A total of 35 local authorities participated: Iraq: 5; Jordan: 18; Lebanon: 9; Turkey: 5, Croatia: 1

83% response rate: 35 out of 42 represented local authorities completed the survey

Diverse group of participating municipalities (see below): 17 cities with less than 100,000 inhabitants and 11 cities with more than 1 million.
Available Information on Refugee Population

- 26% didn’t know the number of refugees in their city
- 37% didn’t have a good estimate on the gender profile of the refugee population.
- 53% didn’t have a good estimate of the age profile of the refugee population.

The majority estimates that the refugee population is younger and has more females than their host population.

- 60% of the provided estimates stated a higher number of females (1.3 times more than males)
- 80% of the provided estimates stated that 54% of the refugee population was under 25 years old
- 58% of the provided estimates stated that 49% of the overall population was under 25 years old
60% of municipalities estimate high impact on:
- Waste management
- Housing
- Services to refugees
- Health Services
- Water management

To what extent has the recent influx of migrants/refugees impacted the following sectors?
Municipalities are in charge of sectors which are most affected (waste management, housing).

What are the responsibilities of your authorities in the following sectors?
Resilience and Preparedness to the Refugee Crisis

Do you think your municipality/authority was well prepared to host refugees over mid-term?

- Well Prepared: 35%
- Relatively Well Prepared: 16%
- Not Prepared Enough: 5%
- Not Prepared At All: 43%
Response Capacity to the Crisis

Technical needs:
- 78% confirmed lacking technical skills across sectors

Human resources needs:
- 58% confirmed need for additional staff

Financial needs:
- 70% confirmed lacking financial means in response to the crisis
- No sustained dedicated financing on services linked to the refugees
Collaboration of Local Authorities with NGOs

Although 79% of municipalities confirm collaboration with NGOs on service delivery to respond to the refugee crisis, 39% of them experienced the challenge of lack of coordination between them and NGOs.

Better coordination with local authorities is a key concern.
37% agree integration of refugees in the labor market is rather well accepted to very well accepted, whereas only 14% consider it not well accepted.

Sectors of refugee employment include: construction, shops, manufacturers, services, agriculture as well as "all sectors"
Impact of the Refugee Crisis on Social Cohesion

To what extent do you believe that the refugee crisis has increased social tensions in your town?

- Extremely Large Extent: 49%
- Large Extent: 24%
- Moderate Extent: 13%
- Small Extent: 11%
- Not At All: 3%

Could you please explain in what ways social tensions increased? (selected answers)

- Competition for jobs
- Rise of Unemployment
- Increase of Prices
- Housing issues
- Pressure on Public Services
- Different Customs and Traditions
General Perception of the Refugee Crisis Going Forward

Regarding the refugee crisis and management in your town, what is best case scenario?

- Return of refugees to their country
- Improved provision of services to all residents

Regarding the refugee crisis and management in your town, what is worst case scenario?

- Naturalization
- Refugee settlement
- Continuity of the war
- Further influx of refugees
- Continued lack of decent living for Syrian refugees - "just survival"
Additional Support for Host Communities

Knowledge Exchange

Which topic related to hosting refugees would you be most interested to learn about through knowledge/peer-to-peer exchange?

- Delivery of Priority Services: 68%
- Work with Private Sector: 62%
- Timely Fiscal Transfers: 16%
- Alternative Financing: 59%
- Increase Inclusion: 40%
- Boost Markets: 43%
- Preventive Solutions: 16%
- Involve Community: 27%
- Other: 3%

Capacity Building

97% confirmed need for learning/technical training and capacity building for municipal staff, namely:
- Delivery of priority services
- Crisis Management
- Work with the private sector
- Alternative sources of funding
- Inclusion of refugees

97% expressed interest in exchange with European host municipalities