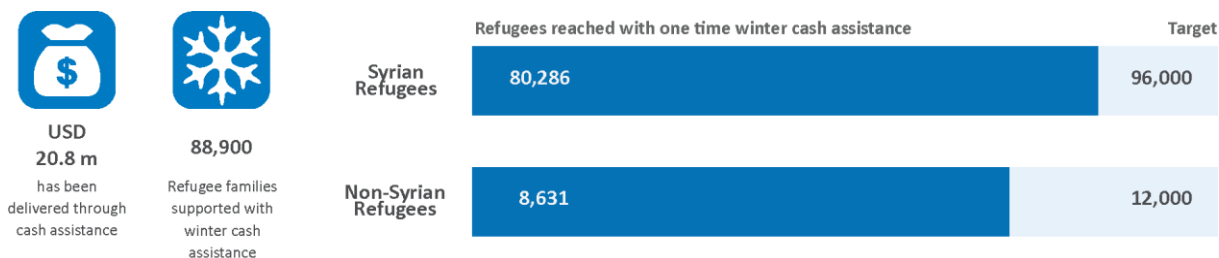


## TURKEY

### 2016/17 WINTER ASSISTANCE EXTERNAL UPDATE

February 2017



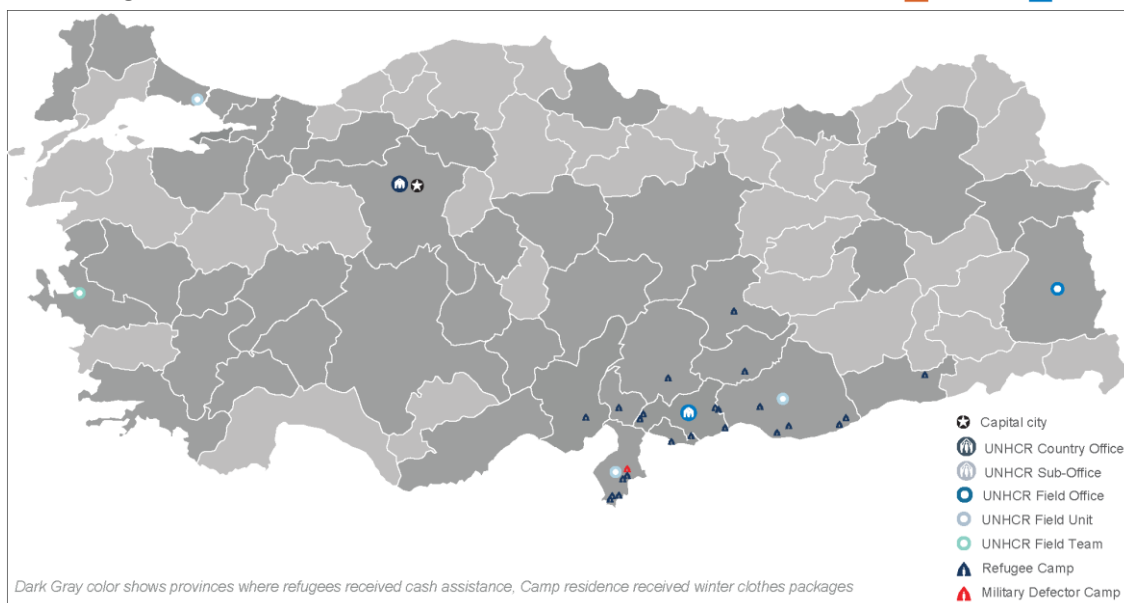
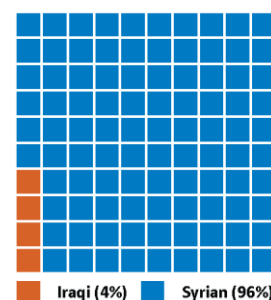
### UNHCR WINTER RESPONSE: PLANNING AND COORDINATION

- As temperatures continued to drop in Turkey in February, refugees living in the country faced increasing challenges. According to Turkish authorities, as of 9 February 2017, the total number of Syrian refugees under Temporary Protection is over 2.8 million, of whom around 260,000 live in 23 camps set up and managed by the Disaster and Emergency Management Authority (AFAD). Refugees and asylum-seekers from other countries, registered by UNHCR, make up over 295,000 individuals. Targeted winter assistance is being provided to Syrian and non-Syrian refugees, with a prime focus on urban areas.
- Preparedness plans were made jointly with the Turkish authorities and other UN agencies, using feedback from refugees from previous winter support projects through post-distribution monitoring, including individual interviews.
- An inter-agency Winter Assistance Task Force was initially established in Gaziantep in August 2016 to coordinate the winter support provided by UN agencies and I/NGOs, and was later moved to the Basic Needs Working Group. To date, eight coordination meetings have taken place, through which partners did a mapping of the geographic coverage of projects, and agreed on principles for identifying vulnerable households, implementation modalities and assistance amounts.

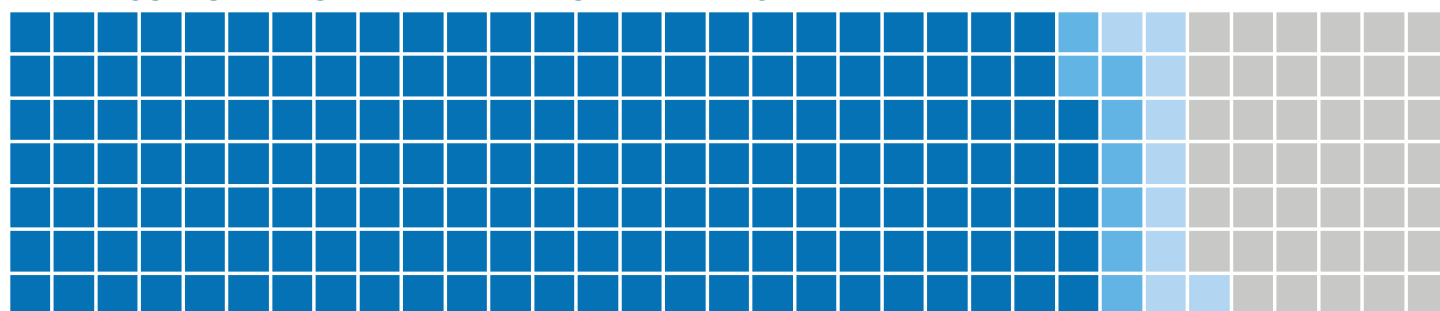
### 2016/2017 UNHCR WINTER ASSISTANCE PROGRAMME

#### WINTER SUPPORT IN CAMPS

- For refugees living in camps (**260,000 individuals**), winter packages consisting of winter clothes, high thermal blankets and heaters were provided to close to 250,000 Syrian refugees and 10,000 Iraqi refugees between 29 November 2016 – 10 February 2017. The Disaster and Emergency Management Authority (AFAD) is ensuring the distribution of winter items across the 23 camps in southeastern Turkey and UNHCR is monitoring these distributions in collaboration with AFAD.



## WINTER SUPPORT IN URBAN AND PERI-URBAN AREAS



■ Syrian (80,286 HH) ■ Iraqi (4,082 HH) ■ Other Nationalities (4,549 HH) ■ To be reached in February 2017 (19,083 HH)

- So far cash assistance has been provided to over 455,000 Syrian refugees and more than 33,600 non-Syrian refugees, including over 15,000 Iraqis, living in urban areas via debit cards issued by the Turkish postal service (PTT).
- The equivalent of USD 20.8 million has been delivered through cash assistance to date. Cash assistance will continue in February 2017 targeting around 90,700 additional Syrian refugees and 14,000 non-Syrian including Iraqis.
- Taking into account refugee feedback from the previous winter assistance programme, **UNHCR is using one-off cash assistance via debit cards** issued by the Turkish postal service (PTT). Syrian refugee families are receiving a card carrying a one-time value of USD 200 (for families made up of up to three individuals), USD 250 (for families made up of four to five individuals) and USD 300 (for families composed of six or more individuals). The cards for refugee families of other nationalities carry a value of USD 250 (for families composed of up to five individuals) and USD 300 for larger families (composed of six or more individuals). The debit cards can be used in any shop which is part of the MasterCard circuit, allowing refugees to buy a variety of goods or services in thousands of shops across the country.
- The programme is covering 73 out of Turkey's 81 provinces hosting the largest number of refugees and which are more severely affected by winter conditions.
- In order to inform and communicate with refugees who will benefit from the winter support programme, a fully automated SMS system, a dedicated website and call centres are being administered by UNHCR partners.
- A leaflet was also produced that is being handed out along with the PTT debit cards on how to use the cards. In addition, lost or stolen cards can be reported and cancelled at any PTT office during working hours or via the call centre, which operates 24/7.
- UNHCR's partners and a third party will implement a post-distribution monitoring exercise starting in early 2017 coordinated through the Basic Needs Sector to harmonize the approach with other actors providing support. UNHCR will also conduct an impact assessment that will analyse the use of assistance by all recipient families.



## IDENTIFICATION OF THE MOST VULNERABLE

- Identification and targeting of assistance was done in line with the household eligibility criteria defined in consultation with members of the Basic Needs Working Group. UNHCR partners are implementing outreach programmes which support identification and needs assessment.

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### Links:

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

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