



## Basic Needs Working Group

### Ad-Hoc Meeting Minutes

<b>Time&amp; Location:</b>	08 May 2020, National Meeting on WebEx
<b>Chaired by:</b>	Ahmet Ünver (UNHCR), Hiba Hanano (WFP)
<b>Participants:</b>	Abdulrahman Beyazıt (EUD), Adil Ozenc (HRDF), Ahmad Malla (CARE), Ahmet Gürel (UNHCR), Alev Yıldırım (GIZ), Ali Kaya (CARE), Alperen Açıkol (TRC), Altuna Söylemezoğlu (IFRC), Anastasiya Stelmakh (ASAM), Anne o Rorke (TIAFI), Anwar Kattan (Takaful Al Sham Charity Organization), Ayşenur Sarı (ASAM), Berivan Erbil (UNICEF), Bertrand Rukundo (IFRC), Betül Rifaioğlu (UNHCR), Burak Çınar (DG ECHO), Burcu Uzer (UNICEF), Burçin Tümay (UNHCR), Bülent Öztürk (TRC), Ceylan Tunca (UNFPA), Christopher Bender (UNHCR), Derya Cengiz (Olive Branch Organization), Dilara Türker (İGAM), Dilşad Turan (Charity and Solidarity Foundation), Dragan Markovic (UNICEF), Elif Atasal (ASAM), Elif Eser Mooty (UNHCR), Elif Özkaya Aydın (BPRM), Esmé Bayar (GIZ), Ezgi Arslan (UNDP), Ezzat Hafez (UNHCR), Fatma Mine Gültekin (UNHCR), Figen Kelemer (CONCERN), Görkem Göker (TRC), Hakkı Ersoy (UNICEF), Hatip Surun (UNHCR), Hazal Aydiş (GOAL), Isabelle Kronisch (ILO), Jonathan Brass (IFRC), Kemal Ördek (UNFPA), Kinda Alhourani (SEMA), Taher Kurdie (GIZ), Lara Özügergin (UNHCR), Levent Ekşi (UNHCR), Livio Mercurio (UNHCR), Marijn Speth (NL Embassy), Matthieu Combe (Embassy of France), Mauro Mascioli (EUD), Mazen Aboulhosn (IOM), Meircan Han (TRC), Merve Arık (ASAM), Mohanad Ameen (IOM), Muhammed Assaf (IBC), Nicolas Metri (DRC), Nigora Kadirkhodzhaeva (UNHCR), Omar Zalt (AAR Japan), Orhan Hacimehmet (TRC), Osama Alkhalaf (Qatar Charity), Özgür Savaşcıoğlu (UNHCR), Pınar Gökgün (Support to Life), Recep Levent Öztürk (IBC), Sara Buzzoni (ECHO), Seda Baran (UNICEF), Sejla Jusufovic (UNHCR), Sevgi Kelly (UNHCR), Sinan Özyürek (UNHCR), Tefvik Karpuzcu (MUDEM), Tomoko Nishino (UNDP), Umut Pamuk (IFRC), Zakarya Al Motair (Qatar Charity), Zerrin Alkan (Kırkayak Kültür), Zeynel Doğan (IFRC)
<b>Agenda:</b>	<ol style="list-style-type: none"><li>1. Welcome &amp; Introductions (5 min)</li><li>2. Review of Collected Data from the Online Tracking Tool for Request and Needs (Sector Coordinator, 15 Min)</li><li>3. <b>Impact of COVID-19 on Refugee Populations Benefiting from the ESSN Programme (60 min)</b><ol style="list-style-type: none"><li>a) Presentation of the assessment (TurkKızılay, 40 Min)</li><li>b) Questions &amp; Answers (All Participants, 20 Min)</li></ol></li><li>4. AOB</li></ol>



AGENDA POINT	DISCUSSION
Reviewing the agenda	The meeting agenda was introduced, reviewed and accepted without changes.
Reviewing action points from the previous meeting	<ol style="list-style-type: none"> <li>1. Partners check the Services Advisor and immediately inform sector coordinators/IM if their services or services by other stakeholders are missing - <i>Done ✓</i></li> <li>2. Partners inform sector coordinators to share details of their available services, and program updates - <i>Done ✓</i></li> <li>3. Partners share information on available support mechanisms among refugees, especially municipal services available - <i>This is an ongoing agenda item, however some information available from the field has been presented in these minutes.</i></li> <li>4. Partners share technical/coordination needs in reprogramming with sector coordinators - <i>This is an ongoing agenda item and efforts will continue to match partners with experts towards reprogramming efforts</i></li> <li>5. Partners ensure their guidance materials are uploaded to the UNHCR Data Portal - <i>This is an ongoing agenda item and is a standing point. Partners are encouraged to share further guidance material and the available items will be shared with the sector in the coming weeks for guidance.</i></li> <li>6. NGO partners share focal points for “online tracking tool of requests &amp; needs in COVID-19” with sector coordinators - <i>Done ✓</i></li> </ol>
Action Points	<ol style="list-style-type: none"> <li>1. Partners share in-kind guidance materials; coordinators ensure wider distribution.</li> <li>2. Partners inform the BNWG of local needs assessment results; coordinators ensure wider distribution.</li> <li>3. Partners share information on available support mechanisms among refugees, especially municipal services</li> <li>4. Partners inform sector coordinators of their technical/coordination needs in reprogramming</li> <li>5. Coordinators provide information about ID inactivation and consequent ESSN discontinuation to relevant UNHCR units to help concretize the advocacy with DGMM.</li> <li>6. Partners share individual cases of ID inactivation with UNHCR focal point <a href="#">Associate Registration Officer Mr.Orcun Celik</a></li> </ol>
Review of Collected Data from the Online Tracking Tool for Request and Needs	<ul style="list-style-type: none"> <li>• Following the start of COVID-19, partners have started receiving material requests from several local organizations countrywide. The Emergency Response Preparedness Working Group (ERPWG) started compiling the requests received by UN agencies and the data collection was later transferred to be compiled under BNWG.</li> <li>• In line with these efforts, an “Online Tracking Tool for Requests &amp; Needs in COVID-19 Situation” has been developed in collaboration with IM with a purpose to compile received requests from local agencies and needs assessments conducted by organizations.</li> <li>• The tool is available for inputs via ActivityInfo and an <a href="#">online dashboard</a> (publicly available) has been created with the information available.</li> </ul>



- Concerned agencies assigned focal points for inputs, who received trainings on how to use the tool.
- Donors have been given access to the system to review the data.
- Majority of the identified needs is under hygiene/sanitary items category. Majority of requests were received from municipalities.
- The online tracking tool allows to also track the distribution progress of requested items. Currently there is a significant gap in the provision of requests, with the highest gap being in food packages.
- Only 3 partners have updated the distribution information.

Program Updates from Partners (received after the meeting)

- BNWG captured the program updates in the previous meetings. The minutes can be accessed through the shared links: BNWG meeting on 14 April (Istanbul, Izmir and SET) [minutes](#), BNWG meeting on 16 April (National-Ankara) [minutes](#).
- Further updates of two partners ASAM and UNHCR (Istanbul FO) are summarised below.

**ASAM**

- ASAM contributes to the distribution of hygiene kits, food packages, psychosocial support kits in the fields and support the refugee's needs in the high and very high-risk groups to complement nation-wide efforts to curb the effects of COVID-19.
- ASAM teams from different regions remain in coordination with the municipal services, SASFs, SSCs and PADDMs to try to support the refugees and distribute the materials. As part of these efforts, ASAM has worked with UNICEF on the provision of family hygiene kits and psychosocial support kits; and with EU SCORE on family hygiene kits and food packages.
- In coordination with UNICEF, ASAM plans to distribute over 20K **Family Hygiene Kits** through its 12 field offices in Adana (2732), Ankara (2366), Balıkesir (337), Bursa (625), Çanakkale (594), Gaziantep (4232), Istanbul (5370), Izmir (2748), Kayseri (644), Mersin (504), Muğla (114), Van (164). ASAM aims to support refugees in need regardless of nationality. Family Hygiene Kits will include alcohol-based hand sanitizer, hand washing soap, bath soap, laundry detergent (powder), towel, scouring sponge, household bleach and etc.
- In coordination with UNICEF, ASAM plans to distribute **Psychosocial Support Kits** for the refugee children between the ages of 4-14 and the kits will include Felt-tip pen, Photocopy paper, Playdough Party Bag, Pastel Crayon, Coloring book, Puzzle and booklet. Planned distribution per city: Adana (2110), Ankara (1477), Balıkesir (48), Bursa (299), Çanakkale (75), Gaziantep (3745), Istanbul (3967), Izmir (1845), Kayseri (383), Mersin (330), Muğla (55), Van (23).
- Under its EU SCORE project ASAM plans the distribution of 17706 **Family Hygiene Kits** through the offices in 14 provinces under this project. The beneficiary lists are prepared in coordination with municipalities, PDMMs, AFAD, and SASFs. Hygiene kits are planned to be sufficient for a family with 4-5 persons. Planned distribution per city: Karabük



(2000), Kırıkkale (2000), Ordu (1000), Sakarya (1000), Yalova (1400), Çankırı (1500), Konya (1706), Çorum (1500), Manisa (1500), Eskişehir (1500), Denizli (1500), Samsun (1000)

- Under the same project above, ASAM will soon start to distribute 3150 food packages in all 14 provinces, focusing on provinces where social services or assistance by any other associations are limited. The food packages are sufficient for 5-6 people in the family.

#### UNHCR (CBI assistance)

- DGMM compiled highly vulnerable households through PDMMs, beneficiary lists are compiled and cross-checked with TurkKızılay to ensure prevention of duplication with ESSN, and with IOM to prevent duplication with the IOM's pilot CBI project in southeast Turkey.
- Payments be rendered in the second week of May and payment will be done through PTT. Measures are taken to ensure that beneficiaries will not be exposed to risks while receiving CBI assistance.
- Transfer amount is 1000TRY as previously decided and in line with assistance to vulnerable local households by MoFLSS. This assistance is planned as a one-off CBI payment.
- Cash support targets both SuTP and IP; however, majority of beneficiaries are SuTP. Cash support will reach over 7K households (corresponds to over 35K individuals).

#### UNHCR Istanbul FO (updates about Istanbul Metropolitan Municipality)

- Istanbul Metropolitan Municipality (IMM) continues to deliver food and non-food items to persons in need regardless of their nationality or status. The municipality declared that they are planning to distribute 500,000 food packs in the first phase. In order to be included in the distribution list, it is necessary for persons to register in the system by filling out the social assessment form via this website (<https://sosinc.ibb.gov.tr/>). Refugees can also access to system and register. Thus far IMM supported 6000 refugee households in Istanbul.
- NGO partners regularly provide a list of persons with specific needs that are latter registered in the online system to avoid duplication. Some NGOs like ASAM, Mavi Kalem, KADAV, and STL help IMM in the delivery of the food and non-food items through their outreach teams.
- IMM has launched a new campaign called Askıda Fatura (Bills on a Hook). It is a system based on helping people who have difficulties in paying their gas and water bills in Istanbul. People can upload their gas and water bills to (<https://askidafatura.ibb.gov.tr/>) and private donors can pay these bills if they wish to provide support. The social assessment form needs to be filled through (<https://sosinc.ibb.gov.tr/>) to upload bills. Refugees also have access to this system and benefit from the support.
- IMM's migration department supported by UNHCR, played a key role in advocating for the inclusion of refugees in the assistance mechanisms. IMM will continue to mainstream refugees' access to services provided by IMM and all NGOs could get in touch with IMM for referrals to available assistance mechanisms.



	<ul style="list-style-type: none"> <li>At the district level, municipalities continue to provide assistance to refugees, however, statistics can't be provided. In this regard, UNHCR is planning to coordinate with WALD and IMM to cooperate with district municipalities.</li> </ul> <p><u>Basic Needs Sector Appeal</u></p> <ul style="list-style-type: none"> <li>An overall presentation of the Basic Needs sector appeal has been provided to sector partners. The largest appeal in the sector is for one-off cash support, due to the economic impact of the crisis, with 11 organizations appealing for this. This has been discussed through several coordination platforms. Geographical coverage or intake criteria are not yet available as this is still the appeal stage.</li> <li>The sector expects a high level of coordination towards the provision of one-off cash support to meet the emergency needs. More details will be made available in the coming weeks.</li> </ul>
<p>Impact of COVID-19 on Refugee Populations Benefiting from the ESSN Programme</p>	<p><u>Introduction by TRC and IFRC</u></p> <ul style="list-style-type: none"> <li>TRC has given an update on the ESSN Task Force. ESSN remains one of the largest humanitarian aid programmes in the world with 1.7 million beneficiaries. So far, in the coordination of this programme, the ESSN Task Force, which has taken place under the Basic Needs Sector, has been crucial and has provided stakeholders with the latest information available. During the past 3 years the ESSN TF has had more than 300 members from 7 different locations, and has held thematic meetings hosting different government counterparts.</li> <li>TRC continues to see the ESSN TF as a crucial coordination platform for the identification of gaps and for the multi-stakeholder discussions on how to address these gaps. Although some delays have occurred in holding ESSN TF meetings due to COVID-19 restrictions, the meetings will soon continue under the cooperation of TRC and IFRC.</li> <li>Further information on other programs will be available under the KizilayKart platform in the coming weeks.</li> <li>IFRC has introduced the survey on the Impact of COVID-19 on Refugee Populations Benefiting from the ESSN Programme. The spread of COVID-19 was prominent by mid March In an effort to address the information needs of actors and donors, IFRC rolled out a rapid assessment on the impacts of COVID-19 on ESSN households. The assessment has been finalized on 12 April, and has been published online. The results can be obtained through the link <a href="#">Assessment report: Impact of COVID-19 on Refugee Populations Benefitting from the ESSN Programme</a></li> </ul> <p><u>Presentation of the Impact of COVID-19 on Refugee Populations Benefiting from the ESSN Programme</u></p> <ul style="list-style-type: none"> <li>A survey has been carried out with 464 households benefiting from the ESSN Programme, with the aim of understanding the socio-economic impact of COVID-19 on ESSN beneficiaries.</li> <li>Currently around 20 percent of the households have working members. <b>70 percent</b> of those remaining households have lost their jobs due to the impact of COVID-19.</li> </ul>



- Around 80 percent of households have no income other than ESSN or CCTE and around 77 percent of households are in debt (with a median of 1500 TL). The expenditures and debt has significantly increased, with additional expenditures for food and hygiene items.
- The Minimum Expenditure Basket (MEB) has been identified as 2,277 TL for a household of six, leaving a gap of 1,457 TL due to the latest loss of income.
- The priority needs are food, cash assistance for rent, bills and transportation, and NFIs.
- The households have presented a high level of school-aged children registered to schools, however 31 percent of these households don't have access to the online curriculum needed to continue studies during COVID-19.
- 81 percent of households have stated no problems accessing markets and the remaining 19 percent had difficulties due to fear of the virus, the curfews and lack of money.
- Free healthcare is available for all COVID-19 patients however 22 percent of households still require regular access to healthcare.
- Access to COVID-19 related information is widely available and beneficiaries mostly prefer to get information via news outlets.
- The use of KizilayKart continues for 96 percent of those surveyed, and the remaining 4 percent have been affected due to access to ATMs because of the curfews.

#### Discussion

- The findings aim to represent the ESSN population nationwide, however the data cannot be disaggregated on the local level as geographical information is not available. The results represent the overall situation and is kept to the ESSN criteria level.
- Percentage of households in debt are aligned with the results of the PDM that have been conducted between December and March. Although an increase in ratio of the households that have debt has not been observed, the amount of debt is rising.
- The findings on accessing markets are very important and relevant for the BNWG. The results display that the problem experienced by beneficiaries is not market collapse, but rather access to livelihoods or impacts of the curfew. For this reason, increasing need for assistance by partners remains, and the survey results are very helpful in programming.
- In an effort to lessen the impact of loss of livelihoods, the BN Sector recommends expanding assistance programs vertically and horizontally, to reach more beneficiaries with larger transfer amounts to alleviate negative impacts.
- Although the immediate response appears to be cash assistance, it is also important to work with development partners and the government on the long run to protect jobs and support SMEs.
- To address the immediate needs with cash assistance, the most vulnerable populations needs to be identified to help mitigate any negative coping mechanisms. Therefore, assessments by partners active in the field is highly appreciated to



	<p>help guide this process. Partners are therefore encouraged to keep updating inter-agency platforms with outcomes of assessments and findings to contribute to the bigger picture.</p> <ul style="list-style-type: none"><li>• The ESSN was previously complemented through household income in the pre-COVID period. Now however the situation places more pressure on coping strategies. The ESSN focuses on less than half of all refugees in Turkey and a potential cash solution through ESSN includes top-ups. However vulnerable populations who don't have access to ESSN should also be considered through joint solutions.</li><li>• It is important to remember that Turkish citizens are also receiving some assistance so the delivery of cash assistance needs to be done in coordination with the relevant authorities, in order to avoid problems of social cohesion.</li><li>• Different partners under the WG have different cash provision modalities. In order to avoid duplication of cash provision,. The coordination efforts include cross-checking with ESSN beneficiaries, continuous communication with partners providing cash, as well as point-to-point data checking, which is a very preliminary effort for now.</li><li>• If the Basic Needs appeal is fully funded, then assistance will reach around 1.7 million people.</li><li>• During the COVID-19 slow-down, DGMM asked PDMMs to continue facilitating ID processes. Partners have reported that some PDMMs are not facilitating the ID activations at regular speed in the COVID-19. In addition to various protection risks, this results in a loss of ESSN assistance following deactivation of IDs. UNHCR is continuing its advocacy with DGMM to ensure this is avoided. Given that refugee consent is taken, partners are encouraged to refer cases to UNHCR focal point <a href="#">Associate Registration Officer Mr.Orcun Celik</a> to help concretize the advocacy of UNHCR with DGMM.</li></ul>
<p>Coming meetings</p>	<ul style="list-style-type: none"><li>• The <b>CBI Technical Working Group meeting</b> will take place on 12 May, and will allow for more detailed discussion around modalities of cash based assistance.</li><li>• The next BNWG meeting will be announced with respect to needs and developments.</li></ul>