalities are the main local governmental structures responsible for carrying out works and management of local services for the population that reside there, including the operation, maintenance and development of infrastructure. These costs are based on budgets calculated according to the size of the local host population, which does not include refugees living in these provinces. Hence the large numbers of refugees has meant that current budgets do not meet the needs, primarily in terms of water supply, sewage and waste disposal. Infrastructure needs are not only limited with water supply and drainage. There is still a need to improve communications, primarily in relation to transportation, access to government institutions, health facilities, schools etc. For instance, additional bus services need to be provided, existing roads should be expanded and new roads constructed, among other measures.

Besides the municipal authorities, other key Government ministries hold responsibilities in terms of infrastructure, including primarily the Ministry of Development, the Ministry of Environment and Urbanisation, and the Ministry of Forest and Water Management. Further key stakeholders are noted by the FSNA as: the General Directorate of State Hydraulic Works and the İİBank (a provincial bank). During the needs assessment with various stakeholders, it is clear that the İİBank plays an intermediary role in making financial transfers to provinces.

**10.2. Previous and On-going Interventions**

Since 2011, a significant number of bilateral agreements between EU and Turkey have been signed in relation to direct interventions on infrastructure development under the Instrument for Pre-Accession Assistance (IPA), as shown in the table below:

**Table 21 - EU-IPA Projects funded in Turkey (2011-2015)**

<b>Name of the Project</b>	<b>Total Cost (EUR)</b>	<b>IPA contribution (EUR)</b>
Ceyhan Wastewater and Storm Water Project	22,613,862	19,221,782
Siverek Wastewater Project	39,246,693	33,359,689
Adiyaman Wastewater Project	18,536,964	15,756,419
Diyarbakır Solid Waste Management	30,931,747	26,291,985
Diyarbakır Water and Wastewater	78,695,282	66,890,989

Name of the Project	Total Cost (EUR)	IPA contribution (EUR)
Erdemli Water and Wastewater	12,632,939	10,737,998
Kahramanmaraş Water and Wastewater	49,061,594	41,664,105
Mardin Wastewater	59,772,000	50,806,200
Nizip Water and Wastewater	25,567,793	21,732,624
Şanlıurfa Waste Water Plant and Collector Lines	42,490,495	36,116,921
Silvan Drinking Water Supply	11,600,466	9,860,396
<b>TOTAL</b>	<b>391,149,835</b>	<b>332,477,359</b>

*Source: EU Delegation to Turkey, March 2016*

As demand for potable water has doubled in Kilis, additional water has been provided from new sources. However, this has not been sufficient to satisfy all needs. In response, construction works on the upper Afrin Dam began in 2015. While it was initially thought that the drinking water supply in Gaziantep would be sufficient to last until 2013, the increasing size of the population has resulted in acceleration in the construction of Düzbağ Dam. The construction of the large Karaçay Dam has also been accelerated because the existing local water capacity cannot meet the demand. The situation is similar in most of the cities: provisioning of drinking water supply systems, wastewater treatment and solid waste disposal have become priorities for some municipalities. In response, the EU has funded the project "Mitigating the Impact of Syrian Crisis in Southeast Anatolia Region", which has been implemented by UNDP in cooperation with the Southeastern Anatolia Project Regional Development Administration (GAP BKİ), the Prime Ministry Disaster and Emergency Management Authority (AFAD) and with local partners such as the Gaziantep Municipality, Gaziantep Chamber of Industry and Şanlıurfa Municipality. The project aims to enhance the capacity of the Municipalities of Gaziantep, Şanlıurfa, Kilis and Hatay in their provision of municipal services.

Over recent years, the three municipalities of Kahramanmaraş, Şanlıurfa and Hatay in the Southeast region, which have been strongly impacted by the refugee influx, have been granted the status of Metropolitan Municipality (MM). During the field visit to Şanlıurfa representatives of the MM emphasised that the know-how and procedures to fulfil the greater responsibilities that being a MM entails (including water, sanitation and waste services, transport, and emergency fire services) have become even more challenging to tackle due to the very sizeable refugee influx. The MMs determine their budgets by preparing a need analysis for the whole city and province, and by meeting with district municipalities to receive input. They can request some financial input from the central government, but MMs can also fund essential services from various sources such as long-term loans (credit) or can

establish “commercial enterprises.”<sup>61</sup> The current financial situation is a combination of central government funding, municipal incomes, donor projects/programmes and the fact that provinces have had to find additional resources to provide for the additional service and infrastructural needs they require. A key point is that the budget calculations are based on the Turkish population only to fund local services.<sup>62</sup> For example, Şanlıurfa does not receive funding that reflects the additional 400,000 Syrian refugees that it also hosts. However, the situation differs in the health and education sectors, which receive re-imbursements for health services provided to Syrian refugees and a degree of support for double shift schools. However, in all these sectors the strain of additional service provision is clearly of major concern.

The EU IPA II for Turkey<sup>63</sup> includes the priority sector of 'Democracy & Governance' towards improving public administration and financial governance (to be more efficient, responsible and accountable). It is planned to support capacity building and secondary legislation under the lead institution, the Ministry of EU Affairs, with the goal of Local Administrative Reform and improving MM services.<sup>64</sup> Additionally, IPA I projects have plans to invest in and support various initiatives, including ones for treating and disposing wastewater in Şanlıurfa (42.5 million EUR<sup>65</sup>), Kahramanmaraş (49 million EUR) and Mardin (60 million EUR) - amounting to over 150 million EUR in total. A further 21.12 million EUR<sup>66</sup> is allocated for waste management in Şanlıurfa. Further IPA funding in relation to environmental protection and infrastructure are either planned or on-going (some of which are not targeting regions affected by the influx of Syrian refugees). An on-going EU project under the Instrument contributing to Stability and Peace (IcSP) is facilitating the UNDP to engage with local actors such as the GAP BKI and AFAD. It aims to relieve the pressure (especially solid waste management) on local municipalities in Şanlıurfa and to alleviate the burden posed by the refugee crisis. Further details of these projects are provided below.

### **10.3. Identification and Analysis of Needs of Syrian refugees**

#### **10.3.1. Population concentration**

Population size is the major determinant of provincial/municipality budgeting and service provision. Although municipalities do receive their budgets according to the current population, their effectiveness largely depends upon their expectations in terms of the size of the population they will

---

<sup>61</sup> In Turkish: İktisadi İşletme

<sup>62</sup> 80% of the budget is based upon the population size and 20% is based upon their development index.

<sup>63</sup><http://ec.europa.eu/enlargement/pdf/turkey/ipa/2015/ipa2015-038-404-turkey-action-programme.pdf> and <http://ec.europa.eu/enlargement/pdf/turkey/ipa/2015/ipa2015-038-404.2-lar.pdf>

<sup>64</sup> Action 2, Local Administrative Reform, Euro 5.45 M

<sup>65</sup> According to information provided by the EUD

<sup>66</sup> According to GoT FSNA, 65M TL



have in the future. Therefore, after the rapid influx of Syrian refugees, municipalities have experienced scarce resources, leading to the provision of inadequate services. The table below (and Annex 2) show the ten Turkish provinces with the highest concentrations of Syrian refugees. Some 64.6% of Syrian refugees in Turkey live in these ten provinces. More than 10% of Kilis, Hatay, Şanlıurfa, Gaziantep, and Mardin’s populations are made up of Syrians. The Ministry of Development has employed the following basic criteria to prioritise assessment and interventions in its FSNA report: in the cities where the Syrian population is higher than 300,000 or their ratio to the host population is higher than 10%, the investments of which the feasibility studies have been started or completed, are prioritised.<sup>67</sup>

**Table 22 - Ten Turkish provinces with highest density in terms of Syrian refugees**

Province	Population of Province (excl. Syrian refugees)	Population of Syrian refugees	Share of Syrian's in total population
Kilis	130,655	129,221	49.7%
Hatay	1,533,507	386,090	20.1%
Şanlıurfa	1,892,320	401,084	17.5%
Gaziantep	1,931,836	325,151	14.4%
Mardin	796,591	97,768	10.9%
Mersin	1,745,221	138,634	7.4%
Osmaniye	512,873	39,975	7.2%
Kahramanmaraş	1,096,610	84,103	7.1%
Adana	2,183,167	150,117	6.4%
Adıyaman	602,774	24,253	3.9%
<b>Turkey</b>	<b>78,741,053</b>	<b>2,749,410</b>	<b>3.4%</b>

Source: DGMM April 2016

Given the dense Syrian population in the above-mentioned provinces, a rearrangement of municipality budgets should be considered. On the other hand, since an increase of the budgets of provinces with Syrian refugees may mean a budget cut for other provinces, reallocation of funds between the provinces may have some negative spill-over effects on other regions. Thus, the redistribution of the burden that is caused by an increase in refugee populations between all provinces also represents a policy challenge. The central government and local authorities should carry out an ex-ante impact assessment of possible policy options on all regions before implementing any policy. Otherwise, the lack of an impact assessment framework, and failing to follow an integrated approach that takes into account all provinces, are likely to cause further problems.

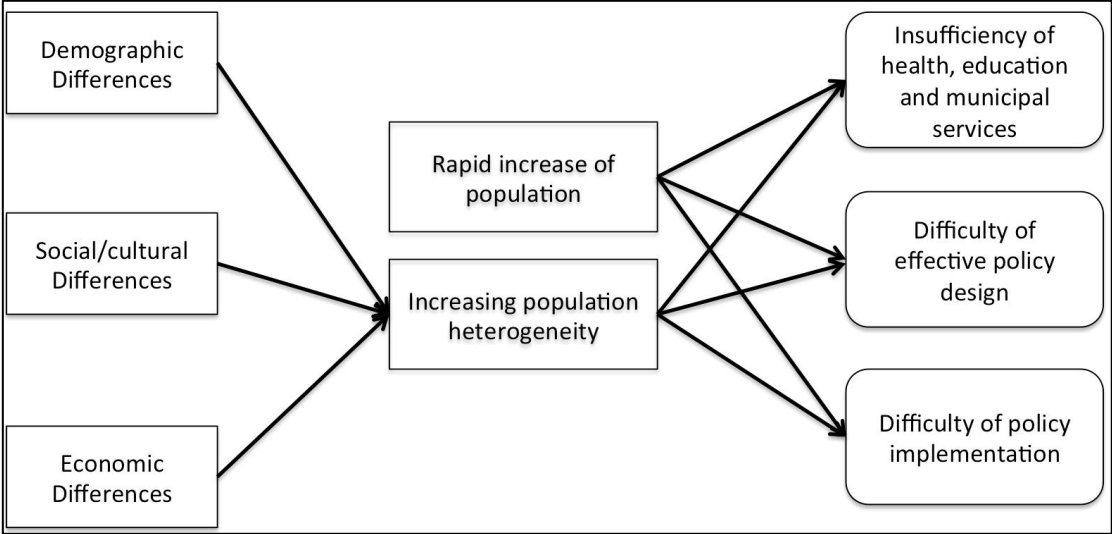
**10.3.2. Inadequacy of service capacity and municipal infrastructure**

The population shock caused by the influx of Syrian refugees - as well as cultural and other preference differences between locals and Syrian refugees - may lead to an inadequacy in terms of service provision. Graphic 6 summarises this relationship. Differences between the local population and the

<sup>67</sup> Ministry of Development communication and “Prioritized Needs for 3 Billion Facility (See Annex 9).

Syrian refugees result in an increase in the heterogeneity of the population and thus the spectrum of the demand for the volume and type of services.

**Graphic 6 - The process that challenges local authorities and policy makers**



It is clearly important to regularly consult with local authorities on needs and to coordinate activities with them in order to ensure effective service provision and empower local government to implement policies and programmes rapidly.

The FSNA document focuses on water, sanitation/waste, municipal buildings, vehicles, locations, safety, emergency and security services. Certain preparatory works for water supplies have been accelerated, though major works appear largely to have not yet commenced. For example, feasibility studies remain on going in Gaziantep and Hatay. Although feasibility studies have been prepared for various locations for a programme funded by Japan International Cooperation Agency (JICA) (600-700 million EUR), not all have been implemented. İLBANK is the main executive agent for feasibility studies, although the General Directorate of State Hydraulic Works (DSİ) is foremost for water resource projects. Almost one third of the cost of projects outlined in the FSNA is based upon feasibility studies. The table below lists various projects amounting to almost 700 million EUR, based upon a completed feasibility study.

**Table 23 - Water and sanitation/waste projects, with a feasibility study completed**

Project	Amount (Million EUR)
<b>İLBANK PROJECTS</b>	
Gaziantep (GASKİ)	54.17
Şanlıurfa (ŞUSKİ)	54.64
Hatay (HATSU)	44.58
Kilis	30.95
<b>DSİ PROJECTS</b>	

Gaziantep (GASKİ)	373.83
Şanlıurfa (ŞUSKİ)	47.36
Kilis	72.69
<b>IPA PROJECTS</b>	
Şanlıurfa Solid Waste	20.12
<b>TOTAL</b>	<b>698.39</b>

*Source: Ministry of Development, March 2016*

The Ministry of Development (MoD) has proposed plans for credits to be granted together with blended funds (once financing is available) for providing assistance to municipalities. It is estimated that this approach will encourage prioritisation at the provincial level. The MoD unofficially plans to offer 50% grants to municipalities. A basic calculation of the financial needs could be estimated at 50% of the FSNA infrastructure budget, which is 1,414 million EUR. Although the proposed source of funds is not clear, the intention is to start the infrastructure development programme, and transfer credits and grants supplied from international financial institutions to it.

UNDP is active in this sector, supporting coping strategies as well as investments and capacity building. It has confirmed funding from the Japanese Government that includes 6 million USD for municipal infrastructure and services. In addition, UNDP has proposed a larger programme for EU funding in both municipal infrastructure, service capability (human capacity) and in economic and social development, which it sees as an integrated approach to resilience for the affected provinces. Local consultations have been held to discuss the project.<sup>68</sup> The needs analysis for municipal services and infrastructure components is outlined in the next section. The provision of services and infrastructure in the education and health sectors are discussed in more depth in their respective sections of the report.

### **10.3.3. Limitations of existing water supply capacities**

Turkey is not a country that is rich in water resources, and there is a risk of it becoming stressed in this regard. In order to produce sufficient quantities, 40% of the water being used derives from dams, 28% from wells and boreholes, 27% from natural springs, and the remainder from rivers, lakes and artificial facilities. Water supply systems are characterised by fairly large losses due to factors such as: pipe leakages as a result of them being old; the types of the pipes used; the pressure the network is under; and illegal connections to the system.

Some 95% of the population in the cities is supplied with water by municipal water systems. The increased consumption as a result of the population growth - especially in the municipalities of Killis, Hatay, Şanlıurfa and Gaziantep – is a priority with respect to infrastructural needs, and to this end there is an urgent need to decrease water losses in the network. Given that the minimum daily

---

<sup>68</sup> Report on identified needs of the municipalities (Şanlıurfa, Gaziantep, Kilis and Hatay) (UNDP 2016).

consumption of water is 250 litres per person per day, some 300,000 m<sup>3</sup> of water per day is required for the Syrian refugee population alone. Currently, the municipal budgets are not sufficient to make radical interventions or invest in big projects that will result in improvements to the delivery of drinking water.

Therefore, reconstruction and upgrade of the existing water supply is a top priority. This includes repairing and upgrading existing reservoirs, pumping stations, filtration stations, chlorination stations, main and distribution pipelines. There is also an urgent need to improve control and monitoring through the SCADA (Supervisory Control and Data Acquisition) System, which is a system for remote monitoring and control that operates with coded signals over communication channels. This will make it possible to integrate existing systems into new ones, or retain them to operate as independent systems. Parallel to this, laboratories for the examination of quality of water need to be supplied with adequate equipment. These needs are relevant in virtually all affected municipalities. The European Commission has already recognised these needs and responded through IPA Assistance. For more details please refer to Table 21.

#### **10.3.4. Wastewater and solid waste needs**

Urban wastewater consisting of used water from households, institutions, schools, restaurants, etc. is in some cases mixed with industrial wastewater. Untreated urban wastewater then discharges into the recipient supplies (rivers, canals, lakes), thereby polluting the environment. In order to reduce the negative impacts of wastewater on water resources and the environment in general, it is necessary to treat wastewater prior to its discharge. According to the EU Directive related to the management of water and wastewater treatment (EU Directive 91/271 / EEC), the organised disposal of urban wastewater is a permanent obligation of the State.

According to data from 2004, 86% of the populations in the Turkish municipalities are connected to the sewage systems.<sup>69</sup> Comparing this data with that from other EU states, such as Bulgaria at 69% and Poland at 57% (EUROSTAT 2003), it can be concluded that the sewage systems are relatively well developed. However, the increase in the consumption of water following the arrival of refugees has resulted in the existing systems being overloaded. In addition, the water treatment facilities have also become overloaded; and given that only a portion of the wastewater is treated (depending upon the capacity available), the residue is absorbed untreated into the ground or into the rivers, lakes, etc. In Turkey, there are also a large number of such landfills, and these waste dumps generate large amounts of methane gas. These are of concern to the environment and in terms of climate change.

---

<sup>69</sup> See: Environment Operational Program 2007-2009, Ministry of Environment and Forestry.  
[http://ec.europa.eu/enlargement/pdf/turkey/ipa/tk3\\_envir\\_ek1\\_eop\\_2007\\_en.pdf](http://ec.europa.eu/enlargement/pdf/turkey/ipa/tk3_envir_ek1_eop_2007_en.pdf) (Accessed 7/6/2016)

When considering the impact of climate change, including frequent dry periods as well as storms with heavy rainfall, the existing systems do not have the capacity to meet requirements. Significant infrastructural improvements are needed in order to meet the needs of the entire population of municipalities - both host communities and refugees. Among those projects that have been prioritised for IPA Assistance in relation to infrastructural needs, is the Project Şanlıurfa Wastewater Treatment Plant and Collector Lines, which amounts 38 million EUR.

Trucks used for the transportation of waste in Turkey are very modern and regularly collect garbage from Turkish homes and businesses. But this waste is then dumped in large landfills in the suburbs of cities. When the Turkish government adopted a plan for the protection of the environment for the period from 2007 to 2009, the Turkish Ministry of Environmental Protection was highly self-critical, concluding that the uncontrolled and unsecured disposal of garbage in Turkey is part of everyday life. Unsecured piles of waste represent a major risk to the environment and public health, as the landfills are often located close to populated areas. The Turkish authorities have been working to reduce the risk to human health and the environment. To this end, the GoT carried out reforms to reduce the number of landfills such that they correspond to the number of municipalities in Turkey, which are responsible for the disposal of garbage.

#### **10.3.5. New methods for the destruction of waste**

The GoT has been implementing reforms in relation to waste disposal for several years, partially in response to pressure from the EU and UN. Environmental experts of the UN estimated that the piles of waste around the world are responsible for 3-5% of the greenhouse effect. Thus, it is clear that garbage dumps represent a threat to the climate: the methane gas produced is 25 times more harmful to the climate than carbon dioxide. The UN therefore requires countries to find new methods for the treatment of waste that would be in accordance with combatting climate change. The European Commission in 2005 adopted a directive on landfills, which includes a significant reduction of gases that contribute to the greenhouse effect. The EU Directive requires that by 2016, member states reduce the amount of waste in landfills by half; and by 2019 two thirds. Turkey remains some way off being able to achieve these targets.

The comprehensive recycling or destruction of released methane in Turkey is still pending. However, progress has been achieved. For example, the city of Denizli in southwest Turkey has a new landfill in which methane is released gently and is broken down. This project contributes not only to environmental protection, but also climate protection. The EU does not support the creation of landfills in the long term, and the best results have been shown in those countries that have a high proportion of waste being treated thermally in combination with a well-organised recycling industry.

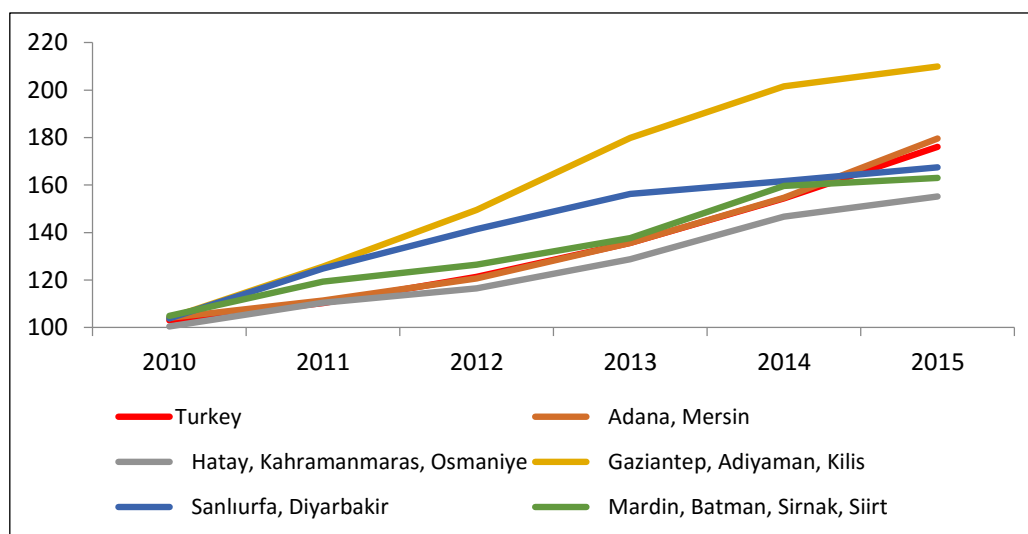
### **10.3.6. New accommodation**

Several studies have identified a link between the influx of Syrian refugees and increasing rental and real estate prices (ORSAM, 2015a; NRC, 2014). These studies underline the necessity to build new structures for accommodation for both Syrian refugees and locals. On the other hand, housing sales and the hedonic house price index series do not indicate a strongly significant structural change due to the population shock (Figure 5). Since the influx of Syrians started in 2012, making comparisons with the trends before and after 2012 only provides a partial and simplistic overview of the impact of the arrival of Syrian refugees on house prices. Even though a structural change for Hatay and Adana regions is suspected, closer examination reveals that the increase in house prices is a phenomenon that the whole of Turkey has experienced over this time period. There is need for more detailed analysis in this regard before any conclusions can be drawn.

On the other hand, affordable accommodation for Syrian refugees is one of the most important long-term challenges given that 90% of Syrian refugees are not accommodated in camps and 33% of them are considered to be extremely vulnerable by WFP (2016). Turkish colleagues of the JTET have commented that housing is not prioritised in FSNA as it is not affordable in the short term and it is difficult to commit to medium to long-term investments, due to the high costs involved combined with hypermobility and uncertainty surrounding the future of the Syrian crisis. Nevertheless, more planning with respect to expanding and improving the housing stock is a necessity, and is a high priority in terms of infrastructural needs.

Private housing, social housing, protected housing, environmentally-friendly housing and their connection with municipal services are all part of governance and planning for Turkish society. Shelter solutions in the mid-term need to be planned with a view to social inclusion, transportation needs, livelihoods and integration considerations.

**Graphic 7 - Hedonic house price index for provinces with high Syrian refugee density (2010-2015)**



Source: EVDS 2015

Although the proposed dual (host and refugee) accommodation programme might not always be popular among the host community as well as the Syrian refugees, it would provide minimal support without major construction. The rent and cash-based support on the other hand could be better integrated with social assistance schemes (and linked to other forms of cash-based support). The problem with this option is that there is a limited stock of buildings in provinces in areas heavily populated by Syrian refugees, and thus rent-cash based support will have adverse effect on the housing for both host communities and Syrian refugees. This points to the need to take steps in the mid-term, if not earlier, for increasing housing stock in order to encourage rental prices to reduce. However, this is not currently a prioritised intervention – it is complicated and expensive.

#### **10.4. Identification and Analysis of Provinces Hosting Syrian Refugees: The Case Study of Şanlıurfa**

Şanlıurfa Metropolitan Municipality is hosting 480,000 Syrian refugees, the largest number of any municipality in Turkey. Some 109,670 of the Syrian refugees live in camps, while 364,000 live outside the camps in approximately 18,000 apartments that they rent in 13 districts (AFAD information). The impact of Syrian refugees on municipal services is reflected mainly through the provision of logistical support to the established camps, provision of water and sewage services, as well as solid waste management. Şanlıurfa Metropolitan Municipality has already provided the infrastructure required for three provisional camps and constructed some networked wells with potable water. New wastewater pipes have also been installed. However, compared with 2011 the water consumption had increased by 23% in 2015; and electricity consumption had increased from 5,000,000 TL per month in 2011 to 7,500,000 TL in 2016.

The Project Team's informal field visit to Şanlıurfa allowed for a brief but insightful view into the wider needs of the city and its surrounding districts. The needs in the region that stakeholders made reference to (in addition to water and sanitation/waste) included:

- Transport generally, including public transport and transport to school for children
- Fire fighting stations, vehicles and equipment
- Police vehicles
- Cemeteries
- A logistics / humanitarian warehouse base
- Concerted involvement in addressing street children

The investment requirements in relation to transportation can be some of the costliest needs to address. However, none of the larger projects recently reported<sup>70</sup> appear to be targeting the Southeast of Turkey, where most Syrian refugees are concentrated. Within the limited scope of this needs assessment and based on meetings in Şanlıurfa in April 2016, there are strong needs in the Southeast for emergency service vehicles and centres (ambulances, fire and police), with clear crosscutting issues in relation to healthcare, safety/rescue, access to education, housing and social cohesion. In Şanlıurfa, ten new fire stations with vehicles and equipment are required. The same metropolitan municipality reports a 45-50-% increase upon the use of public transportation. Public transport systems have struggled to accommodate for the increased capacity. The table below demonstrates how one municipality has had to increase costs (and debts) to provide for an ever-increasing number of passengers.

**Table 24 - Şanlıurfa municipality public transport changes 2012-2015**

YEAR	2012	2013	2014	2015	% increase (2012 -2015)
No. of buses	199	218	247	285	43%
No. of passengers	36,335,000	39,230,000	47,275,000	51,900,000	43%
Purchase/Investment cost (TL)	17,965,778	23,945,321	22,587,172	34,791,119	94%
Purchase/Investment cost (EUR) (@/3.23)	5,562,160	7,413,412	6,992,932	10,771,244	94%

Source: ŞANLIURFA METROPOLITAN MUNICIPALITY

<sup>70</sup> <http://www.hurriyetdailynews.com/minister-reveals-details-about-giant-infrastructure-projects-in-turkey-.aspx?pageID=238&nID=97809&NewsCatID=345>



The Şanlıurfa municipality reported in a recent report that due to the increased passenger demand it had needed to buy over 75 buses during the previous two years. It also claims that a further 80-90 buses are urgently required.

Not only is the population as a whole in need of services, but those that provide them also need to be able to travel from home to work, and deliver services, such as home visiting, outreach and monitoring services. For example, Syrian schoolteachers outside camps (with lower payments than those officially employed as teachers) cannot easily afford to pay for their own travel costs. Some have stated that they had been informed that municipalities would issue free transportation cards (bus passes), but so far this has not happened<sup>71</sup>. Investment in transportation systems and vehicles should take account the priority needs, the environment, and be linked to services and their efficiency and impacts. Current transport policies include the following, which could be extended to all refugee families:

- State provision of bus passes (free for elderly, reduced rate for students, the disadvantaged/disabled)
- School children: free transportation
- Children aged between 0-6 years: free bus travel
- Reduced rate on Dolmuş (private minibus) for students

Some of the general discounts are determined by the Ministry of Family and Social Polices<sup>72</sup> and each municipality is required to provide discounts for elderly people, students and children. Every municipality has its own "travel card regulation" with specified discounts for different categories such as: journalists, police, post office staff, foreign students, teachers, and others.

Given that for many families transportation costs can prove to be prohibitive, and in order to guarantee that poor/marginalised children are able to attend school, it is strongly recommended that an alternative Community Transport (CT) system be adopted. This is a less conventional, more innovative transport solution that can be provided by local community-based organisations, targeted at members of the community (both refugee and host community members) who do not have access to conventional public transport services for their travel needs due to lack of availability, accessibility, affordability or safety and security concerns. Such systems can be designed, specified and developed by the communities that they service themselves; and are provided on a non-profit basis in direct response to the identified needs of these communities.

CT services can focus on individual needs, such as people with disabilities, who can travel on the minibuses as easily as anyone else. CT is a way of providing safe, accessible and affordable transport solutions for local communities and this would greatly benefit those refugee students who cannot

---

<sup>71</sup> Emin 2016.

<sup>72</sup> E.g. for elderly people (<http://eyh.aile.gov.tr/sikca-sorulan-sorular/indirimler>)

afford their transportation fees to attend school. It must be noted that CT schemes are nearly always dependent on voluntary effort and hence are only successful when the workload is shared by a large number of dedicated people.

## 10.5. Planned Interventions

The GoT is planning to invest 2,827 million EUR in municipal infrastructure and superstructure sector between 2016 and 2018, which comprises 14.8% of the planned total investment reported in the FSNA document (Annex 8). Infrastructure investments are also planned for each of the other sectors, except for economy and labour. However, all needs included in FSNA and their estimated budgets have been included to provide indicative needs in the respective sectors. According to the GoT, this does not mean that it is planning to invest as stipulated during these three years. Investment will be realised according to availability of both financial and human resources. If other sectors' planned infrastructure investments are also counted, then 78.6% of grand total consists of infrastructure related expenses. The largest share of investments related to municipality services (55.5%) is designated for satisfying drinking water infrastructure.

In Şanlıurfa, which is the case study examined in the previous section for this sector, the following projects related to environmental protection are being planned, developed or are on-going:

- Work has commenced on the construction of waste separation plants in Harran, Akçakale and Viranşehir, and the establishment of a waste transfer station in Ceylanpınar (including the purchase of necessary vehicles – equipment (vehicles needed by the district municipality and Metropolitan municipality, such as waste collection truck, semitrailer, etc.). On 1 August 2015, as the commencement date has been applied in Şanlıurfa, Gaziantep and Kilis provinces.
- On an area of 6.4 hectares where solid waste has been disposed, 1.300.000 tons of waste have been disposed. Approximately 800 tons of solid waste is being delivered to the area daily. The Implementation Designs of the new Lots on 11.4 hectares have been prepared, and have been approved by the Ministry of Environment and Urbanisation, at an estimated cost of 25 million TL.
- Plans for the Siverek-Hilvan Integrated Solid Waste Plant Project have been approved in principle. Currently, under development/examination are the proposed design, a cost-benefit analysis and a project application to the Ministry of Health and Urbanisation. IPA assistance will provide 85% of the project costs.
- The Viranşehir-Ceylanpınar Integrated Solid Waste Project will be also funded by EU. The total cost of the project is 30,251,788 EUR (involving a 30-year period of operation). While the EU will cover 85% of the costs, the Ministry of Environment and Urbanisation will cover 6.5% and the Şanlıurfa Metropolitan Municipality 8.5%.
- The purchase of vehicle for increasing the institutional service capacity has been made with the support of UNDP. In all, 38 vehicles (at a cost of 3,050,000 USD) have been purchased

and 4 vehicles (2 fire brigade vehicles, 1 waste transportation vehicle, 1 funeral vehicle) have been delivered to Şanlıurfa Metropolitan Municipality.

- Food and non-food relief items are distributed with the help of NGOs operating in the region.
- Under IPA II (2014-2020), local administration reform is being conducted through the development and strengthening of the administrative capacity.

## **10.6. Summary of Findings**

Changes in legislation allowing for expanded responsibilities in service provision for municipal authorities and the merging of some municipal entities have resulted in additional infrastructure burdens. However, the capital expenditures provided to municipalities have not increased. According to UNDP, there is no evidence to show that municipalities have the capacity to respond to the needs of their expanded populations.

While there is a need for additional infrastructure, there is also a more immediate need to increase productivity of what already exists. UNDP estimates that making better use of existing assets could reduce the overall investment required by 15%. This would include the refurbishment and renovation of existing infrastructure assets. In particular, this applies to the provision of drinking water, wastewater management and solid waste disposal.

In the short term, therefore, priorities include water/sanitation and waste management (especially in provinces with high concentrations of Syrian refugees such as Kilis), upgrading and modernising of systems, waste transfer stations, public transportation and affordable housing. In the longer term, there will be a need for social centres, for renovating and refurbishing schools which are conducting double teaching shifts, upgrading public facilities, traffic and transportation administration and technical capacities for service optimisation. It should be borne in mind that municipalities in the province only regulate housing to some extent but have no mandate to build new houses. As mentioned, the influx of refugees presents immense pressures on infrastructures and the GoT has been struggling to provide adequate services in this respect. At the same time, further investments into expansion of infrastructure require significant investments.

For short, medium and long term infrastructure projects the following interventions will effectively improve the current situation:

<b>Interventions</b>	
<b>Short-term</b>	<b>Medium/long-term</b>
<p>To obtain additional quantities of water through shallow wells and boreholes wherever it is possible and in accordance with the standards</p> <p>To make necessary reconstruction of existing water supply systems i.e. to replace old pipes with new ones to avoid leaking</p> <p>To renovate or reconstruct existing sewerage systems i.e. to replace old pipes with new ones to combat leaking</p> <p>The same measures should be taken for water treatment plants</p> <p>For solid waste improvement, increase the collection of secondary raw materials i.e. paper, steel, aluminium, plastic bottles, etc. as well as collection points.</p>	<p>Planning and construction of new water supply systems which can be networked with the existing ones or work independently</p> <p>Construction of new storage facilities i.e. reservoirs with sufficient capacities</p> <p>Construction of new water treatment systems</p> <p>To improve capacities of recycling centres and the recycling industry in general</p> <p>Capacity building of government institutions as a focal point for the effective implementation of the projects</p> <p>More planning with respect to expanding and improving the housing stock</p>

## 11. Concluding Remarks and Cross-cutting Issues

**Comprehensive collection and sharing of data:** While recognising that confidentiality of personal data is of utmost importance, the lack of comprehensive data that has been collected and/or shared on demographics and vulnerabilities is a serious hindrance to assessing needs and designing programs and interventions. Some NGOs and local authorities have assessed specific needs at the local level, but this has been limited and somewhat piecemeal. The sheer numbers of Syrian refugees and their vast geographic spread, with very high concentrations in some provinces, have also presented challenges in collating and sharing data. But stakeholders emphasise the importance of being able to identify needs and target their interventions, and expressed an eagerness to work with the government authorities to find a solution, such that their work will compliment and support the government, which they recognise as being the lead in terms of the response to the crisis. The government is planning to conduct a re-registration process of all Syrian refugees residing in Turkey. This will involve systematically collecting more comprehensive data, which should facilitate in the targeting of some interventions. Technical assistance is being provided by UNHCR. I/NGOs could also play a role in developing standardised assessment tools that are relevant to Syrian refugees. It is also crucial that data collected is disaggregated by gender, age group and location. This will facilitate the gender mainstreaming of programmes and targeting vulnerable groups appropriately. This requires comprehensive data collection and further needs assessments in all sectors, in order to allow for appropriate interventions including prevention of SGBV, early marriage and child labour.

**Prioritising vulnerable populations:** Planning responses should be guided by the criteria of vulnerability, inclusiveness and proportionality. Particular attention needs to be paid to the special needs of vulnerable persons (e.g. female-headed households, children, adolescents, the elderly, and the disabled). Some data has been collected with respect to vulnerability, by the GoT and by some UN agencies and I/NGOs. But all concerned are reluctant to share the data they have access to for fear of violating the law. This data should be pooled and consolidated, such that vulnerabilities and needs can be assessed and gaps in information identified. Those with access to this information could be a small group of trusted stakeholder partners. Only through such an exercise can interventions be targeted appropriately and donor funds be expended efficiently. The notion that this should be done after the funding has been provided is not a realistic or practical approach.

**Coordination and collaboration between all relevant organisations and actors:** The scale of the refugee population in need within Turkey calls for strengthened and harmonised coordination mechanisms, including enhanced joint planning, information management, enhanced communication mechanisms and regular monitoring to improve the efficiency of interventions. There is room for improving cross coordination between the numerous governmental and non-governmental actors operating at international, national and local levels. The various humanitarian actors working in Turkey (UN organisations, NGOs and other relevant actors, including local authorities) remain committed to providing needs-based assistance without discrimination, in accordance with humanitarian principles. The numerous stakeholders consulted for this report have stated their recognition of the immense capacity of the Turkish state and their impressive efforts, and have positioned their role as being one of supporting and complementing the GoT's response to Syrian refugees by strengthening access to and effectiveness of the national system, particularly for the most vulnerable and hard to reach. Considering the complexity, scale and time-pressures of the refugee problem, better coordination and collaboration between all actors is of great importance to ensure maximum efficiency, transparency and avoiding duplication of actions. Such coordination should entail strengthening information sharing, better mapping on the 4w's (who, what, where and when) on refugee related programmes and services in Turkey,<sup>73</sup> greater coherence across different operational modalities and improving mechanisms for jointly discussing and acting to address needs and concerns. Collaboration is equally important throughout the cycles of needs assessments, programming, implementation and monitoring.

**Information dissemination on rights and services:** While the GoT has taken significant steps in regulating equal access for refugees to most services in the sectors covered in this study including education, health, social support, employment, and the like, lack of information remains an important barrier. Hence, there is a need for better developing mechanisms of information sharing for both refugees and service providers about these new regulations and the associated rights and services.

**Language training and life skills:** Besides information, language is one of the major barriers to accessing and benefiting from the range of services that are available, and for refugees to be able to fulfil their potential. The need for language training in Turkish for refugees and in Arabic for service providers is a widespread need across all sectors. It is clear from discussions with stakeholders that this is a priority need that cuts across all sectors. Lack of a common language is a barrier to formal education, accessing health services and gaining meaningful employment (even when refugees have the other requisite skills); it is also an obstacle to wider social cohesion. The high demand for language

---

<sup>73</sup> The EU funded IMAP project currently being carried out is an important step in closing this gap.

training and the limited existing capacity means that most refugees are not able to develop these skills significantly in the near term.

**Channelling efforts to urban refugees:** It is universally recognised that the situation of the camps in Turkey is well above average standards globally. However, international examples also show that camps should be regarded as a temporary measure. Certainly, while the infrastructure of camps should be strengthened, efforts should primarily be channelled to supporting non-camp Syrian refugees, which constitute 90% of the population. The experiences of protracted displacement situations across the world tell us that it is important to link accommodation to livelihood opportunities as soon as possible, particularly for those in camps and settlements. Indeed, the GoT has already taken steps to allow the refugees in Turkey to generate an income, and thereby has the potential to avoid many of the problems of poverty and hopelessness associated with refugee camps in sub-Saharan Africa and the Middle East.

**Effective monitoring:** The Refugee Facility for Turkey (FRiT) is specifically intended to support refugees in Turkey. It is therefore imperative that funding should only be made available for genuinely incurred, specific and verifiable costs made by the Turkish authorities for the reception, hosting, healthcare, education and other essential needs of refugees. As with all of the programmes it supports, the European Commission is required by its member states to closely monitor the appropriate expenditure of these funds and collect performance data from all relevant stakeholders, including the Government of Turkey, NGOs and UN agencies. In order to ensure that interventions are targeted at the most vulnerable, the Facility will need to systematically collect data and evidence over the lifetime of the programmes. It would also be advisable make future projections in relation to vulnerabilities and needs data, given that the situation is a fluid one whereby there may be significant changes over time concerning the number and composition of the refugee population. A mutually agreed Results Framework (RF) would greatly facilitate the articulation of the impact and ensure the effectiveness of FRiT. The RF should have a clear line of sight - from the Action Plan to the outcomes - that also reflect the needs and priorities identified in the Needs Assessment. A monitoring framework based on the RF should also be established. Consideration might also be given to the establishment for Turkey of a mechanism similar to that of new Research and Evidence Facility for the EU Trust Fund for Stability and Addressing the Root Causes of Irregular Migration and Forced Displacement in Africa (Horn of Africa Window).<sup>74</sup> But for such a mechanism to function effectively, it would be essential to secure the agreement and active engagement of the Turkish government.

---

<sup>74</sup> For further details see: [https://ec.europa.eu/europeaid/sites/devco/files/t05-eutf-hoa-req-10-research-and-evidence\\_en.pdf](https://ec.europa.eu/europeaid/sites/devco/files/t05-eutf-hoa-req-10-research-and-evidence_en.pdf)

***Social cohesion and harmonisation (integration) strategy:*** Equal access to basic rights is fundamental to integration processes. As mentioned under the different sections of this report, Turkey today has provided Syrian refugees with significant rights in relation to health, education, work and social welfare. Now it is tasked with ensuring that these rights are upheld and fully implemented in practice, through better informing both refugees and service providers. Rights and awareness alone, however, are not sufficient to achieve widespread cohesion, which is a process that must be considered much more comprehensively both in scope and time. For example, the opening of health and social service centres for refugees might only be useful in overcoming information, language and other related barriers in accessing services. Similarly, the widespread practice of Temporary Education Centres where the Syrian curriculum is provided might allow Syrian children to retain their specific language and national/cultural heritage, which is important for families who would like to maintain the possibility of returning to Syria in the future. But in the long run, it is also possible that such exclusionary services can foster tendencies towards ghettoization and/or serve as an impediment to a sense of full membership in Turkish society. Moreover, integration is not a one-way process, but also needs to involve and engage with host communities in order to mitigate any resentment towards the refugees. The experiences of fragmentation that have recently emerged in various parts of Europe, despite decades of migration, should send a clear sign to Turkey about the importance of addressing ‘integration’ issues early on.

The Turkish government has recently initiated efforts to this end. The 2013 Law on Foreigners and International Protection stipulates the need to develop a comprehensive migrant integration approach (Article 96 on Harmonisation)<sup>75</sup>, which represented a policy change in comparison to previous years, when migration had been perceived to be temporary or transit in nature. The DGMM has recently begun working on this issue, and is being supported by the International Organisation for Migration through a project examining and comparing effective international and EU practices and approaches through a broad inter-agency and multi-stakeholder consultation process. In the end, a Strategy Document and National Action Plan on Harmonisation (Integration) is planned for, that is to be in line with the political, socio-economic, and historical background of immigration in Turkey whilst encompassing international and EU approaches and migration governance frameworks.

---

<sup>75</sup> The Law purposefully uses the Turkish term “uyum” (translated to English as harmonisation) instead of “entegrasyon” (integration) to emphasize that it is a two-way, dynamic process requiring equal efforts by both migrant and host communities (as discussed in an interview with an IOM representative).



## 12. Annexes

### Annex 1. - Populations by Provinces (alphabetically)

	PROVINCES	Population (excl. Syrian refugees)	Population of Syrian refugees		PROVINCES	Population (excl. Syrian refugees)	Population of Syrian refugees
	Total	78,741,053	2,749,410		Total	78,741,053	2,749,410
1	ADANA	2 183 167	<b>150,117</b>	41	İZMİR	4 168 415	<b>90,615</b>
2	ADIYAMAN	602 774	<b>24,253</b>	42	KAHRAMANMARAŞ	1 096 610	<b>84,103</b>
3	AFYONKARAHİSAR	709 015	<b>3,122</b>	43	KARABÜK	236 978	<b>275</b>
4	AĞRI	547 210	<b>877</b>	44	KARAMAN	242 196	<b>383</b>
5	AKSARAY	386 514	<b>860</b>	45	KARS	292 660	<b>126</b>
6	AMASYA	322 167	<b>160</b>	46	KASTAMONU	372 633	<b>559</b>
7	ANKARA	5 270 575	<b>59,271</b>	47	KAYSERİ	1 341 056	<b>49,024</b>
8	ANTALYA	2 288 456	<b>145</b>	48	KİLİS	130 655	<b>129,221</b>
9	ARDAHAN	99 265	<b>62</b>	49	KIRIKKALE	270 271	<b>439</b>
10	ARTVİN	168 370	<b>39</b>	50	KIRKLARELİ	346 973	<b>2,074</b>
11	AYDIN	1 053 506	<b>6,491</b>	51	KIRŞEHİR	225 562	<b>553</b>
12	BALIKESİR	1 186 688	<b>1,640</b>	52	KOCAELİ	1 780 055	<b>22,597</b>
13	BARTIN	190 708	<b>28</b>	53	KONYA	2 130 544	<b>67,960</b>
14	BATMAN	566 633	<b>18,112</b>	54	KÜTAHYA	571 463	<b>281</b>
15	BAYBURT	78 550	<b>31</b>	55	MALATYA	772 904	<b>18,006</b>
16	BİLECİK	212 361	<b>437</b>	56	MANİSA	1 380 366	<b>5,535</b>
17	BİNGÖL	267 184	<b>700</b>	57	MARDİN	796 591	<b>97,768</b>
18	BİTLİS	340 449	<b>572</b>	58	MERSİN	1 745 221	<b>138,634</b>
19	BOLU	291 095	<b>854</b>	59	MUĞLA	908 877	<b>8,100</b>
20	BURDUR	258 339	<b>7,744</b>	60	MUŞ	408 728	<b>671</b>
21	BURSA	2 842 547	<b>96,833</b>	61	NEVŞEHİR	286 767	<b>4,904</b>
22	ÇANAKKALE	513 341	<b>3,327</b>	62	NİĞDE	346 114	<b>2,429</b>
23	ÇANKIRI	180 945	<b>265</b>	63	ORDU	728 949	<b>517</b>
24	ÇORUM	525 180	<b>1,271</b>	64	OSMANİYE	512 873	<b>39,975</b>
25	DENİZLİ	993 442	<b>6,165</b>	65	RİZE	328 979	<b>519</b>
26	DİYARBAKIR	1 654 196	<b>29,399</b>	66	SAKARYA	953 181	<b>5,480</b>
27	DÜZCE	360 388	<b>427</b>	67	SAMSUN	1 279 884	<b>3,301</b>
28	EDİRNE	402 537	<b>6,536</b>	68	ŞANLIURFA	1 892 320	<b>401,084</b>
29	ELAZIĞ	574 304	<b>4,589</b>	69	SİİRT	320 351	<b>2,841</b>
30	ERZİNCAN	222 918	<b>175</b>	70	SİNOP	204 133	<b>66</b>
31	ERZURUM	762 321	<b>440</b>	71	ŞİRNAK	490 184	<b>14,841</b>
32	ESKİŞEHİR	826 716	<b>1,557</b>	72	SİVAS	618 617	<b>1,254</b>
33	GAZİANTEP	1 931 836	<b>325,151</b>	73	TEKİRDAĞ	937 910	<b>5,335</b>
34	GİRESUN	426 686	<b>136</b>	74	TOKAT	593 990	<b>606</b>
35	GÜMÜŞHANE	151 449	<b>61</b>	75	TRABZON	768 417	<b>1,561</b>
36	HAKKARİ	278 775	<b>971</b>	76	TUNCELİ	86 076	<b>97</b>
37	HATAY	1 533 507	<b>386,090</b>	77	UŞAK	353 048	<b>1,074</b>
38	İĞDIR	192 435	<b>82</b>	78	VAN	1 096 397	<b>1,553</b>
39	ISPARTA	421 766	<b>5,933</b>	79	YALOVA	233 009	<b>2,477</b>
40	İSTANBUL	14 657 434	<b>394,571</b>	80	YOZGAT	419 440	<b>2,781</b>
				81	ZONGULDAK	595 907	<b>297</b>

Source: DGMM, April 2016

## Annex 2. - Populations by Provinces (by population size of Syrian refugees)

	PROVINCES	Province Population (excl. Syrian refugees)	Registered Syrian refugees	% of Syrian refugees to Population excl. Syrian refugees	Male	Female
	<b>TOTAL</b>	<b>78,741,053</b>	<b>2,749,410</b>	<b>3.49%</b>	<b>1,462,946</b>	<b>1,286,464</b>
1	ŞANLIURFA	1,892,320	401,084	21.19%	208,078	193,006
2	İSTANBUL	14,657,434	394,571	2.69%	216,572	177,999
3	HATAY	1,533,507	386,090	25.17%	208,579	177,511
4	GAZİANTEP	1,931,836	325,151	16.83%	169,422	155,729
5	ADANA	2,183,167	150,117	6.87%	77,926	72,191
6	MERSİN	1,745,221	138,634	7.94%	71,482	67,152
7	KİLİS	130,655	129,221	98.86%	66,185	63,036
8	MARDİN	796,591	97,768	12.27%	52,100	45,668
9	BURSA	2,842,547	96,833	3.41%	52,428	44,405
10	İZMİR	4,168,415	90,615	2.17%	49,352	41,263
11	KAHRAMANMARAŞ	1,096,610	84,103	7.67%	43,941	40,162
12	KONYA	2,130,544	67,960	3.19%	35,546	32,414
13	ANKARA	5,270,575	59,271	1.12%	31,314	27,957
14	KAYSERİ	1,341,056	49,024	3.65%	27,027	21,997
15	OSMANİYE	512,873	39,975	7.79%	20,954	19,021
16	DİYARBAKIR	1,654,196	29,399	1.78%	15,353	14,046
17	ADIYAMAN	602,774	24,253	4.02%	12,338	11,915
18	KOCAELİ	1,780,055	22,597	1.27%	12,343	10,254
19	BATMAN	566,633	18,112	3.19%	8,982	9,130
20	MALATYA	772,904	18,006	2.33%	8,992	9,014
21	ŞIRNAK	490,184	14,841	3.02%	8,402	6,439
22	MUĞLA	908,877	8,100	0.89%	5,596	2,504
23	BURDUR	258,339	7,744	2.99%	4,157	3,587
24	EDİRNE	402,537	6,536	1.62%	5,225	1,311

	PROVINCES	Province Population (excl. Syrian refugees)	Registered Syrian refugees	% of Syrian refugees to Population excl. Syrian refugees	Male	Female
25	AYDIN	1,053,506	6,491	0.61%	4,675	1,816
26	DENİZLİ	993,442	6,165	0.62%	3,363	2,802
27	ISPARTA	421,766	5,933	1.40%	3,417	2,516
28	MANİSA	1,380,366	5,535	0.40%	2,873	2,662
29	SAKARYA	953,181	5,480	0.57%	3,242	2,238
30	TEKİRDAĞ	937,910	5,335	0.57%	3,145	2,190
31	NEVŞEHİR	286,767	4,904	1.71%	2,532	2,372
32	ELAZIĞ	574,304	4,589	0.80%	2,492	2,097
33	ÇANAKKALE	513,341	3,327	0.65%	2,356	971
34	SAMSUN	1,279,884	3,301	0.26%	1,651	1,650
35	AFYON	709,015	3,122	0.44%	1,576	1,546
36	SİİRT	320,351	2,841	0.88%	1,613	1,228
37	YOZGAT	419,440	2,781	0.66%	1,430	1,351
38	YALOVA	233,009	2,477	1.06%	1,296	1,181
39	NİĞDE	346,114	2,429	0.70%	1,252	1,177
40	KIRKLARELİ	346,973	2,074	0.59%	1,533	541
41	BALIKESİR	1,186,688	1,640	0.14%	979	661
42	TRABZON	768,417	1,561	0.20%	885	676
43	ESKİŞEHİR	826,716	1,557	0.19%	820	737
44	VAN	1,096,397	1,553	0.14%	729	824
45	ÇORUM	525,180	1,271	0.24%	645	626
46	SİVAS	618,617	1,254	0.20%	640	614

	PROVINCES	Province Population (excl. Syrian refugees)	Registered Syrian refugees	% of Syrian refugees to Population excl. Syrian refugees	Male	Female
47	UŞAK	353,048	1,074	0.30%	554	520
48	HAKKARİ	278,775	971	0.35%	647	324
49	AĞRI	547,210	877	0.16%	470	407
50	AKSARAY	386,514	860	0.22%	404	456
51	BOLU	291,095	854	0.29%	479	375
52	BİNGÖL	267,184	700	0.26%	367	333
53	MUŞ	408,728	671	0.16%	333	338
54	TOKAT	593,990	606	0.10%	317	289
55	BİTLİS	340,449	572	0.17%	315	257
56	KASTAMONU	372,633	559	0.15%	348	211
57	KIRŞEHİR	225,562	553	0.24%	279	274
58	RİZE	328,979	519	0.16%	291	228
59	ORDU	728,949	517	0.07%	272	245
60	ERZURUM	762,321	440	0.06%	236	204
61	KIRIKKALE	270,271	439	0.16%	217	222
62	BİLECİK	212,361	437	0.20%	252	185
63	DÜZCE	360,388	427	0.12%	225	202
64	KARAMAN	242,196	383	0.16%	190	193
65	ZONGULDAK	595,907	297	0.05%	174	123
66	KÜTAHYA	571,463	281	0.05%	133	148
67	KARABÜK	236,978	275	0.11%	184	91
68	ÇANKIRI	180,945	265	0.14%	146	119

	PROVINCES	Province Population (excl. Syrian refugees)	Registered Syrian refugees	% of Syrian refugees to Population excl. Syrian refugees	Male	Female
69	ERZİNCAN	222,918	175	0.07%	97	78
70	AMASYA	322,167	160	0.05%	76	84
71	ANTALYA	2,288,456	145	0.01%	90	55
72	GİRESUN	426,686	136	0.03%	65	71
73	KARS	292,660	126	0.04%	78	48
74	TUNCELİ	86,076	97	0.11%	60	37
75	İĞDIR	192,435	82	0.04%	44	38
76	SİNOP	204,133	66	0.03%	31	35
77	ARDAHAN	99,265	62	0.06%	37	25
78	GÜMÜŞHANE	151,449	61	0.04%	33	28
79	ARTVİN	168,370	39	0.02%	30	9
80	BAYBURT	78,550	31	0.03%	12	19
81	BARTIN	190,708	28	0.01%	22	6
	<b>TOTAL</b>	<b>78,741,053</b>	<b>2,749,410</b>	<b>3.49%</b>	<b>1,462,946</b>	<b>1,286,464</b>

Source: DGMM, April 2016

### Annex 3. - Populations by Provinces (by percentage growth to population)

	PROVINCES	Province Population (excl. Syrian refugees)	Registered Syrian refugees	% of Syrian refugees to Population (excl. Syrian refugees)	Male	Female
	<b>TOTAL</b>	<b>78,741,053</b>	<b>2,749,410</b>	<b>3.49%</b>	<b>1,462,946</b>	<b>1,286,464</b>
7	KİLİS	130,655	129,221	98.86%	66,185	63,036
3	HATAY	1,533,507	386,090	25.17%	208,579	177,511
1	ŞANLIURFA	1,892,320	401,084	21.19%	208,078	193,006
4	GAZİANTEP	1,931,836	325,151	16.83%	169,422	155,729
8	MARDİN	796,591	97,768	12.27%	52,100	45,668
6	MERSİN	1,745,221	138,634	7.94%	71,482	67,152
15	OSMANİYE	512,873	39,975	7.79%	20,954	19,021
11	KAHRAMANMARAŞ	1,096,610	84,103	7.67%	43,941	40,162
5	ADANA	2,183,167	150,117	6.87%	77,926	72,191
17	ADIYAMAN	602,774	24,253	4.02%	12,338	11,915
14	KAYSERİ	1,341,056	49,024	3.65%	27,027	21,997
9	BURSA	2,842,547	96,833	3.41%	52,428	44,405
12	KONYA	2,130,544	67,960	3.19%	35,546	32,414
19	BATMAN	566,633	18,112	3.19%	8,982	9,130
21	ŞIRNAK	490,184	14,841	3.02%	8,402	6,439
23	BURDUR	258,339	7,744	2.99%	4,157	3,587
2	İSTANBUL	14,657,434	394,571	2.69%	216,572	177,999
20	MALATYA	772,904	18,006	2.33%	8,992	9,014
10	İZMİR	4,168,415	90,615	2.17%	49,352	41,263
16	DİYARBAKIR	1,654,196	29,399	1.78%	15,353	14,046
31	NEVŞEHİR	286,767	4,904	1.71%	2,532	2,372
24	EDİRNE	402,537	6,536	1.62%	5,225	1,311
27	ISPARTA	421,766	5,933	1.40%	3,417	2,516
18	KOCAELİ	1,780,055	22,597	1.27%	12,343	10,254
13	ANKARA	5,270,575	59,271	1.12%	31,314	27,957
38	YALOVA	233,009	2,477	1.06%	1,296	1,181
22	MUĞLA	908,877	8,100	0.89%	5,596	2,504
36	SİİRT	320,351	2,841	0.88%	1,613	1,228
32	ELAZIĞ	574,304	4,589	0.80%	2,492	2,097
39	NİĞDE	346,114	2,429	0.70%	1,252	1,177
37	YOZGAT	419,440	2,781	0.66%	1,430	1,351
33	ÇANAKKALE	513,341	3,327	0.65%	2,356	971
26	DENİZLİ	993,442	6,165	0.62%	3,363	2,802
25	AYDIN	1,053,506	6,491	0.61%	4,675	1,816
40	KIRKLARELİ	346,973	2,074	0.59%	1,533	541
29	SAKARYA	953,181	5,480	0.57%	3,242	2,238
30	TEKİRDAĞ	937,910	5,335	0.57%	3,145	2,190
35	AFYON	709,015	3,122	0.44%	1,576	1,546
28	MANİSA	1,380,366	5,535	0.40%	2,873	2,662
48	HAKKARİ	278,775	971	0.35%	647	324

	PROVINCES	Province Population (excl. Syrian refugees)	Registered Syrian refugees	% of Syrian refugees to Population (excl. Syrian refugees)	Male	Female
47	UŞAK	353,048	1,074	0.30%	554	520
51	BOLU	291,095	854	0.29%	479	375
34	SAMSUN	1,279,884	3,301	0.26%	1,651	1,650
52	BİNGÖL	267,184	700	0.26%	367	333
45	ÇORUM	525,180	1,271	0.24%	645	626
57	KIRŞEHİR	225,562	553	0.24%	279	274
50	AKSARAY	386,514	860	0.22%	404	456
42	TRABZON	768,417	1,561	0.20%	885	676
46	SİVAS	618,617	1,254	0.20%	640	614
62	BİLECİK	212,361	437	0.20%	252	185
43	ESKİŞEHİR	826,716	1,557	0.19%	820	737
55	BİTLİS	340,449	572	0.17%	315	257
49	AĞRI	547,210	877	0.16%	470	407
53	MUŞ	408,728	671	0.16%	333	338
58	RİZE	328,979	519	0.16%	291	228
61	KIRIKKALE	270,271	439	0.16%	217	222
64	KARAMAN	242,196	383	0.16%	190	193
56	KASTAMONU	372,633	559	0.15%	348	211
41	BALIKESİR	1,186,688	1,640	0.14%	979	661
44	VAN	1,096,397	1,553	0.14%	729	824
68	ÇANKIRI	180,945	265	0.14%	146	119
63	DÜZCE	360,388	427	0.12%	225	202
67	KARABÜK	236,978	275	0.11%	184	91
74	TUNCELİ	86,076	97	0.11%	60	37
54	TOKAT	593,990	606	0.10%	317	289
59	ORDU	728,949	517	0.07%	272	245
69	ERZİNCAN	222,918	175	0.07%	97	78
60	ERZURUM	762,321	440	0.06%	236	204
77	ARDAHAN	99,265	62	0.06%	37	25
65	ZONGULDAK	595,907	297	0.05%	174	123
66	KÜTAHYA	571,463	281	0.05%	133	148
70	AMASYA	322,167	160	0.05%	76	84
73	KARS	292,660	126	0.04%	78	48
75	IĞDIR	192,435	82	0.04%	44	38
78	GÜMÜŞHANE	151,449	61	0.04%	33	28
72	GİRESUN	426,686	136	0.03%	65	71
76	SİNOP	204,133	66	0.03%	31	35
80	BAYBURT	78,550	31	0.03%	12	19
79	ARTVİN	168,370	39	0.02%	30	9
71	ANTALYA	2,288,456	145	0.01%	90	55
81	BARTIN	190,708	28	0.01%	22	6
	<b>TOTAL</b>	<b>78,741,053</b>	<b>2,749,410</b>	<b>3.49%</b>	<b>1,462,946</b>	<b>1,286,464</b>

Source: DGMM, April 2016

#### Annex 4. - Number of Syrian refugees living in camps (including Iraqis)

TOTAL LIVING IN TEMPORARY SHELTER CENTERS					279,424
Total of Syrians living in temporary shelter centres to date					269,858
Total of Iraqis living in temporary shelter centres to date					9,566
Province	Centres	Tents	Containers		
Units	26	20	6		
Divisions	60,263 Divisions	48,406 Tents and divisions	11,857 Containers	IRAQIS	SYRIANS
ŞANLIURFA	5	4	1	0	109,724
GAZİANTEP	5	4	1	8,511	40,551
KİLİS	2		2	0	33,400
KAHRAMANMARAŞ	1	1		0	18,431
HATAY	6	5	1	0	18,350
MARDİN	3	3		1,055	12,002
ADANA	1	1		0	10,473
ADİYAMAN	1	1		0	9,517
OSMANİYE	1	1		0	9,422
MALATYA	1	0	1	0	7,988

Source: DGMM, April 2016



## Annex 5. - Age and gender distribution of Syrian refugees

AGE	MALE	FEMALE	TOTAL	% OF TOTAL
<b>TOPLAM</b>	1,462,946	1,286,464	2,749,410	100%
0-4	187,227	174,643	361,870	13.16%
5-9	197,625	189,027	386,652	14.06%
10-14	151,688	138,802	290,490	10.57%
15-19	172,462	143,079	315,541	11.48%
20-24	181,139	143,113	324,252	11.79%
25-29	148,670	115,779	264,449	9.62%
30-34	121,576	97,155	218,731	7.96%
35-39	87,184	74,387	161,571	5.88%
40-44	60,179	56,746	116,925	4.25%
45-49	48,516	44,692	93,208	3.39%
50-54	37,863	36,587	74,450	2.71%
55-59	25,603	25,750	51,353	1.87%
60-64	17,804	18,369	36,173	1.32%
65-69	11,580	11,937	23,517	0.86%
70-74	6,290	7,256	13,546	0.49%
75-79	3,866	4,600	8,466	0.31%
80-84	2,085	2,635	4,720	0.17%
85-89	1,126	1,295	2,421	0.09%
90+	463	612	1,075	0.04%

Source: DGMM April 2016

## Annex 6. - Education status of Syrian refugees (by province)

Province	Unknown	Illiterate	Literate but no schooling	Pre-school	Primary School	Secondary School	High School	Associate Degree	Bachelors	Masters	Doctorate	TOTAL
<b>TOTAL</b>	<b>672,594</b>	<b>932,033</b>	<b>362,491</b>	<b>1</b>	<b>447,389</b>	<b>179,593</b>	<b>98,353</b>	<b>12,177</b>	<b>40,793</b>	<b>3,749</b>	<b>237</b>	<b>2,749,410</b>
	<b>24.46%</b>	<b>33.90%</b>	<b>13.18%</b>	<b>0.00%</b>	<b>16.27%</b>	<b>6.53%</b>	<b>3.58%</b>	<b>0.44%</b>	<b>1.48%</b>	<b>0.14%</b>	<b>0.01%</b>	
ADANA	45,145	46,640	11,029		27,736	11,752	5,115	868	1,717	105	10	<b>150,117</b>
ADIYAMAN	11,999	4,553	236		3,942	2,354	738	102	320	9		<b>24,253</b>
AFYON	48	1,344	357		1,006	242	68	8	45	4		<b>3,122</b>
AĞRI	4	734	79		24	15	12	1	8			<b>877</b>
AKSARAY	16	474	114		151	61	31	1	12			<b>860</b>
AMASYA		53	31		47	19	4	1	5			<b>160</b>
ANKARA	975	27,101	24,410		4,279	1,587	529	62	304	21	3	<b>59,271</b>
ANTALYA	9	52	18		19	12	13	5	17			<b>145</b>
ARDAHAN	2	16	34		1	6	0		3			<b>62</b>
ARTVİN	3	6	18		8	2	0		2			<b>39</b>
AYDIN	18	1,142	1,660		1,552	555	778	92	649	45		<b>6,491</b>
BALIKESİR	5	440	482	1	268	206	161	21	52	3	1	<b>1,640</b>
BARTIN	4	3	8		4	4	2	1	2			<b>28</b>
BATMAN	5,287	4,519	409		3,519	2,043	1,507	201	531	96		<b>18,112</b>
BAYBURT		12	4		10		1		4			<b>31</b>
BİLECİK	10	124	11		120	71	70	14	16	1		<b>437</b>
BİNGÖL	10	506	141		16	1	4	4	13	5		<b>700</b>
BİTLİS		298	64		95	69	29	3	14			<b>572</b>
BOLU	13	314	113		118	117	125	7	46		1	<b>854</b>

Province	Unknown	Illiterate	Literate but no schooling	Pre-school	Primary School	Secondary School	High School	Associate Degree	Bachelors	Masters	Doctorate	TOTAL
BURDUR	12	2,850	1,275		2,903	291	279	11	103	20		<b>7,744</b>
BURSA	301	35,959	15,015		26,476	10,636	6,809	556	1,028	52	1	<b>96,833</b>
ÇANAKKALE	4	738	1,143		641	388	257	32	113	11		<b>3,327</b>
ÇANKIRI	9	84	15		56	54	27	6	14			<b>265</b>
ÇORUM	25	570	192		222	109	92	8	49	4		<b>1,271</b>
DENİZLİ	101	3,950	463		1,153	311	111	12	61	3		<b>6,165</b>
DİYARBAKIR	265	19,799	1,996		3,465	2,170	1,091	184	381	42	6	<b>29,399</b>
DÜZCE	40	105	35		105	56	39	8	35	4		<b>427</b>
EDİRNE	12	914	5,286		210	46	21	9	32	6		<b>6,536</b>
ELAZIĞ	24	3,125	1,108		81	51	74	24	89	13		<b>4,589</b>
ERZİNCAN	3	79	24		18	22	14	5	6	4		<b>175</b>
ERZURUM	18	222	109		30	14	23	3	19	2		<b>440</b>
ESKİŞEHİR	97	785	124		287	146	79	12	24	3		<b>1,557</b>
GAZİANTEP	126,312	103,374	26,917		43,620	13,975	6,582	897	2,629	832	13	<b>325,151</b>
GİRESUN	9	63	42		11	4	3		4			<b>136</b>
GÜMÜŞHANE		26	5		14	9	4		3			<b>61</b>
HAKKARİ	5	695	87		49	74	33		26	2		<b>971</b>
HATAY	123,877	74,975	65,840		66,286	30,632	14,651	2,840	6,297	640	52	<b>386,090</b>
IĞDIR		28	42		3	2	4		3			<b>82</b>
ISPARTA	47	2,110	71		1,760	1,010	544	53	335	2	1	<b>5,933</b>
İSTANBUL	188	188,738	72,106		69,834	30,649	20,246	1,743	10,517	486	64	<b>394,571</b>
İZMİR	1,182	42,687	11,387		21,894	8,397	3,163	509	1,352	43	1	<b>90,615</b>

Province	Unknown	Illiterate	Literate but no schooling	Pre-school	Primary School	Secondary School	High School	Associate Degree	Bachelors	Masters	Doctorate	TOTAL
KAHRAMAN MARAŞ	58,585	14,753	5,433		3,123	1,153	617	55	336	48		<b>84,103</b>
KARABÜK	7	119	62		13	24	36	3	9	2		<b>275</b>
KARAMAN	5	147	19		135	48	22	2	5			<b>383</b>
KARS	4	42	55		8	11	2	3	1			<b>126</b>
KASTAMONU		195	65		110	110	57	3	17	2		<b>559</b>
KAYSERİ	459	18,053	5,148		21,170	2,103	1,318	380	352	41		<b>49,024</b>
KIRIKKALE	1	302	78		23	16	11		7	1		<b>439</b>
KIRKLARELİ	2	341	1,652		24	17	15	10	13			<b>2,074</b>
KIRŞEHİR	2	243	36		149	73	28	10	8	4		<b>553</b>
KİLİS	60,789	22,179	9,412		21,676	9,061	3,637	387	1,795	279	6	<b>129,221</b>
KOCAELİ	520	9,214	9,616		1,380	724	859	19	260	4	1	<b>22,597</b>
KONYA	204	35,229	8,091		13,641	6,020	3,094	444	1,193	35	9	<b>67,960</b>
KÜTAHYA	12	112	36		46	29	18	7	18	3		<b>281</b>
MALATYA	4,991	3,410	406		4,159	2,784	1,489	204	539	21	3	<b>18,006</b>
MANİSA	45	3,562	1,103		512	172	105	9	25	2		<b>5,535</b>
MARDİN	34,395	33,623	22,104		4,794	1,565	796	92	343	55	1	<b>97,768</b>
MERSİN	3,973	62,994	12,278	0	32,791	13,857	8,859	445	3,305	101	31	<b>138,634</b>
MUĞLA	48	3,485	2,332		648	523	580	170	271	41	2	<b>8,100</b>
MUŞ	1	513	143		9	3	1		1			<b>671</b>
NEVŞEHİR	31	1,609	1,649		1,300	189	78	10	35	3		<b>4,904</b>
NİĞDE	71	1,078	160		610	297	158	21	32	2		<b>2,429</b>

Province	Unknown	Illiterate	Literate but no schooling	Pre-school	Primary School	Secondary School	High School	Associate Degree	Bachelors	Masters	Doctorate	TOTAL
ORDU	27	240	155		43	21	19	2	9	1		517
OSMANİYE	7,444	7,216	599		11,863	7,284	3,790	544	1,192	36	7	39,975
RİZE	9	173	36		56	63	117	16	45	4		519
SAKARYA	227	1,320	232		1,643	755	989	62	247	5		5,480
SAMSUN	15	1,528	123		713	428	309	75	106	1	3	3,301
SİİRT	21	1,911	744		39	13	81	1	31			2,841
SİNOP		25	3		10	7	13	1	7			66
SİVAS	51	624	83		290	89	79	10	26	2		1,254
ŞANLIURFA	184,195	124,186	32,796	0	39,499	10,626	5,772	537	2,943	516	14	401,084
ŞIRNAK	1	6,268	1,729		2,754	2,184	1,236	213	391	63	2	14,841
TEKİRDAĞ	56	2,399	1,832		569	198	163	32	82	4		5,335
TOKAT	81	252	211		34	13	6	1	8			606
TRABZON	97	717	236		221	135	93	9	47	4	2	1,561
TUNCELİ		90	4		2	0	1		0			97
UŞAK	4	322	193		327	106	80	22	20			1,074
VAN	35	1,110	336		18	17	18		15	3	1	1,553
YALOVA	21	870	386		348	354	302	63	127	5	1	2,477
YOZGAT	77	1,287	402		516	316	129	6	44	3	1	2,781
ZONGULDAK	9	85	13		90	43	43	6	8			297
<b>TOTAL</b>	<b>672,594</b>	<b>932,033</b>	<b>362,491</b>	<b>1</b>	<b>447,389</b>	<b>179,593</b>	<b>98,353</b>	<b>12,177</b>	<b>40,793</b>	<b>3,749</b>	<b>237</b>	<b>2,749,410</b>

Source: DGMM April 2016

## Annex 7. - (Partial) Estimations of various donor expenditure in Turkey 2012-onwards

1	2	3	4	5	6
Period →	2012-2014 TRY	2015-2016 TRY	2017- onwards (Planned, TRY)	Total (EUR) (EUR/TRY = 3.23) (2+3+4) / 3.23	Total (USD) (USD/TRY = 2.9) (EUR/TRY = 1.12) (2+3+4) / 2.9
EC <sup>(1)</sup>	21,746,292	75,008,353	89,875,000 (Under preparation) 2,500,000,000 (Commitment under EUTF)	831,773,883.90	926,424,015.52
EU MS <sup>(2)</sup>	10,409,376	68,785,040	500,000,000 (Commitment under EUTF)	179,317,156.66	199,722,212.41
UN <sup>(3)</sup>	3,050,223	5,546,394	3RP estimations	2,661,491.33	2,964,350.69
Non-EU MS <sup>(4)</sup>	202,706,240	103,392,857 2015 (US PRM)	N/A	94,767,522.29	105,551,412.76
Government <sup>(5)</sup>	N/A		N/A		
IFIs <sup>(6)</sup>	N/A	2,232,142	N/A	691,065.63	769,704.14
Private <sup>(7)</sup>	223,858	382,115		187,607.74	208,956.21
<b>Total</b>	<b>238,135,989</b>	<b>255,346,901</b>	<b>3,089,875,000</b>	<b>1,109,398,728</b>	<b>1,235,640,652</b>

Note: Data reflects only partial financial contributions with relevance to the 6 NA sectors (excl. Migration Management) and by data provided by EC, IOM, WFP, UNDP, UNHCR, FAO, and WB. For projects covering months from both periods, the contributions are calculated as per number of months X (Budget/ total number of months).

(1) EC data refer to ECHO, IPA, IcSp, EIDHR instruments relevant to the 6 NA sectors and part of EUTF (as of March 2016). No calculations related to EOP included under these contributions. (2) EU MS contributions based on EDRIS data 2013-2015 for Turkey and of WFP data. (3) Calculations include IOM& WFP data. (4) Calculations include data as reported by IOM, WFP, UNHCR, UNDP and US PRM. (5) Pending requests. Global estimations of the governmental expenditure are 8-9 billion USD & 455 million USD from international donors (FSNA 2016). (6) Data refers to WB only. (7) Data refers only to two UN agencies.

## Annex 8. - Needs and planned interventions by sector breakdown according to FSNA (2016-18)

Note: The tables below are the unofficial English translation of the tables included in the FSNA (March 2016) that was prepared for the experts.

**Table 25 - 2016-2018 Needs assessment summary total cost table (In prices of 2016, Thousand TL)**

Sector	2016				2017				2018				2016-2018			
	Current	Investment	Transfer	Total	Current	Investment	Transfer	Total	Current	Investment	Transfer	Total	Current	Investment	Transfer	Total
Humanitarian relief	2,312,732	2,421,376	1,103,060	5,835,828	2,479,134	366,724	1,108,931	3,953,449	2,659,809	402,329	1,120,674	4,181,472	7,450,335	3,188,418	3,330,655	13,969,408
Education	802,475	2,961,670		3,764,145	1,075,975	1,337,520		2,413,495	1,327,595	1,233,574		2,561,169	3,206,045	5,532,764		8,738,809
Health	1,402,445	1,424,734		2,827,179	1,528,566	2,275,385		3,803,951	1,661,121	1,585,980		3,247,101	4,592,132	5,286,099		9,878,231
Municipal Infrastructure and Superstructure	142,124	1,324,785		1,466,909	152,641	3,456,598		3,609,239	196,700	3,860,111		4,041,811	491,465	8,641,495		9,132,960
Social Support and Cohesion	636,786	107,218		744,004	650,696	26,952		677,498	714,137	28,699		742,836	2,123,805	40,684		2,164,489
Economy and Labour	469,091	110,242		579,333	703,385	158,620		862,005	1,174,528	187,320		1,361,848	2,347,004	456,182		2,803,186
Migration Management	154,048	3,378,512		3,532,560	271,714	5,493,256		5,764,970	321,320	5,484,851		5,806,170	747,081	14,356,619		15,103,700
<b>Grand Total</b>	<b>5,919,701</b>	<b>11,728,537</b>	<b>1,103,060</b>	<b>18,749,958</b>	<b>6,862,111</b>	<b>13,115,055</b>	<b>1,108,931</b>	<b>21,084,607</b>	<b>8,055,210</b>	<b>12,782,864</b>	<b>1,120,674</b>	<b>21,942,407</b>	<b>20,956,828</b>	<b>37,502,930</b>	<b>3,331,325</b>	<b>61,790,783</b>

## HUMANITARIAN RELIEF

Table 26 - Summary total cost table for Humanitarian Relief

	2016				2017				2018				2016-2018			
	Current	Investment	Transfer	Total	Current	Investment	Transfer	Total	Current	Investment	Transfer	Total	Current	Investment	Transfer	Total
<b>Thousand TL In 2016 prices</b>	2,312,732	2,421,376	1,103,060	5,835,828	2,479,134	366,724	1,108,931	3,953,449	2,659,809	402,329	1,120,674	4,181,472	7,450,335	3,188,418	3,330,655	13,969,408
<b>Thousand Euros 1 EUR=3.23 TL</b>	716,016	749,652	341,505	1,806,758	767,534	113,537	343,322	1,223,978	823,470	124,560	346,958	1,294,573	2,306,605	987,126	1,031,163	4,324,894

Table 27 - Needs table for Humanitarian Relief

Needs	Location	Responsible Organisation	Organisations for Cooperation	Description of the Need	2016-2018 Costs (In prices of 2016, Thousand TL)			
					Current	Investment	Transfer	Total
<b>Purpose-1:</b> Enhancement of the living conditions of the Syrians living in the camps and the arrangement of the donations provided by the NGO								
<b>Objective-1:</b> Enhancing the living conditions of the Syrians living in the camps; ensuring coordination of the humanitarian relief provided by the NGOs; raising awareness of the NGOs and establishing a data system								
<b>Component-1:</b> Strengthening of the Physical Infrastructure								
1: Conversion of the tent cities into container cities	Hatay, Gaziantep, Sanliurfa, Mardin, Kahramanmaraş, Osmaniye, Adiyaman, Adana	AFAD (The Disaster and Emergency Management Authority)	Ministry of National Education, Ministry of Health, Ministry of Interior, Ministry of Family and Social Policies, Presidency of Religious Affairs, Turkish Red Crescent, Governorates	Healthier living spaces will be provided to the Syrians with the container cities, which have lower operational costs.		2,046,324		2,046,324
2: Establishment of pilot satellite cities supporting the social cohesion of the Syrians	3 provinces where the Syrian population is dense	AFAD (The Disaster and Emergency Management Authority)	Ministry of National Education, Ministry of Health, Ministry of Interior, Ministry of Family and Social Policies, Presidency of Religious Affairs, Turkish Red Crescent, Governorates, Housing Development Administration of Turkey	A total of 15,000-house pilot satellite cities which shelter families of 5 person and which support social cohesion will be established.		1,071,397		1,071,397



Needs	Location	Responsible Organisation	Organisations for Cooperation	Description of the Need	2016-2018 Costs (In prices of 2016, Thousand TL)			
					Current	Investment	Transfer	Total
3: Meeting the operational costs of the camps	Hatay, Gaziantep, Şanlıurfa, Mardin, Kahramanmaraş, Osmaniye, Adiyaman, Adana, Kilis, Malatya	AFAD (The Disaster and Emergency Management Authority)	Governorates	Operational costs of the temporary housing centres including food, AFADKART, related service procurements, energy and logistics expenditures will be met.	5,436,675			5,436,675
4: Establishing camps out of the borders of Turkey	Syria	AFAD (The Disaster and Emergency Management Authority)	Turkish Red Crescent, NGOs	The living conditions of the displaced Syrians will be improved in the camps where they live within the boundaries of Syria and the capacity will be strengthened against new migration flows.			1,890,655	1,890,655
5: Ensuring coordination of humanitarian relief activities by establishing a logistic base	To be determined according to the region where the Syrian population is dense	Turkish Red Crescent	AFAD (The Disaster and Emergency Management Authority), Directorate General of Migration Management , Other Relevant Public Institutions, National and International Humanitarian relief Organisations	It is planned to establish a Logistics Centre where both the humanitarian relief activities carried out by the Turkish Red Crescent will be carried out and the national and international humanitarian relief activities will be carried out as well as the incoming materials will be directed within the framework of the on-going Syrian Humanitarian relief activities.	21,000	31,890		52,890
6: Improving the physical capacity of the Turkish Red Crescent Ulucanlar Aşocağı centre	Ankara	Turkish Red Crescent	Turkish Red Crescent, IFRC, Ministry of Food, Agriculture and Livestock, Social Assistance and Solidarity Foundation	The restoration of the Aşocağı centre will be completed and hot meal service will be provided up to 5,000 people including the Syrians.	9,126			9,126
7: Establishing Public Centres for providing psychosocial support, orientation and education services for the Syrians living out of the camps	Provinces where the Syrian population is above 50,000 people	Turkish Red Crescent	Ministry of Family and Social Policies, Ministry of National Education, Ministry of Health, Directorate General of Migration Management , IFRC, UNICEF, English Red Cross, German Red Cross, Luxemburg Red Cross	Minimum 46 ea. C type Public Centre will be opened for 2.3 million beneficiaries considering that a Public Centre including C type basic services for each 50,000 people within the context of the prepared Public Centre Model.	956,478			956,478
<b>Component-2: Strengthening of the Human Infrastructure</b>								
8: Regularly meeting basic food needs of 500,000 Syrians who live out of the camps, by Kızılay Card (Turkish Red Crescent Card)	All provinces, especially the provinces where the Syrian population is dense	Turkish Red Crescent	AFAD (The Disaster and Emergency Management Authority), Directorate General of Migration Management , Social Assistance and Solidarity Foundations, WFP	Food will be supplied through regular cash loadings by Kızılay Card provided to the determined families. Kızılay Cards will be distributed to the suffered Syrians living out of the camps and 80 TL will be loaded to the cards monthly per person in cooperation with the	90,000	30,000	1,440,000	1,560,000

Needs	Location	Responsible Organisation	Organisations for Cooperation	Description of the Need	2016-2018 Costs (In prices of 2016, Thousand TL)			
					Current	Investment	Transfer	Total
				Social Assistance and Solidarity Foundations. The cards will be used in the contracted markets out of the camps.				
9: Meeting basic humanitarian needs of 500,000 Syrian people living in the cities	All provinces, especially the provinces where the Syrian population is dense	Turkish Red Crescent	Directorate General of Migration Management , Local Refugee Representatives, NGOs	Within the scope of the project; 300,000 ea. Food Boxes, 300,000 ea. Hygiene Sets, 100,000 ea. Kitchen Sets, 300,000 ea. Baby Hygiene Sets, 500,000 ea. blankets, 33,334 ea. coal burning stoves, 200,000 ton coal, 20,000 ton wood will be supplied and distributed to the needy Syrian Refugees living in the cities.	920,001			920,001
<b>Component-3: Strengthening of the Corporate Capacity</b>								
10: Establishing a common database for tracking the aid and donations made	Ankara	AFAD (The Disaster and Emergency Management Authority)	The Ministry of Interior, Social Assistance and Solidarity Foundations, Local Administrations, Turkish Red Crescent, NGOs	It will be ensured to monitor the assistance provided by the public institutions, local administrations and the NGOs and to share the needs in a common platform.	4,404	8,807		13,211
11: Establishing an Information Management Project to ensure sustainability of the services provided to the Syrians and to increase the quality of the same	Ankara	Turkish Red Crescent	Directorate General of Migration Management , AFAD (The Disaster and Emergency Management Authority), Ministry of Foreign Affairs, relevant UN Organisations, IFRC	Software will be developed for making the studies on monitoring assessment related to the services provided to the Syrians more effective and for improving the corporate disaster response /development capacity, and the existing information management system will be improved; Training, seminar, etc. programs will be prepared for the fund raising experts for the purpose of ensuring sustainability of the activities.	7,442			7,442
12: Providing Effective Team Work and Leadership Training to the personnel working in the Public Centres opened for the	All provinces, especially the provinces where the Syrian population is dense	Turkish Red Crescent		2-day Effective Teamwork and Leadership Training provided by 1 observer and 2 trainers will be given to 1500 people for enhancing teamwork and improving team spirit of the staff working in the Public Centres opened for the Syrians under	2,609			2,609

Needs	Location	Responsible Organisation	Organisations for Cooperation	Description of the Need	2016-2018 Costs (In prices of 2016, Thousand TL)			
					Current	Investment	Transfer	Total
Syrians, in the Children-Friendly Areas and the Kızılay Card Program				temporary protection-Children Friendly Areas-World Food Program.				
13: Translation into Arabic, publication and distribution of the student book titled "Kızılay ile Güvenli Yaşamı Öğreniyorum (I am Learning Safe Life with Turkish Red Crescent)	Ankara		Turkish Red Crescent	The book will be translated into Arabic language and will be published and distributed.	2,600			2,600
<b>Total</b>					<b>7,450,335</b>	<b>3,188,418</b>	<b>3,330,655</b>	<b>13,969,408</b>

## Education

**Table 28 - Summary total cost table for Education**

	2016				2017				2018				2016-2018			
	Current	Investment	Transfer	Total	Current	Investment	Transfer	Total	Current	Investment	Transfer	Total	Current	Investment	Transfer	Total
<b>Thousand TL (in 2016 prices)</b>	802,475	2,961,670		3,764,145	1,075,975	1,337,520		2,413,495	1,327,595	1,233,574		2,561,169	3,206,045	5,532,764		8,738,809
<b>Thousand Euro (1 Euro = 3.23 TL)</b>	248,444	916,926		1,165,370	333,119	414,093		747,212	411,020	381,911		792,932	992,584	1,712,930		2,705,514

**Table 29 – Needs table for Education**

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
<b>Goal-1: Schooling of Syrian children</b>								
<b>Objective-1: Schooling of 450,000 children in 2016; 200,000 in 2017; and 184,000 in 2018, out of the 834,000 Syrian children at the age of formal education</b>								
<b>Component-1: Strengthening of the Physical Infrastructure</b>								
<b>1:</b> Constructing educational buildings and increasing the physical capacity of public education centres which offer services for the Syrian	All provinces, primarily those which are densely populated by the Syrians	Ministry of National Education	Prime Ministry, Provincial Governorships, International Organisations	Educational buildings will be constructed; equipment and practical supplies needs of the buildings that are used by the public education centres offering services for the Syrian will be satisfied.		5,318,084		5,318,084
<b>2:</b> Supply of textbook and stationery needs of students; offering support to students for clothing, etc.	All provinces, primarily those which are densely populated by the Syrians	Ministry of National Education	Prime Ministry, Provincial Governorships, International Organisations	Textbook and stationery needs of students will be satisfied; clothing support will be provided to students.	444,820			444,820
<b>3:</b> Offering transportation support to students who has such need	All provinces, primarily those which are densely populated by the Syrians	Ministry of National Education	Prime Ministry, Provincial Governorships, International Organisations	Transportation support will be provided to 50,000 students who encounter difficulties in accessing the temporary education centres.	483,500			483,500

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
<b>4:</b> Providing regular support in order to cover operating costs of the schools which are allocated to Syrian students on full-time or part-time basis; satisfying maintenance & repair need of the public school buildings and allocating them to the Syrian students on part-time basis (in the afternoon)	All provinces, primarily those which are densely populated by the Syrians	Ministry of National Education	Prime Ministry, Provincial Governorships, International Organisations	Regular support will be provided in order to cover operating costs of the 400 schools which are allocated to Syrian students on full-time or part-time basis; maintenance & repair needs of additional 50 public school buildings will be satisfied and they will be allocated to the Syrian students on part-time basis (in the afternoon).	145,050	100,080		245,130
<b>Component-2: Strengthening of the Human Infrastructure</b>								
<b>5:</b> Appointing permanent Turkish teachers and/or administrators in order to coordinate and administer the educational and training activities being conducted in the temporary education centres	All provinces, primarily those which are densely populated by the Syrians	Ministry of National Education	Provincial Governorships	1,200 permanent Turkish teachers and/or administrators will be appointed in order to coordinate and administer the educational and training activities being conducted in the temporary education centres.	193,400			193,400
<b>6:</b> Appointing substitute teachers to the temporary education centres for the purpose of teaching Turkish language	All provinces, primarily those which are densely populated by the Syrians	Ministry of National Education	Provincial Governorships	4,000 substitute teachers will be appointed to the temporary education centres for the purpose of teaching Turkish language.	145,050			145,050
<b>7:</b> Appointing Turkish teachers additionally on permanent basis or on substitute basis in turn for a course fee, to the public schools where there is an urgent need	All provinces, primarily those which are densely populated by the Syrians	Ministry of National Education	Provincial Governorships	2,000 Turkish teachers will additionally be appointed to the public schools either on permanent basis or on substitute basis to work in turn for a course fee.	145,050			145,050
<b>8:</b> Appointing the volunteering Syrian teachers to the temporary education centres	All provinces, primarily those which are densely populated by the Syrians	Ministry of National Education	Prime Ministry, Provincial Governorships, International Organisations, Non-governmental Organisations	15,000 volunteering Syrian teachers will be appointed to the temporary education centres.	1,087,875			1,087,875

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
9: Offering scholarship opportunities to the Syrians who study in the higher education	Ankara	Administration for Turks Abroad and Related Communities	Prime Ministry, Provincial Governorships, International Organisations	6,000 Syrian students in the higher education will be benefited from scholarship opportunities of the Administration for Turks Abroad and Related Communities.	163,800			163,800
<b>Objective-2:</b> Increasing the participation of Syrian people of all ages in the courses arranged through public education centres on free-of-charge basis								
<b>Component-2:</b> Strengthening of the Human Infrastructure								
10: Appointing master instructors or trainers to the courses opened for the Syrians in the public education centres	All provinces, primarily those which are densely populated by the Syrians	Ministry of National Education	Prime Ministry, Provincial Governorships, International Organisations	5,000 master instructors or trainers will be appointed to the courses opened for the Syrians in the public education centres.	360,000			360,000
<b>Objective-3:</b> Capacity building for the Ministry of National Education staff in order to provide better services to the Syrians								
<b>Component-3:</b> Institutional Capacity Building								
11: Updating the legislation in the required fields	Ankara	Ministry of National Education	Prime Ministry, Provincial Governorships, International Organisations	The Ministry of National Education issued Circular no. 2014/21 for the purpose of building capacity and expanding the scope of activities that are conducted for the Syrian refugees. Such kind of available regulations will be made as required (such as workshops, etc.).		1,500		1,500
12: Enhancing the IT infrastructure of the Ministry of National Education	Ankara	Ministry of National Education	Prime Ministry, Provincial Governorships, International Organisations	Shortcomings of e-Okul (e-School) and YÖBİS (Foreign Students Information System) automation systems, where the education and training activities are monitored, evaluated and certified, etc. by the Ministry of National Education, will be completed; and the IT infrastructure will be enhanced.		6,000		6,000
13: Designing a distant learning program in order to promote schooling ratio of the Syrian children being at the age of secondary education	Ankara	Ministry of National Education	Prime Ministry, Provincial Governorships, International Organisations	A distant learning program (Temporary Education Centre in the form of Open High School) will be designed in order to promote schooling ratio of the Syrian children being at the age of secondary education.	4,500	4,500		9,000
14: Updating the "Turkish Language Teaching for Foreigners" modules that have been created by the Ministry of National Education	Ankara	Ministry of National Education	Prime Ministry, Provincial Governorships, International Organisations	The "Turkish Language Teaching for Foreigners" modules will be updated; different modules, curricula and educational materials will be developed for groups of different ages and various levels.		90,000		90,000

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
<b>15:</b> Rearranging the Arabic language teaching curriculum which is being used in the temporary education centres	Ankara	Ministry of National Education	Prime Ministry, Provincial Governorships, International Organisations	The Arabic language teaching curriculum which is being used in the temporary education centres will be rearranged in order to make it compatible with the curricula of the Turkish education system.		6,000		6,000
<b>16:</b> Implementing the <i>Imam Hatip</i> practical temporary education centre model at the high school level	All provinces, primarily those which are densely populated by the Syrians	Ministry of National Education	Prime Ministry, Non-governmental Organisations	Primarily, the <i>Imam Hatip</i> practical temporary education centre model will be implemented at the high school level so that the Syrian teenagers will be protected against the influence of and abuse by fundamentalist groups and the teenagers who would not like to continue their education within the existing system due to their religious sensitivities will also be able to get the type of education they want within the educational system.		600		600
<b>17:</b> Designing special programs in order for the Syrian students to keep their language and culture alive, and ensuring that they are educated through these programs during non-school hours	All provinces, primarily those which are densely populated by the Syrians	Ministry of National Education	Prime Ministry, Non-governmental Organisations	Special programs will be designed in order for the Syrian students, who start their education in public schools and who continue their education with their Turkish peers, to keep their language and culture alive, and it will be ensured that they are educated through these programs during non-school hours.	3,000	1,500		4,500
<b>18:</b> Working to ensure same level of access to the related services for the Syrian children with special education needs as their Turkish peers	All provinces, primarily those which are densely populated by the Syrians	Ministry of National Education	Prime Ministry, Non-governmental Organisations	Necessary works will be conducted so that the same level of access to the related services will be provided for the Syrian children with special education needs as their Turkish peers and a portion of the support received by the Turkish students in special education will be available to the Syrian children, as well.	15,000	3,000		18,000
<b>19:</b> Promoting the works for better availing the young Syrians with the higher education opportunities	All provinces, primarily those which are densely populated by the Syrians	Ministry of National Education	Prime Ministry, Non-governmental Organisations	Additional measures will be taken and various activities will be conducted so that the young Syrians will better avail themselves of the higher education opportunities and have fair access to the extended opportunities.	15,000	1,500		16,500
<b>Total</b>					<b>3,206,045</b>	<b>5,532,764</b>		<b>8,738,809</b>

## Health

**Table 30 – Summary total cost table for Health**

	2016				2017				2018				2016-2018			
	Current	Investment	Transfer	Total	Current	Investment	Transfer	Total	Current	Investment	Transfer	Total	Current	Investment	Transfer	Total
<b>Thousand TL (in 2016 prices)</b>	1,402,445	1,424,734		2,827,179	1,528,566	2,275,385		3,803,951	1,661,121	1,585,980		3,247,101	4,592,132	5,286,099		9,878,231
<b>Thousand Euro (1 Euro = 3.23 TL)</b>	434,193	441,094		875,288	473,240	704,454		1,177,694	514,279	491,015		1,005,294	1,421,713	1,636,563		3,058,276

**Table 31 –Needs table for Health**

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
<b>Goal-1:</b> Extending the capacity and promoting the efficiency of preventive healthcare services for the Syrians								
<b>Objective-1:</b> Activities regarding vaccination, maternal-child care and communicable diseases will be improved for the Syrians, activities regarding mental health and cancer disease will be made efficient and access to primary care facilities will be improved.								
<b>Component-1:</b> Strengthening of the Physical Infrastructure								
<b>1:</b> Increasing the number of regional Vaccine and Pharmaceutical Warehouses	Şanlıurfa, Adana, Afyon, Bursa, Samsun, Erzurum, Kayseri, Van, İstanbul (2)	Turkish Public Health Authority		In order to improve accessibility of vaccines for the Syrians, new warehouses will be constructed in 10 regions where the capacity of vaccine and pharmaceutical warehouses remains short.	18,450	15,000		33,450
<b>2:</b> Increasing the number of Vaccine and Antiserum Storage Cabinets (in Community Health Centres, Family Health Centres, Immigrants Health Centres)	Şanlıurfa, Kilis, Gaziantep, Hatay, Mersin, Adana, Afyon, Bursa, Samsun, Erzurum	Turkish Public Health Authority		2,000 Storage Cabinets will be procured to store the vaccines and antiserums in order to ensure that the Syrians get vaccinated under safe cold chain conditions.		10,000		10,000
<b>3:</b> Improving access to primary health care facilities	To be determined with consideration to the needs in the provinces and districts which are densely populated by the Syrians	Turkish Public Health Authority		259 primary health care facilities will be constructed so that the Syrians will benefit from the basic health care services and primary care services.	100,184	511,966		612,150



Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
<b>4:</b> Ensuring early diagnosis in the Syrian population by means of cancer screening and access to related training	Adana, Gaziantep, Hatay, İstanbul, Kilis, Mersin, Şanlıurfa, Mardin, İzmir, Bursa, Kahramanmaraş	Turkish Public Health Authority	Disaster and Emergency Management Authority (AFAD), Directorate General for Migration Management, Public Hospitals Authority of Turkey	In Turkey, 1 KETEM (Cancer Screening Centre) is set up for every 250 thousand population. 10 Mobile KETEM Vehicles may be sufficient for 2.5 Million Syrian population. The vehicles consist of a truck, trailer, digital mammography device and gynaecology table inside the trailer. Special software for transferring the mammography images, special generators for the trailers, data transmission stations, staff resting rooms will be available.	116,255	12,000		128,255
<b>5:</b> Establishing immigrants health units/centres	To be determined with consideration to the needs in the provinces and districts which are densely populated by the Syrians	Turkish Public Health Authority	Directorate General for Migration Management, Ministry of Development, Ministry of Finance	For the purpose of effective and efficient provision of basic health care services and primary care services, planning will be made to have 1 unit for every 4,000 people and its extension will be ensured. Thus, access of the Syrian individuals to primary care services will be improved. It is being considered that the services may be rendered via the Ministry of Health staff, by the Volunteers' Health Centres or through outsourcing method. The services to be rendered will fulfil the family medicine standards. It is aimed at providing interpretation services in these centres for increased access to the services and increased quality of the service provision. Considering the currently existing Syrian population, the number of units that should be opened is calculated to be 585.	385,281	14,625		399,906
<b>6:</b> Enhancing the mobile health care services and capacity building	Adana (2), Gaziantep (4), Hatay (4), İstanbul(4), Kilis(2), Mersin(2), Şanlıurfa(4), Mardin(1), İzmir(1), Bursa(1), Kahramanmaraş(1)	Turkish Public Health Authority	Disaster and Emergency Management Authority (AFAD), Directorate General for Migration Management, Public Hospitals Authority of Turkey, NGOs	26 mobile service vehicles will be procured to make the services accessible for the disadvantaged groups who live in the rural areas and have difficulty in accessing the primary care, in particular, and on-site health care services will be provided to those individuals.	10,649	5,200		15,849
<b>7:</b> Improving the mental health services	Adana(2),Gaziantep(4), Hatay(4), İstanbul(4), Kilis(2), Mersin(2), Şanlıurfa(4), Mardin(1), İzmir(1), Bursa(1),	Turkish Public Health Authority	Turkish Public Hospitals Authority	In addition to the existing planning, 25 new community mental health centres will be opened in the provinces.	69,563	3,750		73,313

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
<b>8:</b> Integrated elimination activities against vector borne diseases	To be determined with consideration to the needs in the provinces and districts which are densely populated by the Syrians	Turkish Public Health Authority	Disaster and Emergency Management Authority (AFAD), Turkish Public Hospitals Authority, NGOs	Integrated vector elimination activities will be conducted, including environmental arrangements and application of biocides, in order to control the vector borne diseases in the Syrian people living out of the camps.	12,385			12,385
<b>9:</b> Improving efficiency of the diagnosis and treatment of communicable diseases	Gaziantep	Turkish Public Hospitals Authority		It is considered that construction of Negative Pressure Isolation Chamber will be useful in follow-up, treatment and preventing spread of high risk communicable diseases (EBOLA, Mers-Cow etc.) in our country.		4,500		4,500
<b>Component-2: Strengthening of the Human Infrastructure</b>								
<b>10:</b> Organising in-service training for the staff	In-service training sessions will be arranged in 16 regions.	Turkish Public Health Authority	Turkish Public Hospitals Authority, Directorate General for Migration Management	Training will be arranged, including the management of intercultural differences, for the staff providing health care services to the population under temporary protection. It is planned that each training is attended by 75 people and the training sessions take minimum (3) three days.	3,600			3,600
<b>11:</b> Conducting activities in order to promote the health literacy	All Provinces	Turkish Public Health Authority	Turkish Public Hospitals Authority, Public Health Directorates, Provincial Governorships, Universities, NGOs	Printed materials and visual aid such as guidelines, posters, brochures will be prepared/printed and social activities, social integration events will be carried out in order to promote health literacy.	15,000			15,000
<b>12:</b> Conducting vaccination activities to prevent communicable diseases	All Provinces	Turkish Public Health Authority	Turkish Public Hospitals Authority, NGOs	In the camps and the regions that are densely populated by the Syrians, 9 different vaccines (Hepatitis A & B, Measles, MMR, 5 in 1 combination vaccine, BCG, OPV, CPV, small pox) will be administered to the infants, 4 in 1 combination vaccine will be administered to primary school grade 1 pupils, diphtheria and tetanus vaccines will be administered to the 8 <sup>th</sup> grade pupils and the pregnant women.	161,394			161,394
<b>13:</b> Supporting the infant care service provided for the Syrian infants	All Provinces	Turkish Public Health Authority	NGOs	Providing Vitamin D and Iron supplements to the Syrian infants on free-of-charge basis.	5,054			5,054
<b>14:</b> Supporting the gynaecologic and reproductive health services	All Provinces	Turkish Public Health Authority	Turkish Public Hospitals Authority, NGOs	Iron and Vitamin D preparations will be distributed to the pregnant and puerperal women, family planning support will be provided on free of charge basis.	29,115			29,115

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
<b>Goal-2: Extending the capacity and promoting the efficiency of treatment services for the Syrians</b>								
<b>Objective-1: Capacity will be increased for secondary and tertiary health care facilities and emergency care service provision to the Syrians, access to pharmaceuticals and medical devices will be made efficient, and financing of the health care service provision will be improved</b>								
<b>Component-1: Strengthening of the Physical Infrastructure</b>								
<b>15: Improving access to secondary health care facilities</b>	To be determined with consideration to the needs in the provinces and districts which are densely populated by the Syrians	Turkish Public Hospitals Authority		76 hospitals will be constructed so that the Syrians will benefit from the treatment services.		3,964,950		3,964,950
<b>16: Capacity building on substance abuse</b>	Adana, Şanlıurfa, Hatay, İstanbul, Diyarbakır, İzmir	Turkish Public Hospitals Authority		10 Amatem (Alcohol And Substance Abuse Treatment Centre) - Çematem (Research, Treatment and Training Centre for Substance Abuse in Children and Adolescents) centres in total will be constructed in 6 provinces so that the Syrians will benefit from the rehabilitating health care services. Furthermore, 6 centres will be repaired and their capacity will be increased. Substance Abuse Treatment Centres will be opened in 5 provinces.		197,875		197,875
<b>17: Capacity building on emergency care service provision</b>	All Provinces	Ministry of Health		71 emergency care stations and 125 ambulances will be procured in order to meet the emergency care service provision need originating from the Syrian population across Turkey.	205,031	59,620		264,651
<b>18: Capacity building for the intensive care units in the health care facilities</b>	Adana, Hatay, Kahramanmaraş, Kilis, Şanlıurfa, Bursa	Turkish Public Hospitals Authority	Ministry of Health	Increasing the bed capacity of 154 neonatal, 54 paediatric and 150 adult intensive care units in the health care facilities in the listed provinces	48,129	34,975		83,104
<b>19: Supporting the financing of health care service provision</b>	All Provinces	Disaster and Emergency Management Authority (AFAD)	Ministry of Health, Turkish Public Hospitals Authority	The financial burden on the Ministry of Health budget originating from the Syrians will be reduced.	2,548,700			2,548,700
<b>20: Creating the medical device infrastructure for health care facilities</b>	To be determined with consideration to the needs in the provinces and districts which are densely populated by the Syrians	Turkish Public Hospitals Authority	Ministry of Health	Medical devices and equipment needs of 21 health care facilities with 4028 beds capacity, which will put to service in 2016, will be met.		451,000		451,000

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
<b>21:</b> Satisfying the pharmaceutical and medical device needs of the Syrians	All Provinces	Disaster and Emergency Management Authority (AFAD)	Turkish Public Health Authority, Ministry of Health, Turkish Public Hospitals Authority	All of the domestic and foreign pharmaceutical needs of the Syrians will be met on free-of-charge basis.	764,610			764,610
<b>22:</b> Creating maternal guesthouses	To be determined with consideration to the needs in the provinces and districts which are densely populated by the Syrians	Turkish Public Hospitals Authority		The aim is to offer maternal guesthouse service in the healthcare facilities which are intensively visited by the Syrian patients, in order to provide the mothers whose infant/child (0-2 years of age) is admitted to the infant intensive care unit/ intensive care department, with accommodation until their patient recovers or the pregnant women whose due date is close and who encounter difficulties in terms of transportation, until they deliver their baby.	2,413	638		3,051
<b>Component-2: Strengthening of the Human Infrastructure</b>								
<b>23:</b> Ensuring proper guidance to the Syrians within the healthcare system	All Provinces	Ministry of Health	Turkish Public Hospitals Authority	785 staff members speaking Arabic and Turkish languages will be employed and trained, for the purpose of providing guidance to the Syrians.	94,205			94,205
<b>24:</b> Improving the quality of service provision and training the relevant staff (doctors, nurses, midwives, health officers)	Istanbul, İzmir, Antalya, Trabzon	Turkish Public Hospitals Authority	Ministry of Health	Training programs on the topics of anger management, intercultural communication, psychosocial support, service processes, stress management will be implemented for 450 healthcare staff in order to improve their knowledge and skills and to motivate them. In-service training will be given to 270 staff members on post-traumatic approach in mental health and substance abuse cases and on eliminating the alcohol and substance abuse.	2,115			2,115
<b>Total</b>					<b>4,592,132</b>	<b>5,286,099</b>		<b>9,878,231</b>

## Social Support and Cohesion

**Table 32 – Summary total cost table for Social Support and Cohesion**

	2016				2017				2018				2016-2018			
	Current	Investment	Transfer	Total	Current	Investment	Transfer	Total	Current	Investment	Transfer	Total	Current	Investment	Transfer	Total
<b>Thousand TL (in 2016 prices)</b>	636,786	107,218		744,004	650,696	26,952		677,498	714,137	28,699		742,836	2,123,805	40,684		2,164,489
<b>Thousand Euro (1 Euro = 3.23 TL)</b>	197,147	33,195		230,342	201,454	8,344		209,752	221,095	8,885		229,980	657,203	12,595		670,120

**Table 33 – Needs table for Social Support and Cohesion**

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
<b>Goal-1: Capacity building on psychosocial support service for the Syrians</b>								
<b>Objective-1: Extending the Family Education Program within the scope of psychosocial support works for the Syrians</b>								
<b>Component-2: Strengthening of the Human Infrastructure</b>								
<b>1:</b> Training 120 Syrian trainers in the camp and 200 trainers out of the camp within the scope of Family Education Program	Ankara	Ministry of Family and Social Policies	Directorate General for Migration Management, Disaster and Emergency Management Authority (AFAD)	10 5-day courses will be arranged for training of trainers with participation of 5 formatters and 5 observers for the purpose of training 120 Syrian trainers in the camp and 200 trainers out of the camp, who will be providing training within the scope of Family Education Program for the Syrians.	1,035			1,035
<b>2:</b> Conducting the impact analysis study of the Family Education Program offered for the Syrians	Ankara	Ministry of Family and Social Policies	Directorate General for Migration Management, Disaster and Emergency Management Authority (AFAD)	An impact analysis study will be conducted on the efficacy of Family Education Program by employing qualitative and quantitative methods. The study will find out whether any changes have occurred in the individuals' attitudes in the short- and long-term.		50		50
<b>3:</b> Translating into Arabic the materials and documents of the Family Education Program consisting of 167 units	Ankara	Ministry of Family and Social Policies	Directorate General for Migration Management, Disaster and Emergency Management Authority (AFAD)	In addition to the 31 units which have already been translated into Arabic within the scope of the Family Education Program for the Syrians, the remaining 167 units will be translated, as well.	200			200

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
<b>Objective-2: Improving quality of the psychosocial support service for the Syrians</b>								
<b>Component-2: Strengthening of the Human Infrastructure</b>								
4: Conducting a field study on the psychosocial condition of the Syrians		Ministry of Family and Social Policies	Disaster and Emergency Management Authority (AFAD), Directorate General for Migration Management, Universities, NGOs	There is no general study available as to how the Syrian refugees lead their daily life, what sort of cohesion problems they have, how they earn their livelihood, how their psychosocial condition is in general. With this study, the aim is to find out the current state of play as well as to contribute to development of the policies and programs which will ensure improvement in the welfare level and psychosocial resistance of the Syrian families.		1,500		1,500
<b>Component-3: Institutional Capacity Building</b>								
5: Setting the standards in psychosocial support services	All provinces, primarily those which are densely populated by the Syrians	Ministry of Family and Social Policies	Disaster and Emergency Management Authority (AFAD), Universities, NGOs	Workshops will be arranged for the purpose of improving the psychosocial support services rendered to the Syrians, enhancing the service quality, introducing standardised implementation, and ensuring uniformity in the implementation. Further, information will be exchanged during these workshops with the institutions and organisations that provide psychosocial support services.	150			150
6: Adaptation and development of 3 scales in order to find out psychological condition of the Syrians	All provinces, primarily those which are densely populated by the Syrians	Ministry of Family and Social Policies	Universities, NGOs	Scale adaptation and development will be ensured in order to find out what sort of psychosocial support is needed by the Syrians. Within this scope, the following works will be performed: literature review, finding out the existing scales which have already been implemented, focus group interviews, problem finding, adaptation of the appropriate scale for the problem, piloting the adapted scale, eliminating the gaps in the scale upon piloting and improving the scale.		531		531
7: Creating and developing an online information system to ensure data flow between the Ministry of Family and Social Policies and its rural organisational units	All provinces, primarily those which are densely populated by the Syrians	Ministry of Family and Social Policies	Directorate General for Migration Management, Disaster and Emergency Management Authority (AFAD)	An online information system is needed for ensuring swift and efficient data flow between the Ministry of Family and Social Policies and its rural organisational units and for fast reporting. Furthermore, an online reporting system will be created for the purpose of ensuring communication between the Ministry of Family and Social Policies and the Syrian trainers acting under the Family Education Program for the Syrians, measuring efficacy of the training courses given, and realising the flow of reporting in an effective and efficient way.		250		250

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
<b>Objective-3: Increasing the number and improving the capacity of staff providing psychosocial support service for the Syrians</b>								
<b>Component-2: Strengthening of the Human Infrastructure</b>								
<b>8:</b> Recruiting 300 members of profession to provide psychosocial support service	All provinces, primarily those which are densely populated by the Syrians	Ministry of Family and Social Policies	Ministry of Finance, State Personnel Presidency	Psychosocial support services need to be provided to the Syrians in order to accelerate cohesion of the Syrians to Turkey, generate solutions to their existing psychological and social problems and avoid the potential psychological and social problems they may develop. The intention is to have the members of profession working in the Provincial Directorates of the Ministry of Family and Social Policies support and guide the workers providing services to the Syrians for the sake of standardising the services which are currently being provided to mostly the women, children and teenagers in community centres and centres like Multi-Purpose Community Centres (ÇOTAM) and Family Support Centres (ADEM) and for the sake of a high quality and efficient service.  Within this scope, 300 members of profession will be recruited and it will be ensured that more people can access the currently available services.	31,293			31,293
<b>9:</b> Giving 10 training courses to the staff providing psychosocial support service	Ankara	Ministry of Family and Social Policies	Disaster and Emergency Management Authority (AFAD), Ministry of Health, Ministry of National Education, Turkish Red Crescent, NGOs, Universities, International Institutions and Organisations	It is necessary to improve competences of the staff who provides psychosocial support service. Therefore, 10 Basic Training and 10 Proficiency Training courses will be given to the members of profession who work in the field and provide psychosocial support service.	1,898			1,898
<b>10:</b> Recruiting 250 Syrian members of psychosocial profession to be employed in psychosocial support and cohesion works	All provinces, primarily those which are densely populated by the Syrians	Ministry of Family and Social Policies	Universities, International Institutions and Organisations, Disaster and Emergency Management Authority (AFAD), Directorate General	Vocational training will be given to 250 Syrian members of profession and they will be employed in order to overcome the challenges encountered in psychosocial support services and eliminate the translation mistakes.	29,941			29,941

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
			for Migration Management, Ministry of Labour and Social Security					
11: Recruiting 150 translators to work in the psychosocial support services for the Syrians	All provinces, primarily those which are densely populated by the Syrians	Ministry of Family and Social Policies	Ministry of Labour and Social Security, NGOs	150 translators in total will be recruited to be employed in 25 accommodation centres and in the province, which are densely populated by the Syrians refugees.	15,679			15,679
<b>Objective-4:</b> Conducting works to prevent secondary traumas in the psychosocial support workers								
<b>Component-2:</b> Strengthening of the Human Infrastructure								
12: Realising an Employee Assistance Program for 500 employees who provide services to the Syrians, for the purpose of boosting their morale and motivation	Ankara	Ministry of Family and Social Policies	Disaster and Emergency Management Authority (AFAD), Universities, NGOs	Training seminars will be organised for the employees on communication, empathy, anger management, conflict resolution, stress management and self-help topics. Social activities such as lectures, group works, brainstorming, demonstration, drama plays will be organised with the employees.	1,624			1,624
<b>Objective-5:</b> Continuing the training and rehabilitation works for the Syrian detainees and convicts in the penitentiaries								
<b>Component-2:</b> Strengthening of the Human Infrastructure								
13: Conducting works to facilitate social cohesion of the Syrian detainees and convicts in the penitentiaries and for their social rehabilitation	All provinces, primarily those which are densely populated by the Syrians	Ministry of Justice	Ministry of Family and Social Policies, Turkish Employment Agency (İŞKUR), Ministry of National Education	If deemed necessary, psychosocial support service will be provided to the detainees and convicts of Syrian nationality who are imprisoned in the penitentiaries, through the members of profession from the Provincial Directorates of the Ministry of Family and Social Policies who can preferably speak Arabic. Within this scope, Family Education Program will be provided by the Syrian trainers in order to facilitate their social cohesion.	1,039			1,039
<b>Objective-6:</b> Supporting the centres which provide psychosocial support service for the Syrians								
<b>Component-1:</b> Strengthening of the Physical Infrastructure								
14: Supporting the projects to be implemented particularly for women, children, the disabled and the elderly	Hatay, Kilis, Gaziantep, Şanlıurfa, Mardin,	Ministry of Family and Social Policies	Provincial Governorships, NGOs, Municipalities	Project support will be given by virtue of the Provincial Directorates for the purpose of supporting the activities conducted by local NGOs which offer services to the Syrian population living in and out of the camps.	80,000			80,000



Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
in 6 provinces which are densely populated by the Syrians	Adana, Osmaniye, K.Maraş			The projects which are designed and implemented at local level for the Syrians in the fields of social integration, culture, arts and sports and are executed under the coordination of provincial governorships at the provincial level will be supported. The projects aim at improving employability; ensuring increased engagement of the Syrians in economic and social life; improving life skills and quality of life of the children, teenagers and women by means of cultural, artistic and sport activities.  Primary target audience of the projects covers the Syrian children, teenagers, women and unemployed individuals, who are poor and encounter difficulties in accessing the social means.				
<b>15:</b> Opening 60 Social Cohesion and Support Units within the Social Care Centres located in 19 provinces for the purpose of providing psychosocial support service to all the Syrians, particularly the women	All provinces, primarily those which are densely populated by the Syrians	Ministry of Family and Social Policies	Ministry of Finance	The mentioned units will be opened in 19 provinces with a Syrian population over 15,000. (Şanlıurfa, Hatay, İstanbul, Gaziantep, Adana, Kilis, Mersin, Mardin, İzmir, Bursa, K.Maraş, Ankara, Konya, Kayseri, Osmaniye, Diyarbakır, Adıyaman, Batman, Malatya).  The intention is to locate 30 of the 60 units inside the main service buildings of Social Care Centres and 30 in the new additional service buildings to be leased.  Those Social Care Centres will be opened to provide service to the Syrians in the places which are not in close distance to the community centres (to be) opened by the Turkish Red Crescent.	46,042			46,042
<b>Component-3: Institutional Capacity Building</b>								
<b>16:</b> Organising 5 regional workshops on the activities for the Syrians with the non-governmental organisations	Ankara	Ministry of Family and Social Policies	NGOs, Municipalities, Disaster and Emergency Management Authority (AFAD)	5 regional workshops will be organised in order to take an inventory of the activities that are conducted by the local and international NGOs which provide services to the Syrians; ensure information exchange with the other service provider institutions and organisations; carry out the provided activities with an integral view; and achieve cooperation.	828			828
<b>17:</b> Conducting surveys with the NGOs and volunteers working with the Syrians	Ankara	Ministry of Family and Social Policies	Universities, NGOs	A case study will be made in the province of Ankara. Interviews will be made with the volunteers and NGOs that work with the Syrians.  An idea will be built as to how the volunteering activities are conducted for the Syrians and also the organisations to be created will be provided with support. Focus group		50		50

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
				interviews will be made with the NGOs that work in various fields for the Syrians.				
<b>Goal-2: Conducting activities for social acceptance and cohesion of the Syrians</b>								
<b>Objective-1: Conducting activities in order to facilitate acceptance of the Syrians by the Turkish community</b>								
<b>Component-3: Institutional Capacity Building</b>								
<b>18:</b> Conducting the "Survey on Perception of Local People about the Syrians V-VI- VII"	All provinces, primarily those which are densely populated by the Syrians	Ministry of Family and Social Policies	Universities, NGOs	The objective is to find out the perceptions and expectations of the Turkish citizens about the Syrians as well as their considerations about the government policies and implementations and to find out positive and negative impacts of the Syrians on the local people, and it will be possible to express the foregoing with concrete indicators.		1,490		1,490
<b>19:</b> Conducting a survey on marital relations of the Syrian and the Turkish citizens	All provinces, primarily those which are densely populated by the Syrians	Ministry of Family and Social Policies	Universities, NGOs	The women migrating to Turkey from Syria because of war become the second and even the third wife through religious marriage. The survey will look into this issue on the basis of social relations in concrete and quantitative terms. The survey will be conducted by qualitative methods.		300		300
<b>20:</b> Preparing movies or public service ads in order to perform activities that can facilitate social acceptance and raise social awareness.	Ankara	Ministry of Family and Social Policies	Supreme Board of Radio and Television (RTÜK), Local and national TV channels, NGOs, Directorate General for Press and Information, Public Diplomacy Coordination Unit	Public service ads or short movies/documentaries will be shot in order to eliminate the prejudices that emerge in the community against the Syrians and to attract public attention to the problems of Syrian citizens. The movies will also include the Syrian women, children and other disadvantaged segments.		3,310		3,310
<b>21:</b> Arranging meetings in order to encourage the TV show and movie producers to ensure social acceptance of the Syrians	Ankara	Ministry of Family and Social Policies	Supreme Board of Radio and Television (RTÜK), Local and national TV channels, NGOs	Meetings will be arranged in order to encourage the producers and scriptwriters for including messages in TV shows and in movies that can facilitate social acceptance of the Syrians.	150			150
<b>Objective-2: Conducting activities for social cohesion of the Syrians</b>								
<b>Component-3: Institutional Capacity Building</b>								
<b>22:</b> Developing education programs and materials	Ankara	Ministry of Family and Social Policies	Directorate General for Migration	Literature review, a workshop and 3 meetings will be made and arranged in order to prepare the content of "Social	1,400			1,400

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
for cohesion of the Syrians			Management, Disaster and Emergency Management Authority (AFAD), Universities, NGOs, Ministry of Culture and Tourism, Presidency of Religious Affairs, Ministry of National Education, and the National and International Organisations concerned	Cohesion Education Program” for migrants, which will be implemented in the Social Care Centres and the Community Centres for the purpose of facilitating cohesion of the Syrians to the Turkish community. The education materials will be printed and distributed. Trainings of trainers will be organised.				
<b>Goal-3: Supporting the Syrians who live outside the camps and are in need through social assistance</b>								
<b>Objective-1: Implementing assistance programs to satisfy the basic necessities of the needy Syrian families living outside the camps in Turkey</b>								
<b>Component-2: Human Capacity Building</b>								
<b>23:</b> Extending the Conditional Education and Conditional Health Assistance Programs for children of the needy Syrian families living outside the camps	All provinces, primarily those which are densely populated by the Syrians	Ministry of Family and Social Policies	Ministry of National Education, Ministry of Health, Social Assistance and Solidarity Foundation	For the Syrian children, it is intended to give monthly 35 TL of assistance per child within the scope of Conditional Health Assistance and 35 TL, 40 TL, 55 TL, 60 TL of assistance respectively per month for each boy and girl in primary and secondary education within the scope of Conditional Education Assistance, as in the case of the citizens of the Republic of Turkey.	1,189,733			1,189,733
<b>Goal-4: Conducting works in order to eliminate the challenges for the disabled and the elderly living in the camps in Turkey</b>								
<b>Objective-1: Conducting works to deal with care, rehabilitation and accommodation problems of the disabled and the elderly in the camps</b>								
<b>Component-1: Strengthening of the Physical Infrastructure</b>								
<b>24:</b> Identifying the needy disabled and elderly people in the camps which are located in the provinces populated by the Syrians; creating care, rehabilitation and accommodation places in the camps	Gaziantep, Şanlıurfa, Kilis, Hatay	Ministry of Family and Social Policies	Disaster and Emergency Management Authority (AFAD), Migration Management Department, NGOs	A care and rehabilitation centre with 100 people capacity will be built.	53,126	14,895		68,021
<b>Goal-5: Preventing child abuse</b>								

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
<b>Objective-1: Conducting works to prevent child neglect and abuse</b>								
<b>Component-3: Institutional Capacity Building</b>								
25: Conducting activities to prevent child neglect and abuse	All provinces	Ministry of Family and Social Policies	Ministry of National Education, Presidency of Religious Affairs, Turkish National Police, Gendarmerie General Command	Information and awareness raising activities will be increased for the Syrians about adverse effects of child neglect and abuse on child development and about the relevant legal liabilities; works will be conducted at schools providing service to the Syrian children in order to prevent child abuse; printed and visual aid will be developed; awareness raising activities will be performed to prevent economic abuse of children; and social cohesion activities will be performed on the basis of children's rights.	6,620			6,620
<b>Objective-2: Developing a child protection system for the unaccompanied children</b>								
<b>Component-1: Strengthening of the Physical Infrastructure</b>								
26: Increasing the number of child protection units in and out of the camps	All provinces, primarily those which are densely populated by the Syrians	Ministry of Family and Social Policies	Disaster and Emergency Management Authority (AFAD)	It is intended to provide services such as screening of the children, psychosocial support service to the children, etc. in the child protection units. Institutions will also be established out of the camps to employ Syrian staff, as well. 8 different specialised institutions have already been created for unaccompanied children of foreign nationality. Of the 8 Child Protection Units, 2 will be established inside the camps and 6 outside the camps.	342,400			342,400
27: Extending the works for ensuring family child care for the children who have lost either both or one of their parents and for supporting them	All provinces, primarily those which are densely populated by the Syrians	Ministry of Family and Social Policies	Disaster and Emergency Management Authority (AFAD) - Directorate General for Migration Management	It is planned to ensure family childcare for the children who have lost either both or one of their parents and to support them within a family. Such assistance will be provided for a limited period of time and under certain conditions. The amount of such support will be 150 TL per child.	286,335			286,335
28: Creating child-friendly areas in the camps, supporting the existing nurseries and day-care centres, establishing libraries		Disaster and Emergency Management Authority (AFAD)	Ministry of Family and Social Policies - Directorate General for Migration Management	Social, cultural and educational areas will be developed for children in the camps.	2,100	6,206		8,306

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
<b>Goal-6: Preventing early marriages</b>								
<b>Objective-1: Conducting works to prevent early marriages</b>								
<b>Component-3: Institutional Capacity Building</b>								
<b>29: Conducting works to prevent early marriages</b>	All provinces	Ministry of Family and Social Policies	Presidency of Religious Affairs, Ministry of Justice, Ministry of National Education, Turkish National Police, Gendarmerie General Command	For the purpose of preventing normalisation and legitimisation of early marriages, works will be conducted to raise social awareness, ensure efficiency in the services rendered to the victims, improve the opportunities for children to access the education, educate the parents and the staff providing services to children, avoid wrong religious perceptions and traditional practices, and identify early marriages.	3,310			3,310
<b>Goal-7: Improving opportunities for the Syrians to access basic religious education and services</b>								
<b>Objective-1: Making the religious services and education accessible for the Syrians in and out of the camps</b>								
<b>Component-1: Strengthening of the Physical Infrastructure</b>								
<b>30: Conditioning the places of worship and education in the camps and in the neighbourhoods with a dense refugee population</b>	Provinces which are densely populated by the Syrians	Presidency of Religious Affairs	Ministry of Interior, Disaster and Emergency Management Authority (AFAD), NGOs	Standard designs will be developed for mosques and Quran courses in the accommodation centres. 50 Religion Counselling and Guidance Offices in total will be opened, i.e. 24 in the accommodation centres and 26 in the provinces which are densely populated by the Syrians. Needs of the mosques such as small-scale repairs, heating, ablution areas will be satisfied. Physical capacity of the mosques will be used for libraries, reading lounges and various courses and to create social spaces. Printed publications on basic religious information, catechism, family life, social life, etc., particularly the children's publications, will be printed with consideration to the age groups and with one page in Turkish language and one page in Arabic language and they will be communicated to the refugees. Countermeasures will be taken against activities to give terrorism a ground by exploiting the religious feelings. Necessary means will be offered to the use of individuals in religious education and service provision regardless of their religious faith.	27,604	12,100		39,704
<b>31: Training the staff and preparing the religious education curricula in</b>	81 Provinces	Presidency of Religious Affairs	Ministry of Interior, NGOs	The Presidency will ensure accreditation of the NGOs which provide religious services in the accommodation centres and across the whole country so that all the related activities will	1,300			1,300

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
order to provide all the religious service and education activities for the Syrians under the accreditation of the Presidency of Religious Affairs and to build capacity for the Presidency				reach the people under temporary protection properly and systematically. Training seminars will be given to religious officials who serve in or out of the accommodation centres. Curricula will be developed and implemented for the classes to be given in the mosques and Quran courses.				
<b>Total</b>					<b>2,123,805</b>	<b>40,684</b>		<b>2,164,489</b>

## Economy and Labour

**Table 34 – Summary total cost table for Economy and Labour**

	2016				2017				2018				2016-2018			
	Current	Investment	Transfer	Total	Current	Investment	Transfer	Total	Current	Investment	Transfer	Total	Current	Investment	Transfer	Total
<b>Thousand TL (in 2016 prices)</b>	469,091	110,242		579,333	703,385	158,620		862,005	1,174,528	187,320		1,361,848	2,347,004	456,182		2,803,186
<b>Thousand Euro (1 Euro = 3.23 TL)</b>	145,229	34,131		179,360	217,766	49,108		266,875	363,631	57,994		421,625	726,627	141,233		867,860

**Table 35 – Needs table for Economy and Labour**

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
<b>Goal-1:</b> Increasing the employability of the Syrians, ensuring vocational rehabilitation of the same within the framework of the labour market needs and providing trainings towards the improvement of their entrepreneurship, by preparing labour maps for the Syrians								
<b>Objective-1:</b> Provision of vocational training and language trainings for the Syrians within the framework of the needs of the labour market								
<b>Component-2:</b> Strengthening of the Human Infrastructure								
<b>1:</b> Establishing a profiling system for identifying the vocational qualifications and employability of the Syrian workforce, and conducting a profiling study	All provinces	Turkish Labour Agency (İŞKUR)	Ministry of Labour and Social Security, Directorate General for Migration Management, Disaster and Emergency Management Authority (AFAD), MoNE	An online infrastructure allowing simultaneous access to the skill profiles of the Syrians in the labour market shall be provided for the employers and Occupational and Vocational Counsellors. Thus, it shall be possible to determine and plan vocational trainings for the Syrians in an easier way.				
<b>2:</b> Provision of counselling service to determine the qualified Syrians and ensure their quick participation in the labour market, and ensuring their participation in the employment	All provinces	Turkish Labour Agency (İŞKUR)	Universities, MoNE, Council of Higher Education, Turkish Confederation of Employer Associations, Turkish Union of Chambers and Commodity Exchanges (TOBB)	With the profiling system that will be established, the qualified Syrian workforce shall be more easily identified, and guidance shall be provided according to the requests of the employers.		12,500		12,500

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
<b>3:</b> Provision of active labour services for those without a profession, a vocational training certificate or document, who are wishing to have vocational training	All provinces, primarily those which are densely populated by the Syrians	Turkish Labour Agency (İŞKUR)	Disaster and Emergency Management Authority (AFAD), Small and Medium Enterprises Development Organisation (KOSGEB), Directorate General for Migration Management, General Directorate of Labour, Turkish Confederation of Employer Associations (TİSK), Confederation of Turkish Tradesmen and Craftsmen (TESK)	After identifying the target group by conducting the profiling studies for determining the vocational qualifications of the Syrians, occupational and vocational counselling service shall be provided for the related persons, courses shall be arranged for the determined professions, in particular those the provision of which is hard in the labour market, and on-the-job training programs shall be implemented to eliminate the lack of professional experience. Besides, entrepreneurship trainings shall be arranged for those willing to be entrepreneurs.	2,338,320			2,338,320
<b>4:</b> Identifying those without language knowledge at the technical level within the scope of the Vocational Training that will be provided, and making and implementing planning required for providing such persons with the language training	Provinces which are densely populated by the Syrians	Yunus Emre Institute	Turkish Labour Agency (İŞKUR), Disaster and Emergency Management Authority (AFAD), Directorate General for Migration Management, TurkStat, Turkish Union of Chambers and Commodity Exchanges (TOBB), MoNE, Universities, Employee Associations	The Syrians without language knowledge at the technical level shall be identified and Turkish language training shall be provided for such persons. Once the current legislation is made suitable and the training modules to be implemented are established, necessary plans shall be made to put the same into practice.		250,000		250,000
<b>Objective-2: Improving the entrepreneurship mechanisms for the Syrians</b>								
<b>Component-2: Strengthening of the Human Infrastructure</b>								
<b>5:</b> Developing a system to measure the entrepreneurial potential	Ankara	Small and Medium Enterprises Development Organisation (KOSGEB)	Turkish Labour Agency (İŞKUR)	Studies shall be carried out for measuring the entrepreneurial potential of the Syrians who receive consultancy service and state their wish to become entrepreneurs, and an online test shall be implemented.		1,000		1,000



Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
6: Calling for grants for entrepreneurs who have received entrepreneurship training	Provinces which are densely populated by the Syrians	Small and Medium Enterprises Development Organisation (KOSGEB)	Turkish Labour Agency (İŞKUR)	Grant shall be provided for the projects which are submitted by the participants who will receive the entrepreneurship training already conducted by Turkish Labour Agency (İŞKUR) and deemed successful, so that they can set up their own business.		50,000		50,000
7: Enabling low-interest loans and credit guarantee fund mechanism to encourage businesses established and to be established in areas where there is a high population of Syrian workforce, by determining the manufacturing-industry oriented areas required in the provinces	Provinces which are densely populated by the Syrians	Small and Medium Enterprises Development Organisation (KOSGEB)	Turkish Labour Agency (İŞKUR), Disaster and Emergency Management Authority (AFAD), Directorate General for Migration Management, General Directorate of Labour, MoNE, Universities, Turkish Union of Chambers and Commodity Exchanges (TOBB)	Employers and those who have creative ideas but who have difficulty in setting up their business due to various financing problems shall be supported in setting up their own business. Besides, it shall be ensured that the potential employers, who have problems with access to credit due to their status, are supported within the scope of the Credit Guarantee Fund.		100,000		100,000
8: Calling for grants for NGOs which provide services especially for people with disadvantages, in particular for youngsters, women and the disabled	Provinces which are densely populated by the Syrians	Turkish Labour Agency (İŞKUR)	Ministry of Labour and Social Security	The NGOs that provide services for employability of the Syrians and their integration into the labour market shall be supported in their services in this field, and provision of more qualified service shall be ensured for the target groups.		12,500		12,500
<b>Objective-3:</b> Increasing the service capacity of the institutions and organisations providing / capable of providing services, in particular in the field of employment, for the Syrians.								
<b>Component-3:</b> Strengthening the Institutional Capacity								
9: Increasing the service capacity of the Turkish Labour Agency (İŞKUR) for the Syrians	Provinces which are densely populated by the Syrians	Turkish Labour Agency (İŞKUR)	Turkish Union of Chambers and Commodity Exchanges (TOBB)	Necessary training shall be provided for the employees of the Turkish Labour Agency (İŞKUR), the number of service vehicles shall be increased for the purpose of mobile service provision, and laptop computers and necessary equipment shall be allocated for the Occupational and Vocational Counsellors serving in the provinces, thereby offering counselling service without depending on the buildings of the Institutions.		21,382		21,382

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
10: Translation of the Web page of the Turkish Labour Agency (İŞKUR) into Arabic and development of mobile application	Ankara	Turkish Labour Agency (İŞKUR)		Web page of the Turkish Labour Agency (İŞKUR) shall be translated into Arabic so that the Syrians more easily access the services of İŞKUR and are more easily informed, and access to the services of the institution through the mobile application shall be extended.		200		200
11: Improving the GÖÇ-NET system within the framework of the needs of the related stakeholders	Ankara	Directorate General for Migration Management	Turkish Labour Agency (İŞKUR), Social Security Institution (SGK), Ministry of Labour and Social Security, Disaster and Emergency Management Authority (AFAD), Turkish Union of Chambers and Commodity Exchanges (TOBB), Confederation of Turkish Tradesmen and Craftsmen (TESK), Turkish Confederation of Employer Associations (TİSK)	GÖÇ-NET system, established under the Directorate General for Migration Management, shall be improved and brought to a level where it can meet the needs of other public institutions as well.	400	600		1,000
<b>Objective-4: Conducting studies for raising awareness concerning the services provided for the Syrians and the prevention of informal employment</b>								
<b>Component-3: Strengthening the Institutional Capacity</b>								
12: Release of visual and printed Turkish/English/Arabic training documents and brochures about the importance of social security and formal work for preventing informal employment of the Syrians, and about denunciation and complaint mechanisms	All provinces	Turkish Labour Agency (İŞKUR), Social Security Institution (SGK), Ministry of Labour and Social Security	NGOs, Trade Unions,	Visual and printed Turkish/English/Arabic training documents and brochures shall be issued to prevent being pushed into informal employment and to raise the social awareness in the fight against informal employment, and denunciation and complaint mechanisms shall be rendered more functional. Besides, it is aimed that the services provided by the Turkish Labour Agency (İŞKUR) or the institutions working on the work life are arranged on a single web page in three languages and that the recognition of the offered services will be increased by preparing brochures and booklets in three languages for the target groups with limited access to the internet.		5,000		5,000

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
<b>Objective-5: Ensuring participation of the Syrians in the labour market.</b>								
<b>Component-3: Strengthening the Institutional Capacity</b>								
13: Preparing a guide for beginning a business in Turkish, English and Arabic, and providing consultancy services for the Syrians who endeavour to open up a business on the business opening process, possible financing support, occupational health and safety related obligations, social security, and on the bureaucratic actions required to be conducted by those wishing to be entrepreneurs	All provinces, primarily those which are densely populated by the Syrians	Small and Medium Enterprises Development Organisation (KOSGEB)	Turkish Labour Agency (İŞKUR), Disaster and Emergency Management Authority (AFAD), Directorate General for Migration Management, Ministry of Labour and Social Security, Confederation of Turkish Tradesmen and Craftsmen (TESK), Investment Support Agency of Turkey	Comprehensive information and support works shall be provided for the Syrian entrepreneurs wishing to start a new business.	1,500			1,500
14: Preparing the secondary legislation required within the scope of granting work permits for the Syrians and increasing the service capacity	Ankara	Ministry of Labour and Social Security, Ministry of Interior	Turkish Labour Agency (İŞKUR), Directorate General for Migration Management, Disaster and Emergency Management Authority (AFAD), Turkish Confederation of Employer Associations (TİSK)	The processes for granting work permits for the Syrians shall be facilitated with the arrangement of the secondary legislation, the system used within the scope of work permits shall be improved and updated, and trainings shall be provided for the use of the system.		2,500		2,500
15: Providing support for the Syrian businesses established in the form of a secret partnership due to the legislative restrictions to overcome such restrictions	Provinces which are densely populated by the Syrians	Ministry of Labour and Social Security	Small and Medium Enterprises Development Organisation (KOSGEB), Turkish Union of Chambers and Commodity Exchanges (TOBB),	The Syrian employers wishing to start a business are obliged to establish their business through other people with secret partner status, since the secondary legislation is not yet complete. With this study, effort shall be made to eliminate the mentioned situation for the Syrian employers.		500		500

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
			Confederation of Turkish Tradesmen and Craftsmen (TESK)					
<b>16:</b> Informing the personnel of the Provisional Directorate of Labour and Employment Agency about the work permits for the Syrians	Ankara	Ministry of Labour and Social Security	Turkish Labour Agency (İŞKUR)	It shall be possible for the Syrians to benefit from the exemptions for the Seasonal agriculture and livestock breeding works, by applying to the Provisional Directorates of Labour and Employment Agency. Within this scope, the provisional directorates should be trained on the subject.	690			690
<b>17:</b> Arranging information meetings for the NGOs, in particular the Chambers of Industry and Commerce, on the procedure to be followed for the work permits of the Syrians	10 provinces	Ministry of Labour and Social Security	Turkish Labour Agency (İŞKUR), Directorate General for Migration Management	Informing the non-governmental organisations as the actors responsible for the labour market, in particular the chambers of industry and trade, on the status of the Syrians and their entry into the labour market.	383			383
<b>18:</b> Employing Arabic-speaking experts for ALO 170 phone line, with the aim of providing information for the Syrians	Ankara	Social Security Institution (SGK)	Ministry of Labour and Social Security, Ministry of Finance, State Personnel Presidency	The Syrians' lack of sufficient Turkish knowledge leads to the involvement of intermediaries in their communication with the public. Within this scope, minimum 20 ea. Arabic speaking experts are required to be employed at call centre 170 of our Ministry, in a way to allow for obtaining accurate information on the work life and submitting complaints.	4,579			4,579
<b>19:</b> Employment of Arabic-speaking experts at the Ministry of Labour and Social Security	Ankara	Ministry of Labour and Social Security	Ministry of Finance, State Personnel Presidency	Lack of sufficient Turkish knowledge of the Syrians with Temporary Protection Status leads to the involvement of intermediaries in their communication with the public. Availability of Arabic-speaking experts is an important requirement in terms of conducting communications with the Syrians with Temporary Protection Status and the processes related with such persons in a healthier way. It is presumed that the employment of minimum 5 ea. experts will be required.	1,132			1,132
<b>Total</b>					<b>2,347,004</b>	<b>456,182</b>		<b>2,803,186</b>

## Municipal Infrastructure and Superstructure Services

**Table 36 - Summary total cost table for Municipal Infrastructure and Superstructure**

	2016				2017				2018				2016-2018			
	Current	Investment	Transfer	Total	Current	Investment	Transfer	Total	Current	Investment	Transfer	Total	Current	Investment	Transfer	Total
<b>Thousand TL (in 2016 prices)</b>	142,124	1,324,785		1,466,909	152,641	3,456,598		3,609,239	196,700	3,860,111		4,041,811	491,465	8,641,495		9,132,960
<b>Thousand Euro (1 Euro = 3.23 TL)</b>	44,001	410,150		454,151	47,257	1,070,154		1,117,411	60,898	1,195,081		1,251,335	152,156	2,675,385		2,827,541

**Table 37 – Needs table for Municipal Infrastructure and Superstructure**

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
<b>Goal-1:</b> Satisfying the infrastructural needs of the regions which are densely populated by the Syrians								
<b>Objective-1:</b> Completing the needed solid waste, drinking water, sewerage and municipal super-structures								
<b>Component-1:</b> Strengthening of the Physical Infrastructure								
<b>1:</b> Capacity building for the municipalities in waste management	Adana	Adana Metropolitan Municipality	Ministry of Environment and Urban Planning		32,471	5,489		37,960
	Gaziantep	Gaziantep Metropolitan Municipality	Ministry of Environment and Urban Planning		44,415	40,980		85,394
	Hatay	Hatay Metropolitan Municipality	Ministry of Environment and Urban Planning		56,099	26,857		82,956
	K.Maraş	K.Maraş Metropolitan Municipality	Ministry of Environment and Urban Planning		12,999	24,263		37,262
	Kilis	Kilis Municipality	Ministry of Environment and Urban Planning		15,357	13,555		28,912
	Malatya	Malatya Metropolitan Municipality	Ministry of Environment and Urban Planning		3,652	13,506		17,157
	Mardin	Mardin Metropolitan Municipality	Ministry of Environment and Urban Planning		7,269	10,677		17,946

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
	Mersin	Mersin Metropolitan Municipality	Ministry of Environment and Urban Planning		26,986	63,000		89,986
	Osmaniye	Osmaniye Municipality	Ministry of Environment and Urban Planning		2,957	23,289		26,245
	Şanlıurfa	Şanlıurfa Metropolitan Municipality	Ministry of Environment and Urban Planning	65 million TL of the investment covers the projects of Viranşehir and Ceylanpınar municipalities which have been prepared within the scope of IPA.	51,040	101,249		152,289
2: Satisfying the drinking water infrastructure and installation needs of the municipalities	Gaziantep	State Hydraulic Works (DSİ)	Gaziantep Metropolitan Municipality	It is planned that long-term drinking water demand of Gaziantep town centre will be satisfied via the regulator to be installed in Düzbağ. Feasibility studies of the projects are on-going.		1,207,500		1,207,500
	Şanlıurfa	State Hydraulic Works (DSİ)	Şanlıurfa Metropolitan Municipality	Drinking water demands of Suruç and Viranşehir districts of Şanlıurfa will be satisfied and also urgent needs of the camps in Ceylanpınar and Suruç will be met. Feasibility studies of the projects have been completed.		153,000		153,000
	Kilis	State Hydraulic Works (DSİ)	Kilis Municipality	The aim is to complete the construction of Yukarı Afrin Dam and to construct drinking water treatment plant, reservoirs and water distribution lines. Projects are in the construction phase.		234,820		234,820
	Konya	İLBANK	Konya Metropolitan Municipality	Feasibility study has been carried out within the scope of IPA. The aim is to renew the distribution lines, reservoirs and the network.		46,000		46,000
	Adana	İLBANK	Adana Metropolitan Municipality		14,804	400,000		414,804
	Adıyaman	İLBANK	Adıyaman Municipality		176	10,450		10,626
	Gaziantep	İLBANK	Gaziantep Metropolitan Municipality		15,585	175,000		190,585
	Hatay	İLBANK	Hatay Metropolitan Municipality		18,960	144,000		162,960
	Kahramanmaraş	İLBANK	K.Maraş Metropolitan Municipality		10,052	455,600		465,652

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
	Kilis	İLBANK	Kilis Municipality			100,000		100,000
	Malatya	İLBANK	Malatya Metropolitan Municipality		1,418	225,000		226,418
	Osmaniye	İLBANK	Osmaniye Municipality		2,832	182,760		185,592
	Şanlıurfa	İLBANK	Şanlıurfa Metropolitan Municipality		8,223	176,500		184,723
	Adana	İLBANK	Adana Metropolitan Municipality			400,000		400,000
	Adıyaman	İLBANK	Adıyaman Municipality			40,000		40,000
	Bursa	İLBANK	Bursa Metropolitan Municipality			100,000		100,000
	Hatay	İLBANK	Hatay Metropolitan Municipality			100,000		100,000
	İstanbul	İLBANK	İstanbul Metropolitan Municipality			50,000		50,000
	İzmir	İLBANK	İzmir Metropolitan Municipality			20,000		20,000
	Kahramanmaraş	İLBANK	K.maraş Metropolitan Municipality			90,000		90,000
	Kilis	İLBANK	Kilis Municipality			40,000		40,000
	Malatya	İLBANK	Malatya Metropolitan Municipality			40,000		40,000
	Mardin	İLBANK	Mardin Metropolitan Municipality			150,000		150,000
	Mersin	İLBANK	Mersin Metropolitan Municipality			250,000		250,000
	Osmaniye	İLBANK	Osmaniye Municipality			120,000		120,000
	Şanlıurfa	İLBANK	Şanlıurfa Metropolitan Municipality			90,000		90,000
3: Satisfying the wastewater and storm water infrastructure and	Adana	İLBANK	Adana Metropolitan Municipality		13,514	350,000		363,514
	Adıyaman	İLBANK	Adıyaman Municipality			30,000		30,000

Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
installation needs of the municipalities	Bursa	İLBANK	Bursa Metropolitan Municipality		23,746	450,000		473,746
	Gaziantep	İLBANK	Gaziantep Metropolitan Municipality		15,585	140,000		155,585
	Hatay	İLBANK	Hatay Metropolitan Municipality		18,960	330,000		348,960
	İstanbul	İLBANK	İstanbul Metropolitan Municipality		41,638	250,000		291,638
	İzmir	İLBANK	İzmir Metropolitan Municipality		16,419	170,000		186,419
	Kahramanmaraş	İLBANK	Kahramanmaraş Metropolitan Municipality		10,052	110,000		120,052
	Kilis	İLBANK	Kilis Municipality		9,354	75,000		84,354
	Malatya	İLBANK	Malatya Metropolitan Municipality		432	60,000		60,432
	Mardin	İLBANK	Mardin Metropolitan Municipality		840	285,000		285,840
	Mersin	İLBANK	Mersin Metropolitan Municipality		12,525	350,000		362,525
	Osmaniye	İLBANK	Osmaniye Municipality		93	170,000		170,093
	Şanlıurfa	İLBANK	Şanlıurfa Metropolitan Municipality		3,012	98,000		101,012
4: Satisfying the superstructure investment needs of the municipalities	Adana	İLBANK	Adana Metropolitan Municipality			101,000		101,000
	Adıyaman	Adıyaman Municipality				1,000		1,000
	Bursa	İLBANK	Bursa Metropolitan Municipality			30,000		30,000
	Gaziantep	İLBANK	Gaziantep Metropolitan Municipality			21,000		21,000
	Hatay	İLBANK	Hatay Metropolitan Municipality			51,000		51,000
	K.Maraş	İLBANK	K.Maraş Metropolitan Municipality			21,000		21,000



Need	Location	Responsible Body	Cooperation Body	Need Description	2016-2018 Cost (in 2016 prices, Thousand TL)			
					Current	Investment	Transfer	Total
	Kilis	İLBANK	Kilis Municipality			31,000		31,000
	Mardin	İLBANK	Mardin Metropolitan Municipality			81,000		81,000
	Mersin	İLBANK	Mersin Metropolitan Municipality			51,000		51,000
	Osmaniye	İLBANK	Osmaniye Municipality			31,000		31,000
	Şanlıurfa	İLBANK	Şanlıurfa Metropolitan Municipality			31,000		31,000
<b>Total</b>					<b>491,465</b>	<b>8,641,495</b>		<b>9,132,960</b>

## Annex 9. - Prioritised needs for EU 3 Billion Facility drawn from FSNA (2016-2017)

Note: This table was prepared by the Prime Ministry Office and submitted to the EUD in Turkey in March 2016.

Needs	Million TL	Million € (*)	Budget Allocation Type (M €)			Explanation
			Current	Investment	Transfer	
<b>GRANT TOTAL</b>	<b>9.690</b>	<b>3.000</b>	<b>1.171</b>	<b>1.529</b>	<b>300</b>	
<b>A. Humanitarian Assistance</b>	<b>3.877</b>	<b>1.200</b>	<b>700</b>	<b>200</b>	<b>300</b>	
<b>A.1. Shelter and Basic Needs</b>	<b>2.908</b>	<b>900</b>	<b>400</b>	<b>200</b>	<b>300</b>	
Kizilay Card Implementation: Food Aid	969	300			300	500 thousands urban resident Syrians outside the camps will be provided with 80 Turkish liras per month through Kizilay Cards for 24 months.
In Kind Aid (Basic Needs)	162	50	50			20 thousands urban resident Syrian families outside the camps (assumed that each family consists of 5 persons, 100 thousand people in total) will be provided with in kind aid such as food packages, hygiene sets, kitchen sets, baby hygiene kit, blankets, stoves, coal and wood.
Community Centers and Other Related Services	130	40		40		Community Centres will be established and operated. Basic service delivery will be carried out within these centres. Personnel working in humanitarian assistance will be provided with trainings and support.
Construction and Operation of Humanitarian Logistics Base	32	10		10		In order to provide logistics for domestic and cross-border aids, Turkish Red Crescent Humanitarian Logistics Base will be established in Gaziantep and all operating costs will be covered for 12 months. Logistic Base will be available for all national and international NGOs and institutions.
Transformation of tent camps into container camps	485	150		150		Tent camps will be transformed into container camps in provinces of Kahramanmaraş, Osmaniye and Adiyaman in order to provide better and more cost efficient living conditions for the Syrians residing here.

Needs	Million TL	Million € (*)	Budget Allocation Type (M €)			Explanation
			Current	Investment	Transfer	
<b>GRANT TOTAL</b>	<b>9.690</b>	<b>3.000</b>	<b>1.171</b>	<b>1.529</b>	<b>300</b>	
Operating Costs of Camps	1131	350	350			Some of the operating costs, including AFAD Card, for 274 thousands of Syrians living in camps will be covered. (Annual operating cost of these camps is 440 million EUR)
<b>A.2.Social Support and Cohesion</b>	<b>969</b>	<b>300</b>	<b>300</b>			
Social Assistance to Children with One Parent or Parentless	194	60	60			Social Assistance of monthly 150 TL to the 53.000 children who have lost either both or one of their parents will be provided for 24 months.
Conditional Cash Transfer	323	100	100			In order to ensure the school enrolment of children living out of the camps and check the health status of children (0-6 ages) and pregnant women, conditional education and health assistances will be given. 150.000 children (35 TL per child per month) within the scope of conditional health assistance and 180.000 children (average 47.5 TL per child per month) will be provided within the scope of conditional education assistance.
Other: Psychosocial and Miscellaneous Services	452	140	140			Within this scope; social service centres will be established; psychosocial support, rehabilitation, care and accommodation for the disabled and the elderly and child protection services will be provided; family education, language learning and social cohesion programmes will be offered.
<b>B. Migration Management</b>	<b>969</b>	<b>300</b>		<b>300</b>		
Coast Guard Search and Rescue	485	150		150		2 planes and 2 of 1000-tons ships are bought for increasing the institutional capacity of Turkish Coast Guard and preventing irregular migration especially in Aegean Sea.
Capacity development in Migration Management	97	30		30		Administrative and institutional capacity of DGMM will be strengthen in the field of migration management.
Land Border Security	388	120		120		Required security systems and infrastructure investment needs regarding the land border security will be made in order to prevent irregular migration and provide security at Syrian border.

Needs	Million TL	Million € (*)	Budget Allocation Type (M €)			Explanation
			Current	Investment	Transfer	
<b>GRANT TOTAL</b>	<b>9.690</b>	<b>3.000</b>	<b>1.171</b>	<b>1.529</b>	<b>300</b>	
<b>C. Education</b>	<b>1938</b>	<b>600</b>	<b>102</b>	<b>498</b>		
New Classroom Building and Equipment	1609	498		498		6,185 new classrooms will be constructed and provided with new equipment for additional 185,500 students in provinces heavily populated with Syrians.
Current Expenditures Based on Student	291	90	90			Current costs of needs such as books stationery, clothing, transportation, operating expenses, cleaning will be met based on per student cost calculation.
Scholarships, Language Training and Other Services	39	12	12			Scholarship will be provided to Syrian students in higher education with the aim of sustaining their education and preparing them for labour market in future. General and vocational training programmes provided to Syrian adults, support to the trainers by People Education Centres (PEC) will be improved. Turkish Language learning modules will be developed and provided to Syrians at all level.
<b>D. Health</b>	<b>1938</b>	<b>600</b>	<b>240</b>	<b>360</b>		
Preventive Health Services	394	122	85	38		This fund will cover the expenses for the vaccination, the construction of primary health care facilities and the current expenditures related to them. Priority list for the construction of facilities is included in the appendix.
Curative Health Services	895	277	29	248		This fund will cover the expenses for the construction of secondary care centers and current expenditures related to those transactions, mental health and mobile health services. Province based priority list is included in the appendix.
Healthcare Provision and Pharmaceutical Expenditures	317	98	98			This fund will cover %15 of the healthcare expenditures of the Syrians which are stemming from healthcare provision and pharmaceuticals.
Emergency health Services	132	41	28	13		This fund will cover the expenses for the construction of 49 emergency health stations and purchasing of 86 ambulance and current expenditures related to those transactions.

Needs	Million TL	Million € (*)	Budget Allocation Type (M €)			Explanation
			Current	Investment	Transfer	
<b>GRANT TOTAL</b>	<b>9.690</b>	<b>3.000</b>	<b>1.171</b>	<b>1.529</b>	<b>300</b>	
Medical Devices	200	62		62		%45 of the medical device needs of the completed healthcare facilities which are planned to be put into service in 2016 have been met.
<b>E. Municipal Infrastructure</b>	<b>485</b>	<b>150</b>		<b>150</b>		
Solid Waste Management	29	9		9		The municipal infrastructure in the places with dense Syrian population will be improved.
Drinking Water Infrastructure	265	82		82		
Wastewater Infrastructure	165	51		51		
Superstructure	26	8		8		
<b>F. Economy and Labour Force</b>	<b>483</b>	<b>150</b>	<b>129</b>	<b>21</b>		
Labour Profiling Study	13	4		4		An online database providing immediate access of JVCs and employers to the skill profiles of Syrian labour force will be constructed.
Vocational Trainings, Entrepreneurship and Counselling Services	389	121	121			Vocational trainings, on-the-job trainings and entrepreneurship trainings will be provided to 70,000 Syrians.
Grant Programme	6	2		2		In order to increase the quality of services of NGOs working for the employability and integration of Syrians into the labour market, 50,000 TL grants will be provided per NGO.
Increasing Institutional Capacity	39	12	8	4		In order to improve institutional capacity of Turkish Employment Agency and Ministry of Labour and Social Security, activities such as personal trainings, equipment purchases, advertising and translation of web-sites will be supported.
Vocational Language Trainings	38	12		12		Language trainings to the Syrian participants of vocational trainings will be provided.
(*) 1 Euro= 3.23 TL (According to Turkish Republic Central Bank Exchange Rate for date of February 26, 2016)						

**Annex 9/a - Prioritised province based classroom needs for EU 3 Billion Facility (2016-2017) in EUR**

<b>PRIORITISED PROVINCE BASED CLASSROOM NEEDS FOR EU 3 BILLION FACILITY FOR THE PERIOD OF 2016-2017 (IN 2016 PRICES) (1.000 TL)</b>						
<b>PROVINCES</b>	<b>(5-17) Age Group Syrians (1)</b>	<b>Province Based total Classroom Need (Number) (2)</b>	<b>Prioritised Classroom Needs for EU Facility (Number) (3)</b>	<b>INVESTMENT COST (4)</b>	<b>CURRENT COST (5)</b>	<b>TOTAL COST</b>
Sanliurfa	129.563	4.319	1.004	260.830	50.000	<b>310.830</b>
Hatay	114.479	3.816	887	230.464	42.765	<b>273.229</b>
Gaziantep	108.389	3.613	840	218.204	39.650	<b>257.854</b>
Istanbul	108.294	3.610	839	218.013	39.617	<b>257.630</b>
Adana	48.476	1.616	375	97.590	17.838	<b>115.428</b>
Kilis	45.835	1.528	355	92.273	16.251	<b>108.524</b>
Mersin	41.782	1.393	324	84.114	15.513	<b>99.627</b>
Kahramanmaraş	27.254	908	211	54.867	9.967	<b>64.834</b>
Mardin	27.121	904	210	54.599	9.721	<b>64.320</b>
Bursa	27.035	901	209	54.426	9.650	<b>64.076</b>
Izmir	25.990	866	201	52.322	9.028	<b>61.350</b>
Konya	20.104	670	156	40.472	6.983	<b>47.456</b>
Ankara	17.992	600	139	36.221	6.250	<b>42.470</b>
Kayseri	13.879	463	108	27.941	4.821	<b>32.762</b>
Osmaniye	11.876	396	92	23.908	4.125	<b>28.033</b>
Diyarbakir	9.214	307	71	18.549	3.201	<b>21.750</b>
Adiyaman	8.587	286	67	17.287	2.983	<b>20.270</b>
Malatya	6.397	213	50	12.878	2.222	<b>15.100</b>
Kocaeli	6.188	206	48	12.457	2.149	<b>14.607</b>

<b>PRIORITISED PROVINCE BASED CLASSROOM NEEDS FOR EU 3 BILLION FACILITY FOR THE PERIOD OF 2016-2017 (IN 2016 PRICES) (1.000 TL)</b>						
<b>PROVINCES</b>	<b>(5-17) Age Group Syrians (1)</b>	<b>Province Based total Classroom Need (Number) (2)</b>	<b>Prioritised Classroom Needs for EU Facility (Number) (3)</b>	<b>INVESTMENT COST (4)</b>	<b>CURRENT COST (5)</b>	<b>TOTAL COST</b>
<b>Total (1.000 TL)</b>	<b>798.455</b>	<b>26.615</b>	<b>6.185</b>	<b>1.607.414</b>	<b>292.734</b>	<b>1.900.148</b>
<b>Total (1000 EUROS) (6)</b>				<b>497.651</b>	<b>90.630</b>	<b>588.281</b>
<b>Notes:</b> (1) It has been calculated from the data obtained from the General Directorate of Migration Administration on 02.19.2016. The remaining 12 million euros of a total of 600 million is projected for other needs in education area.						
(2) The number of students per classroom is calculated over 30 according to the data obtained from the General Directorate of Migration Administration. The number of classrooms required for the schooling of all Syrian era in education.						
(3) The need of prioritised classrooms within the scope of planned finance from European Union.						
(4) It includes the equipment costs. While calculating the need of classroom, it has been assumed that training building to be built within 2 years and 20 percent of the construction of classrooms are to be made by the method of 'Lightweight Steel Construction' which is faster and can be adapted more easily to the status of the land; and 80 percent of them by 'classic reinforced concrete' for the sake of eliminating negative situation such as the urgency of the current situation, the land on which the building planned for the training of non-compliance. Information on tutorials, m2 and costs were obtained from the Ministry of Education Construction and Real Estate.						
(5) Current cost is based on the number of students and the unit cost derived from the case of Turkish students. It Includes items such as textbooks, stationery materials, the dress support, transportation support and cleaning.						
(6) 1 Euro= 3.23 TL (26 February 2016 RTCB Based on Foreign Exchange Sales.)						

**Annex 9/b - Prioritised province based health needs for EU 3 Billion Facility (2016-2017) in EUR**

<b>PRIORITISED PROVINCE BASED HEALTH NEEDS FOR EU 3 BILLION FACILITY FOR THE PERIOD OF 2016-2017 (IN 2016 PRICES) (1.000 TL)</b>										
<b>PROVINCES</b>	<b>Primary Care</b>				<b>Secondary Care</b>			<b>AMATEM/ÇEMATEM (1)</b>		<b>Total Project Cost</b>
	<b>Number of Facilities (Construction)</b>	<b>Project Cost</b>	<b>Number of Facilities (Rent)</b>	<b>Project Cost</b>	<b>Number of Beds</b>	<b>Number of Units</b>	<b>Project Cost</b>	<b>Number of Facilities</b>	<b>Project Cost</b>	
Adana	6	4.965	15	8.259				1	9.868	23.092
Adiyaman	4	1.574	2	1.101						2.675
Ankara	9	11.027	-	-						11.027
Batman	3	1.283	2	1.101						2.384
Bursa	2	4.291	10	5.506	75		30.375			40.172
Diyarbakir	3	876	3	1.652						2.528
Gaziantep	10	9.017	30	16.518	40		16.200			41.735
Hatay	8	6.938	35	19.271	276	20	116.505	1	20.250	162.964
Istanbul	5	3.057	33	18.170	342		138.510	3	60.750	220.487
Izmir	6	8.303	10	5.506						13.809
Kahramanmaraş	12	5.901	6	3.304	80		32.400			41.605
Kilis	1	696	15	8.259		40	9.450			18.405
Mardin	12	10.671	5	2.753						13.424
Mersin	5	9.019	10	5.506	150	50	72.563			87.088
Osmaniye	8	4.044	2	1.101	200		81.000			86.145
Sanliurfa	15	8.370	35	19.271	410		166.050	2	40.500	234.191
Other			20	11.012						11.012
<b>Total (1.000 TL) (2)</b>	<b>109</b>	<b>90.032</b>	<b>233</b>	<b>128.290</b>	<b>1.573</b>	<b>110</b>	<b>663.053</b>	<b>7</b>	<b>131.368</b>	<b>1.012.743</b>



PRIORITISED PROVINCE BASED HEALTH NEEDS FOR EU 3 BILLION FACILITY FOR THE PERIOD OF 2016-2017 (IN 2016 PRICES) (1.000 TL)										
PROVINCES	Primary Care				Secondary Care			AMATEM/ÇEMATEM (1)		Total Project Cost
	Number of Facilities (Construction)	Project Cost	Number of Facilities (Rent)	Project Cost	Number of Beds	Number of Units	Project Cost	Number of Facilities	Project Cost	
<b>Total(1.000 Avro)</b>		<b>27.874</b>		<b>39.718</b>			<b>205.280</b>		<b>40.671</b>	<b>313.543</b>
(1) AMATEM: Alcohol And Substance Abuse Research And Treatment Center, ÇEMATEM: Child And Adolescent Alcohol And Substance Addiction Treatment Center										
(2) The costs in this table cover only the construction costs not the medical equipment.										

## Annex 10. - Planned interventions for healthcare services according to FSNA (2016-18)

Note: This table has been prepared by experts, in view of information provided in the FSNA document on the health sector (Table 9) and further consultations with Ministry of Health representatives.

Current Intervention (FSNA reference number)	Beneficiary / Location	Stakeholders	Expected Output
<b>Inputs for Healthcare Services</b>			
Organising in-service training for the staff (10)	In-service training sessions will be arranged in 16 regions.	Turkish Public Health Authority Turkish Public Hospitals Authority, Directorate General for Migration Management	Training (each training is attended by 75 people and the training sessions take minimum three days).
Improving access to primary health care facilities (3)	To be determined	Turkish Public Health Authority	259 primary health care facilities will be constructed
Establishing immigrants health units/centres (5)	To be determined with consideration to the needs in the provinces and districts which are densely populated by the Syrians	Turkish Public Health Authority Directorate General of Migration Management, Ministry of Development, Ministry of Finance	585 migrant health centre will be opened (1 unit for every 4,000 people)
Enhancing the mobile health care services and capacity building (6)	Adana (2), Gaziantep (4), Hatay (4), İstanbul(4), Kilis(2), Mersin(2), Sanliurfa(4), Mardin(1), İzmir(1), Bursa(1), Kahramanmaras(1)	Turkish Public Health Authority Disaster and Emergency Management Authority (AFAD), Directorate General of Migration Management, Public Hospitals Authority of Turkey, NGOs	26 mobile service vehicles will be procured
Improving the mental health services (7)	Adana(2),Gaziantep(4), Hatay(4), İstanbul(4), Kilis(2), Mersin(2), Sanliurfa (4), Mardin(1), İzmir(1), Bursa(1),	Turkish Public Health Authority Turkish Public Hospitals Authority	25 new community mental health centres will be opened

Current Intervention (FSNA reference number)	Beneficiary / Location	Stakeholders	Expected Output
Improving access to secondary health care facilities (15)	To be determined	Turkish Public Hospitals Authority	76 hospitals will be constructed
Creating maternal guesthouses (22)	To be determined	Turkish Public Hospitals Authority	to offer maternal guesthouse service in the healthcare facilities
Capacity building for the intensive care units in the health care facilities (18)	Adana, Hatay, Kahramanmaras, Kilis, Sanliurfa, Bursa	Turkish Public Hospitals Authority Ministry of Health	154 neonatal, 54 paediatric and 150 adult intensive care units
Capacity building on emergency care service provision (17)	All Provinces	Ministry of Health	71 emergency care stations and 125 ambulances will be procured
Capacity building on substance abuse (16)	Adana, Sanliurfa, Hatay, İstanbul, Diyarbakir, İzmir	Turkish Public Hospitals Authority	10 Amatem (Alcohol And Substance Abuse Treatment Centre) - Çematem (Research, Treatment and Training Centre for Substance Abuse in Children and Adolescents) centres in total will be constructed in 6 provinces
Creating the medical device infrastructure for health care facilities (20)	To be determined	Turkish Public Hospitals Authority Ministry of Health	Medical devices and equipment needs of 21 health care facilities with 4028 beds capacity, which will put to service in 2016, will be met.
Increasing the number of regional Vaccine and Pharmaceutical Warehouses (1)	Sanliurfa, Adana, Afyon, Bursa, Samsun, Erzurum, Kayseri, Van, İstanbul (2)	Turkish Public Health Authority	new warehouses will be constructed in 10 regions
Increasing the number of Vaccine and Antiserum Storage Cabinets (in Community Health Centres, Family Health Centres, Immigrants Health Centres) (2)	Sanliurfa, Kilis, Gaziantep, Hatay, Mersin, Adana, Afyon, Bursa, Samsun, Erzurum	Turkish Public Health Authority	2,000 Storage Cabinets will be procured
<b>Provision of Healthcare Services</b>			

Current Intervention (FSNA reference number)	Beneficiary / Location	Stakeholders	Expected Output
Improving efficiency of the diagnosis and treatment of communicable diseases (9)	Gaziantep	Turkish Public Hospitals Authority	Construction of Negative Pressure Isolation Chamber
Supporting the gynaecologic and reproductive health services (14)	All Provinces	Turkish Public Health Authority Turkish Public Hospitals Authority, NGOs	Iron and Vitamin D preparations will be distributed to the pregnant and puerperal women; family planning support will be provided on free of charge basis.
Supporting the infant care service provided for the Syrian infants (13)	All Provinces	Turkish Public Health Authority NGOs	Providing Vitamin D and Iron supplements to the Syrian infants
Ensuring early diagnosis in the Syrian population by means of cancer screening and access to related training (4)	Adana, Gaziantep, Hatay, İstanbul, Kilis, Mersin, Sanliurfa, Mardin, İzmir, Bursa, Kahramanmaras	Turkish Public Health Authority Disaster and Emergency Management Authority (AFAD), Directorate General for Migration Management, Public Hospitals Authority of Turkey	1 KETEM (Cancer Screening Centre) is set up for every 250 thousand population. 10 Mobile KETEM Vehicles may be sufficient for 2.5 Million Syrian population.
Satisfying the pharmaceutical and medical device needs of the Syrians (21)	All Provinces	Disaster and Emergency Management Authority (AFAD)  Turkish Public Health Authority, Ministry of Health, Turkish Public Hospitals Authority	All of the domestic and foreign pharmaceutical needs of the Syrians will be met on free-of-charge basis.
Conducting vaccination activities to prevent communicable diseases (12)	All Provinces	Turkish Public Health Authority  Turkish Public Hospitals Authority, NGOs	9 different vaccines (Hepatitis A & B, Measles, MMR, 5 in 1 combination vaccine, BCG, OPV, CPV, small pox) will be administered to the infants, 4 in 1 combination vaccine will be administered to primary school grade 1 pupils, diphtheria and tetanus vaccines will be administered to the 8 <sup>th</sup> grade pupils and the pregnant women.

Current Intervention (FSNA reference number)	Beneficiary / Location	Stakeholders	Expected Output
Integrated elimination activities against vector borne diseases (8)	To be determined	Turkish Public Health Authority Disaster and Emergency Management Authority (AFAD), Turkish Public Hospitals Authority, NGOs	Integrated vector elimination activities will be conducted
Conducting activities in order to promote the health literacy (11)	All Provinces	Turkish Public Health Authority Turkish Public Hospitals Authority, Public Health Directorates, Provincial Governorships, Universities, NGOs	Printed materials and visual aid such as guidelines, posters, brochures
Ensuring proper guidance to the Syrians within the healthcare system (23)	All Provinces	Ministry of Health Turkish Public Hospitals Authority	785 staff members speaking Arabic and Turkish languages will be employed and trained
Improving the quality of service provision and training the relevant staff (doctors, nurses, midwives, health officers) (24)	İstanbul, İzmir, Antalya, Trabzon	Turkish Public Hospitals Authority Ministry of Health	Training programmes on the topics of anger management, intercultural communication, psychosocial support, service processes, and stress management will be implemented for 450 healthcare staff. In-service training will be given to 270 staff members on post-traumatic approach in mental health and substance abuse cases and on eliminating the alcohol and substance abuse.
Supporting the financing of health care service provision (19)	All Provinces	Disaster and Emergency Management Authority (AFAD) Ministry of Health, Turkish Public Hospitals Authority	The financial burden on the Ministry of Health budget originating from the Syrians will be reduced.

## Annex 11. - List of organisations consulted and met (January to May 2016)

NAME OF ORGANISATION	DATE(S) MET
<b>ANKARA</b>	
EUD	18, 25, 27, 29 JAN, 9,12 FEB
ECHO	18 Jan, 15 FEB
Joint Technical Expert Team (JTET)	18, 25, 29 JAN
Joint Government/Institutions Presentations and Discussions (Education, Health, Social Protection, Labour and Economy, Employment and Vocational Training)	4, 5 FEB
UNHCR	2 FEB
IOM	2 FEB
ECHO facilitated Joint NGOs in/around Ankara with also presence of AFAD (of Turkish Government)	2 FEB
WFP	15 FEB
EUD	18 FEB
WHO	03 MARCH
OXFAM TURKEY	11 MARCH
EUD	15 MARCH
UNICEF	16 MARCH
UNDP	16 MARCH
JTET	17 MARCH
EEAS	18 MARCH
MoH	22 MARCH
TURKISH PUBLIC HEALTH INSTITUTION	22 MARCH
EUD/UNDP	23 MARCH
EUD HEALTH SECTOR MANAGER	23 MARCH
IMPR CONFERENCE on New Work Permit Regulation	23 MARCH
MoD	24 MARCH
IOM	24 MARCH
MoFSP, MoNE	25 MARCH
UNFPA and UNICEF	14 APRIL

**FIELD VISITS (04 April – 10 April 2016)**

<b>NAME OF ORGANISATION</b>	<b>DATE(S) MET</b>
<b>GAZİANTEP</b>	
WFP, UNFPA, IOM, CARE	04 APRİL
09.30– 12.30, Meeting with the related institutions in coordination of The Governors of Gaziantep 14.00 – 17.00, Information Meeting with the NGO’s operating in the region	05 APRIL
09.30– 12.00 Information Meeting with the international institutions operating in the region 14.00 – 17.00 Visit to Temporary Shelter	06 APRIL
9.30– 10.30 Visit to Halide Alevli Family Health Centre 11.00 – 12.00 ASP Şahinbey Community Centre 14.00 – 15.00 Visit to Şahinbey Dr. Cemil Karslıgil Temporary Training Centre	07 APRIL
ROUND TABLE (People in Need, IBC, MARAM Foundation, GOAL, IMC, ASAM, Relief International, WHH)	06 APRIL
UN AGENCIES ROUND TABLE	06 APRIL
VULNERABILTY WORKING GROUP ROUND TABLE (IOM and various NGOs)	08 APRIL
UNHCR, ASAM, Maram Foundation	08 APRİL
<b>ŞANLIURFA</b>	
ROUND TABLE (DRC-ASAM-CONCERN)	09 APRIL
URFA MUNICIPALITY	09 APRIL
TURKISH RED CRESCENT ŞANLIURFA COMMUNITY CENTRE	09 APRIL
IMPR HUMANITARIAN	09 APRIL

## Annex 12. - List of referenced documents

### Key GoT Documents

- FSNA 2016. First Stage Needs Assessment Covering 2016-2018 Period for Syrians with Temporary Protection Status in Turkey, Ministry of Development.
- Prioritised Needs for the EU 3 billion Facility Drawn from Needs Assessment for the Period 2016-2018.

### Key EU Documents

- EU-Turkey Joint Action Plan. 15 October 2015 (EC MEMO-15-5860)
- EC Decision Refugee Facility for Turkey, Strasbourg, 24.11.2015 C(2015) 9500 Final
- European Commission 2016. 'Strategic orientations on Priorities for Assistance under the Turkey Refugee Facility', *Internal Memo*, European Commission, Brussels.
- IPA Environments Operational Programs and Contracts (2007-2013) provided by the EUD

### Key UN Documents

- 3RP Regional Refugee and Resilience Plan in Response to the Syria Crisis (2016-2017): Turkey
- 3RP Regional Refugee and Resilience Plan in response to the Syria Crisis (2016-2017): Regional Strategic Overview

### References Reports

AFAD 2013. Syrian Refugees in Turkey: Field Survey Results.

AFAD 2014. Syrian Refugee Women in Turkey.

AMNESTY INTERNATIONAL (AI) 2016. Syrians in Turkey. (web page: <https://www.amnesty.org/en/countries/europe-and-central-asia/turkey/report-turkey/>)

ÇAĞAPTAY, S. 2013. The impact of Syrian Refugees on the Southern Turkey.

CARPIO, X. D. and WAGNE, M. 2015. *The Impact of Syrians Refugees on the Turkish Labour Market*. WORLD BANK GROUP. Social Protection and Labour Global Practice Group.

DEMİR, O. 2015. *Migration Policies, Social Concerns and Syrian Refugees in Turkey*. Global Policy Paper, Global Policy & Strategy.

EDUCATION REFORM INITIATIVE 2015. Education Monitoring Report for Turkey. Available at: [http://erg.sabanciuniv.edu/sites/erg.sabanciuniv.edu/files/EIR2014\\_04.09.15.WEB.pdf](http://erg.sabanciuniv.edu/sites/erg.sabanciuniv.edu/files/EIR2014_04.09.15.WEB.pdf)

EMİN, M. N. 2016. *Education of the Syrian Students in Turkey*. Basic Education Policies. Seta Foundation, Ankara.

ERDOĞAN M. and ÜNVER, C. 2015. *Perspectives, Expectations and Suggestions of the Turkish Business Sector on Syrians in Turkey*. Turkish Confederation of Employer Associations (TISK) Report. (<http://tisk.org.tr/en/wp-content/uploads/2016/01/goc-rapor-ing.pdf>)

ERDOĞAN, M. 2014. *Syrians in Turkey: Social Acceptance and Integration Research', Executive Summary and Report*. Ankara: Hacettepe University Migration and Policy Research Centre.



EUROFUND 2013. 'Tackling undeclared work in Turkey', European Foundation for the Improvement of Living and Working Conditions, Dublin.

FAIR LABOR ASSOCIATION 2016. Update: Status of Syrian Refugees in Turkish Labour Market.

JALBOUT, M. 2015. *Partnering for a Better Future: Ensuring Educational Opportunity for All Syrian Refugee Children and Youth in Turkey.*

HANDICAP INTERNATIONAL 2014. *Hidden Victims of the Syrian Crises: disabled, injured and older refugees.*

HUMAN RIGHTS WATCH 2015. "When I picture my future, I see nothing" *Barriers to Education for Syrian Refugee Children in Turkey.*

INTERNATIONAL MEDICAL CORPS (IMC) 2016. Project Presentation: Local CSO (Civil Society Organisations) Capacity Building Initiative for Innovative and Sustainable Refugee Needs Response in Turkey Project, 2016.

INTERNATIONAL MEDICAL CORPS (IMC) 2015. *Addressing Regional Mental Health Needs and Gaps in the Context of the Syria Crisis.* Washington DC, United States of America.

KARADAĞ Ç., ÖNCÜ B., SÜLKÜ G. 2015 "Evaluation of a youth peer education program on reproductive health and gender issues for young refugees in Turkey." *World Medical Association.* War, Migration and Health Symposium, 26-27 Feb 2016, Istanbul.

KIRIŞCI, K. and FERRIS, E. 2015. *Not Likely to Go Home: Syrian Refugees and the Challenges to Turkey - and the International Community.* Brookings, Turkey Policy Paper.

MAZLUM DER 2014. *Syrian Refugee Women outside camps.*

MERCY CORPS 2014. *Understanding the Needs of Syrian and Turkish Adolescents in Gaziantep, Turkey to support Personal Resilience.*

MERCY CORPS 2015. *Improving Information, Improving Lives: Increasing Usage of Key Services for Vulnerable Syrian and Turkish Households in Gaziantep, Turkey.*

ŞIRIN, S.R. and ROGERS-ŞIRIN, L. 2015. *The Educational and Mental Health Needs of Syrian Refugee Children.* Migration Policy Institute.

ORSAM and TESEV 2015a. *Effects of the Syrian Refugees on Turkey*, Report No: 195.

ORSAM and TESEV 2015b. *The economic Effects of Syrian Refugees on Turkey*, Report No: 196.

ORSAM 2015. Turkish Red Crescent Community Center Project Needs Assessment Report. Report No: 200.

SAVE THE CHILDREN 2015. Needs Assessment of Hatay's Temporary Education Centers for Syrian refugees.

SAVE THE CHILDREN & UNICEF 2015. *Small Hands, Heavy Burden: How the Syria Crisis is driving more children into the workforce.*

ŞİMŞEK Z., DOĞAN F., HİLALİ N.G., ÖZEK B. 2015. *Reproductive Health Indicators among 15-49 Years Old Married Syrian Women Living in a City Center and Their Needs for Healthcare Services.* *The Book*

*of Proceedings of 18th National Public Health Congress. Konya.*  
<http://uhsk.org/uhsk18/ocs/index.php/uhsk18/uhsk/paper/view/387>

SUPPORT TO LIFE (STL) 2016. Vulnerability Assessment of Syrian Refugees in Istanbul.

UNDP 2016. 'Resilience Response to Crisis', Presentation made by UNDP at EU Delegation, Ankara on 23 March 2016.

WAR CHILD EUROPE 2013. *Psychosocial Support in Emergencies: Critical for Syrian Children.*

WATENPAUGH, K. D., FRICKE, A. L. and KING, J. R. 2015. *We Will Stop Here and Go No Further: Syrian University Students and Scholars in Turkey.*

WORLD BANK 2015. *The impact of Syrian refugees on the Turkish labour market: The impact of Syrians refugees on the Turkish labour market.* Policy Research Working Paper No. WPS7402. Available at: <http://documents.worldbank.org/curated/en/2015/08/24946337/impact-syrians-refugees-turkish-labor-market#> (accessed 20/04/16)

YILMAZ, F. K. 2015. IMC – UNHCR – Swiss Confederation, Mapping and Needs Assessment of NGOs Working with Syrian Refugees in Turkey, Ankara, December 2015.

YUVA ASSOCIATION 2014. *Education Needs Assessment for Urban Syrian Refugees in Turkey.*

YUVA ASSOCIATION AND UNFPA 2015. Needs Assessment Study among Young Syrian Refugees on Health, Education, Employment and Gender Issues. Community Volunteers Foundation.

WORLD FOOD PROGRAM (WFP) 2016. *Off-Camp Syrian Refugees in Turkey: A Food Security Report.*