



ISSUE 18: OCTOBER 2021

EMERGENCY SOCIAL SAFETY NET (ESSN)

Thanks to European Union funding and a partnership between the International Federation of Red Cross and Red Crescent Societies (IFRC) and the Turkish Red Crescent Society (TRC), 1.5 million refugees living in Turkey are receiving humanitarian support through monthly cash assistance.

October snapshots



1,516,917 individuals
reached with cash assistance



235,122,135 TRY
transferred to 244,240 households



5,371,192,505 TRY
transferred since April 2020

Highlights

Higher level ECHO visits to monitor the ESSN implementation

Since the last month, several EU monitoring missions have resumed to take place, including a high level visit of DG ECHO at the Şahinbey TRC Service Centre in Gaziantep. The visit comprised of briefing on the linkages between the ESSN Programme and the TRC Community Based Migration Programmes, discussions on the socio-economic empowerment of ESSN recipients and a focus group with four recipient households. Representatives from EU Delegation and DG NEAR also took part in this event.

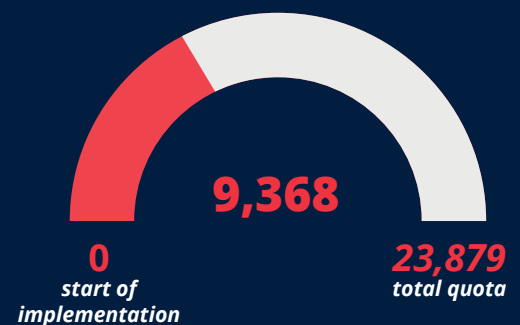
Satisfaction survey finds 95 per cent are satisfied with information and support received

As part of our efforts to be accountable to affected populations, TRC and IFRC have completed the latest round of the satisfaction survey to understand the preference and perception of people interacting with the various components of the programme. Please refer to page 4 for a summary of initial results, with the report to be released soon.

Sweepbacks: In October, 624,066.02 TRY in total was swept back in total, 143,020 TRY being swept back from 248 uncollected cards and 481.046,02 TRY from 705 dormant accounts. The total amount of funds swept back since April 2020 is 17,880,930.15 TRY.

SASF ALLOWANCE

In October 2021, 9,368 households (37,634 individuals) received ESSN assistance via the SASF allowance across Turkey. The SASF allowance continues to play an integral role in minimizing exclusion errors and including vulnerable households into the ESSN.



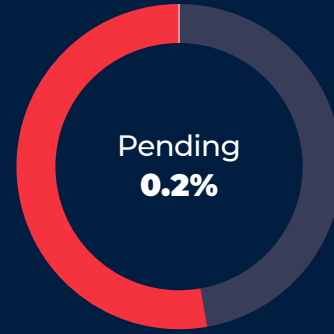
Funded by
the European Union



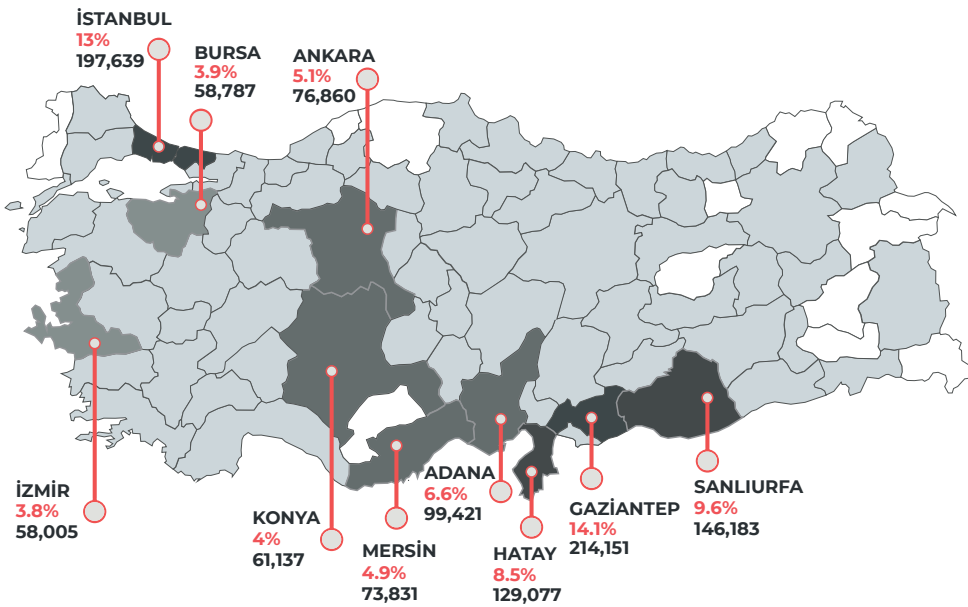
ESSN APPLICATIONS

- In October 2021, a total of 3,341 household applications were received by the SASF offices and TRC Service Centres.
- Of the aforementioned number 39.8 per cent were received by TRC Service Centres and 60.2 per cent at SASF offices.
- The total number of household applications received since the beginning of the ESSN III Programme reached 633,925, with 36.3 per cent of the total application having been received by the TRC Service Centres.

Eligible
52.8%

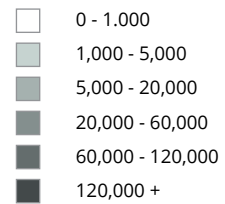


Ineligible
47.1%



Province breakdown of ESSN recipients

Number of individuals



CRITERIA BREAKDOWN ¹



56.0 %
households with four or more children



35.3%
households with high dependency ratio (≥1.5)



4.8%
single female

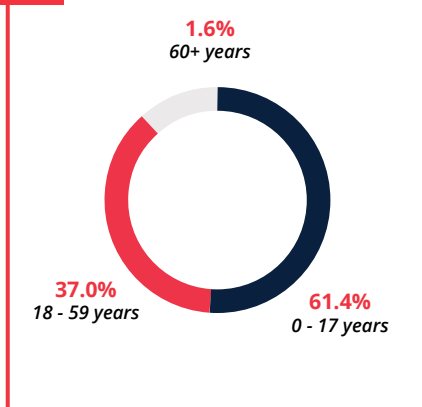
***3.8%** of households (9,352 HHs) receive ESSN assistance within the scope of the SASF allowance.

¹ 136,876 households with four or more children; 86,257 households with a dependency ratio equal to or above 1.5; 11,739 single females.



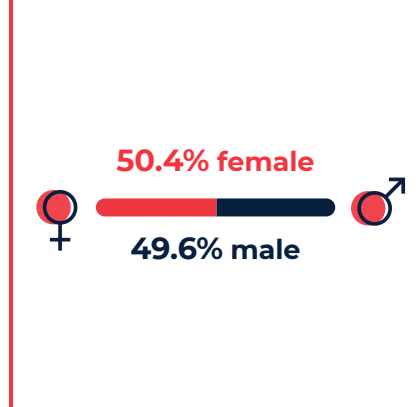
IN NUMBERS: DEMOGRAPHICS OF PEOPLE WE SERVE

Age



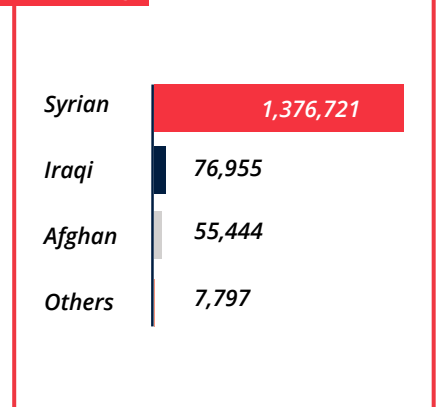
Age breakdown of ESN recipients:
0 - 17 years: 931,321
18 - 59 years: 561,302
60+ years: 24,294

Gender



Gender breakdown of ESN recipients:
Female: 764,399
Male: 752,518

Nationality



Among the 'others' category are Iranian, Somali, Pakistani, Chinese, Palestinian and other nationals.



“It [ESN] helps with bills and other things to many people under harsh conditions, coming from distant lands, warzones.”

– Male, Gaziantep, ESN non-recipient

SATISFACTION SURVEY REVEALS HIGH CONTENT WITH SERVICES PROVIDED

The ESSN engages with communities through a variety of means to collect feedback and understand the preference and perception around the assistance delivered. The second round of the satisfaction survey was conducted and the analysis have been completed. The study had a sample size of 574 respondents (288 ESSN recipients and 286 ineligible applicants), selected from 144 districts spread across 51 provinces in Turkey. The satisfaction levels of both groups (recipients & ineligible applicants) were assessed in regards to the information provision, program implementation, their communication preferences and their overall perception.

KEY FINDINGS



More than 95% of people receiving ESSN were satisfied with the information and support they receive. 91% of ESSN recipients stated that their needs were taken into account by the programme staff.



Criteria awareness still varies but the most wellknown criteria are “dependency ratio”, followed by the “large households with more than 4 children” among the eligible and ineligible applicants.



SMS is the most commonly preferred means of communication (81%) for those receiving ESSN support. As for people not receiving ESSN, it is seen that the 168 Türk Kızılay toll-free Call Centre is the most preferred communication channel (almost 60 per cent) for programme-related developments.



79% of recipients said that ESSN is delivered in a safe, accessible, accountable and participatory manner. Questions were included to measure DG ECHO’s protection mainstreaming indicator, which was introduced to ESSN III and aims to measure the process that protection mainstreaming is ensured. To monitor operationalisation of protection mainstreaming and promoting meaningful access, safety, and dignity in cash assistance, questions (which were adapted from the Pilot DG ECHO Practical guidance), were directed to the recipients.



Further promotion of implementing partners and the EU will be taken into account and addressed by the TRC and IFRC AAP/CEA units. **More than half of the ESSN applicants reported that they do not know the implementing partners or the funding institution.**



“I can say that TRC [Service] Center is different. The staff are so candid and friendly in and out of the office. They are always ready to help us. For example, when we want to change our phone number, they welcome us right away. They are very respectful.”

– Male, ESSN recipient, Gaziantep



PROGRAMMATIC HIGHLIGHTS

Monitoring and evaluation:

The second round of data collection within the third part monitoring study is ongoing in collaboration with TANDANS. Preparation for the second round of the Intersectoral Vulnerability Study (IVS) are in progress, including working on the data collection format and updating of the data set form. Data collection for the Post Distribution Monitoring (PDM)-13 study is ongoing

As for the M&E field teams, routine activities have been taking place. The main activities in October were on-site monitoring and card distribution monitoring. The teams visited 403 local institutions (SASFs, Halkbank branches, Provincial Directorate of Migration Management (PDMM), and Nüfus offices) in 148 districts in 35 cities. It was observed that the refugee children have overcome the language barrier, as most of them can speak Turkish fluently. It is expected that these children's fluency in Turkish will reflect positively on their families' access to basic services. Additionally, card distribution monitoring reports did not include any major issue based on the feedback received from Halkbank branches and service centres, and all steps have been followed according to the procedures.

Referral and outreach:

The Outreach and Referral Field Teams visited local authorities and institutions in 137 districts in 25 provinces in October, continuing their sensitization and advocacy activities in order to prevent obstacles during the application processes or at the point of benefiting from assistance after the application. During the visits to the PDMMs, it was observed that according to the Directorate General of Migration Management (DGMM)'s instructions, the directorates will hold meetings with the relevant headmen/mukhtars in all provinces with a weekly plan until the end of the year, and the situation and rights of foreigners in the province, as well as the structure, duties and responsibilities of the PDMM will be discussed. In addition, it was understood that information about the sources of assistance available to foreigners will be disseminated. In addition, special attention will be given to preventing the spread of misinformation of Turkish citizens on this issue.

The period of the "State of Emergency" was extended until 30.11.2021 through an official letter sent by the Ministry of Family and Social Services, leaving household visits to be under SASFs' initiative.

In terms of referrals, thanks to the trainings received on protection and Socio-Economic Empowerment (SEE) referrals, the awareness levels of the teams got enhanced, and there was a noticeable increase in the number of both protection and socio-economic empowerment referrals made to TRC Community Based Migration Programmes.

Accountability to affected populations:

The ESSN feedback and complaint mechanisms continue to operate through multiple channels while programme-related information is being disseminated through a variety of means. In the period of 1-23 October, the 168 TRC Call Center received 10,734 calls, among which 10,567 (%98) of them were closed, and responses shared with callers. The majority (%93) of the calls were received in Arabic from a total of 76 different provinces. Total number of Facebook followers is 97,945, with the total number of replied questions on this platform being 43,629. Total number of sent SMSs is 511,217. The messages included information with regard to confirmation of receiving the complaint, monthly removal for various reasons, discrepancy, uncollected card and dormant account warning. The total number of messages received on the website is 42. All messages were responded to accordingly in a timely manner.

Coordination:

This month, the 3RP Turkey concluded its 2022 consultations with the relevant humanitarian actors after conducting a meeting for each sectoral and intersectoral working group. The Coordination staff attended the meetings to closely follow up on the latest updates and novelties in this year's appeal process for the next term. Next month will have its own regular 3RP meeting cycles and the Coordination teams are preparing to share their periodic ESSN updates in Basic Needs Working Group: Istanbul-Gaziantep (Field) Meeting, Ankara (National) Meeting and the first Izmir Meeting, a newly commencing set of meetings to cover the Aegean region.