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In-camp Post-Distribution Monitoring Report Quarter 3 – 2020

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Cover Photo: WFP/ Feride Yıldırım

Table of Contents

Executive Summary.....	v
Highlights	vi
Recommendations	vii
Chapter 1: Introduction	1
Chapter 2: Objectives and Methodology	1
Chapter 3: Findings	2
3.1. Demographics	2
3.2 Education and Turkish language ability	3
3.3 Vulnerable sub-populations with special needs.....	5
Chapter 4: Outcomes	6
4.1 Food Consumption.....	6
4.2 Dietary diversity	7
4.3 Consumption coping strategies	9
4.4 Livelihood coping strategies	10
4.5 Expenditure.....	12
Chapter 5: Process indicators	12
5.1. Awareness and Sensitization	13
Beneficiary Awareness and Information Channels.....	13
Experience with the Feedback and Complaint Mechanism	13
5.2. Safety and Protection	16
5.3. Utilization of Assistance and Satisfaction	16

List of Figures

Figure 1: PDMs per Province.....	2
Figure 2: In-camp population by gender of household head (a) and age (b).....	3
Figure 3: Education level of the head of households	4
Figure 4: Turkish language ability of household heads	4
Figure 5: Households members with special needs	5
Figure 6: Number of meals eaten in a day by adults and children.....	6
Figure 7: Food Consumption Groups (Q1 2020 & Q3 2020).....	7
Figure 8: Dietary Diversity Score.....	8
Figure 9: Dietary Diversity Score values of Q1 2020 & Q3 2020	8
Figure 10: Reduced Coping Strategy Index values of Q1 2020 & Q3 2020.....	9
Figure 11: Frequency of Resorting to Consumption Coping Strategies.....	10
Figure 12: Application of Livelihood Coping Strategies	11
Figure 13: Livelihood coping strategies by classification.....	11
Figure 14: Food Expenditure Share (FES).....	12
Figure 15: Main information channel by camps	13
Figure 16: Complaints according to camps.....	14
Figure 17: First channel of communication for any problem	15
Figure 18: Cases resolved according to camps	16
Figure 19: Beneficiary feedback.....	17
Figure 20. Who decides about the use of e-voucher?.....	17

Executive Summary

Turkey currently hosts approximately 4 million refugees, most of whom are Syrians who have left Syria due to the crisis which started in 2011. Although the majority live out-of-camps, there are approximately 60 000 people living in camps. Around 53 000 in-camp refugees are currently supported by WFP through monthly e-voucher.

The in-camp Post Distribution Monitoring (PDM) surveys are intended to monitor the well-being of beneficiaries in terms of food consumption, dietary diversity, coping strategies, and expenditure patterns in order to support them better and address any concerns they may have.

The data collection for the Q3 2020 PDM was undertaken between August and October 2020 via phone interviews due to the Covid-19 restrictions. A total of 366 surveys were conducted in six camps by 6 WFP field staff.

Highlights

Demographics

- ✚ Majority (89%) of the respondent households were headed by males. More than half of the refugees were of a young age (below 18). Average household size in the camps was 5.5 people.
- ✚ 11 percent of the households were female-headed and among them, 27 percent were single parents.
- ✚ 35 percent had vulnerable family members such as disabled or chronically ill household members, elderly people, and pregnant or lactating women that need special care.

Education

- ✚ About 7 percent of household heads were illiterate. Illiteracy was prevalent especially among women (20%).
- ✚ One-third (31%) of the household heads had no Turkish language ability, particularly females (39%).

Food and Nutrition Security

- ✚ Although overall acceptable level of food consumption remained as high as 98 percent, it decreased by 4 percent among female headed households in Osmaniye camp mainly due to high prices in camp markets as reported by beneficiaries (food basket cost was higher than average in Osmaniye in Q3 2020).
- ✚ The dietary diversity score (DDS) slightly increased compared to the first quarter. Male headed households had slightly more diverse diet particularly in the consumption of dairy, eggs, meat and fish.

Household Economic Capacity and Coping

- ✚ Beneficiaries spent less on food compared to previous reporting period. Decrease in food expenses was higher among female headed households, consistent with deterioration in their acceptable food consumption level. Beneficiaries instead spent more on education possibly due to additional cost required for remote education such as internet costs and saved money probably due to uncertainty in pandemic and macro-economic conditions.
- ✚ Application to consumption coping strategies (rCSI) decreased by 25 percent especially among male headed households, most likely due to the summer season when camp residents could work daily in agriculture sector and gain additional income.
- ✚ Frequency of resorting to livelihood coping strategies increased among male headed households and decreased among female headed households. This might be due to the fact that fear of Covid-19 infection was replaced with anxiety about livelihoods in time, more likely affecting men's behaviours as the primary breadwinner of the households.

Awareness and sensitization

- ✚ Almost all respondents (98%) knew how much they were entitled to receive. All participants, except five people, were aware of the date they received assistance.
- ✚ 21 percent of the camp residents reported having assistance related problems, increased from 15 percent in Q1 2020. Most of the problems were related to high prices in the markets and account balance issues.
- ✚ Camp residents in Hatay more frequently faced with assistance related problems; proportional to refugee population in the camps.
- ✚ Among the beneficiaries who reported having problems and contacted with the authorities increased from 45 percent to 73 percent.
- ✚ Residents mostly contacted to official channels to solve their problems except those living in Hatay where 8 people among 15 who had issues did not communicate with official contact points.
- ✚ The percentage of participants who knew who to contact in case of a problem increased by 5 percent compared to Q1 2020 (from 66% to 71%).
- ✚ Saricam camp (Adana) had the highest ratio of unsolved cases, mostly about the high prices in the markets.

Safety and protection

- ✚ In total 9 male participants residing in Saricam camp (Adana) reported safety issues.

Utilization of assistance and satisfaction

- ✚ Only 5 percent of the households believe that the monthly assistance amount was enough to cover their basic needs. Satisfaction with the entitlement is expected to improve from 2021 upon increase in transfer value.
- ✚ Women participation in decision making process was as high as 94 percent, either deciding on how to use the assistance jointly with men or making decision alone.

Recommendations

- ✚ Encouraging camp residents to communicate with authorities when they face problems, particularly in Hatay.
- ✚ Seeking for resolution of unsolved cases by communication with referred authorities, especially in Adana.
- ✚ Closely following up safety challenges reported in Adana.

Chapter 1: Introduction

Turkey currently hosts approximately 4 million¹ refugees, the largest refugee population in the world, the majority of whom are Syrians displaced by the decade long conflict. According to the latest (December 2020) figures of the Directorate General of Migration Management (DGMM), 58 846 vulnerable Syrians live in camps located in the South-East region of Turkey, corresponding to around two percent of the Syrian refugee population in Turkey².

WFP partners with the Turk Kizilay (Turkish Red Crescent-TK) to provide e-voucher assistance to 52 552 in-camp refugees through the Kizilaykart, as of December 2020. The card is topped-up with TRY 100 per person per month to cover mainly food but also limited essential non-food needs. The Government of Turkey provides each refugee household with containers as well as basic household equipment such as electrical stoves and utensils.

First reported in China at the end of 2019, COVID-19 spread rapidly across the globe. Since the outbreak, countries have enforced various measures to prevent further spread and initiated additional assistance programmes to help affected populations meet their essential needs. WFP has taken quick action to respond to additional needs due to the pandemic through the unconditional cash assistance of 1000TRY per household twice and distribution of hygiene kits in the camps three times in 2020.

Chapter 2: Objectives and Methodology

Monitoring and evaluation of the programme's outcome is crucial for continuous improvement in the programme ensuring that the assistance reaches those in need. Post Distribution Monitoring (PDM) activities aim to measure in-camp refugees' ability to meet their basic needs, assess how it has evolved over time, and how the e-voucher programme has assisted households in order to ensure a smooth implementation process. WFP publishes the in-camp PDM report bi-annually.

PDM surveys capture information on households' food consumption, dietary diversity, consumption coping strategies, livelihoods coping strategies and expenditure patterns through which the overall well-being of the households is assessed to facilitate evidence-based programme intervention.

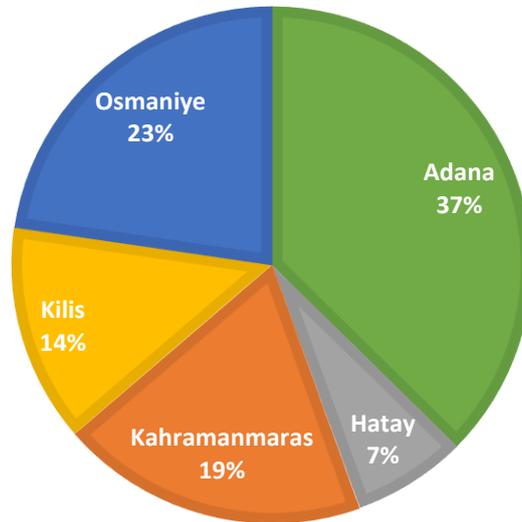
The 2020 Q3 in-camp Post Distribution Monitoring (PDM) surveys were conducted as a cross-sectional survey using a single stage random sample of beneficiary households who receive assistance through e-vouchers in the six camps supported by WFP in South-East Turkey. Field Monitoring Assistants conducted a total of 366 surveys between August and October 2020

¹ UNHCR February 2020 Fact Sheet: <https://www.unhcr.org/tr/wp-content/uploads/sites/14/2020/12/UNHCR-Turkey-Operational-Update-November-FINAL.pdf>

² DGMM website, <https://www.goc.gov.tr/gecici-koruma5638>

through phone calls with in-camp beneficiaries (**Figure 1**). The sample size was determined based on the overall camp population and then proportionately distributed to each camp. Thus, the results are representative for all in-camp refugees, but not at camp level.

Figure 1: PDMs per Province



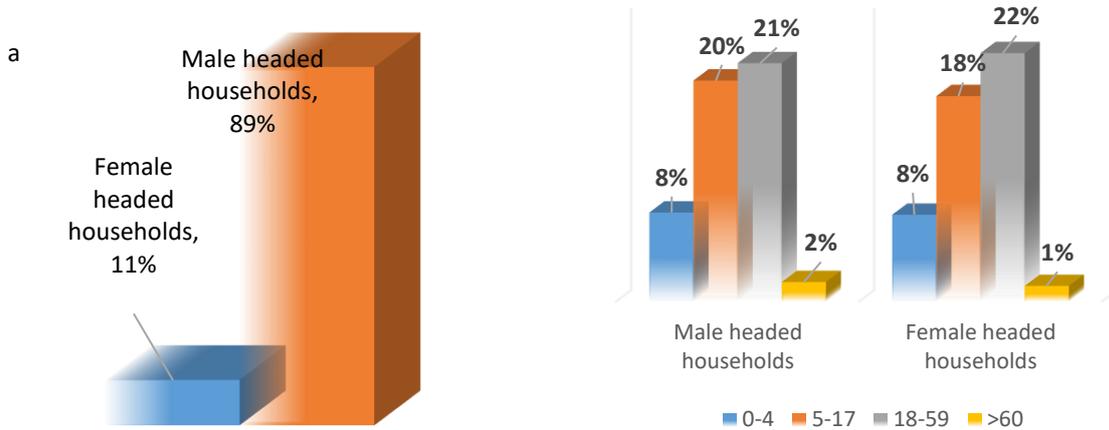
Chapter 3: Findings

3.1. Demographics

Analysis shows that the average household size in the camps is 5.5 people. In-camp refugees live under crowded conditions given that refugees are allocated single-room containers and the containers are close to each other.

77 percent of the respondents were male and the majority (89%) of the respondent households were headed by males (**Figure 2a**), indicating the patriarchal culture of the population. As shown in **Figure 2b**, more than half of the refugees were of a young age (below 18), and two-fifths were in the productive age (18-59), while only three percent of the in-camp beneficiaries were above 60 years old.

Figure 2: In-camp population by gender of household head (a) and age (b)

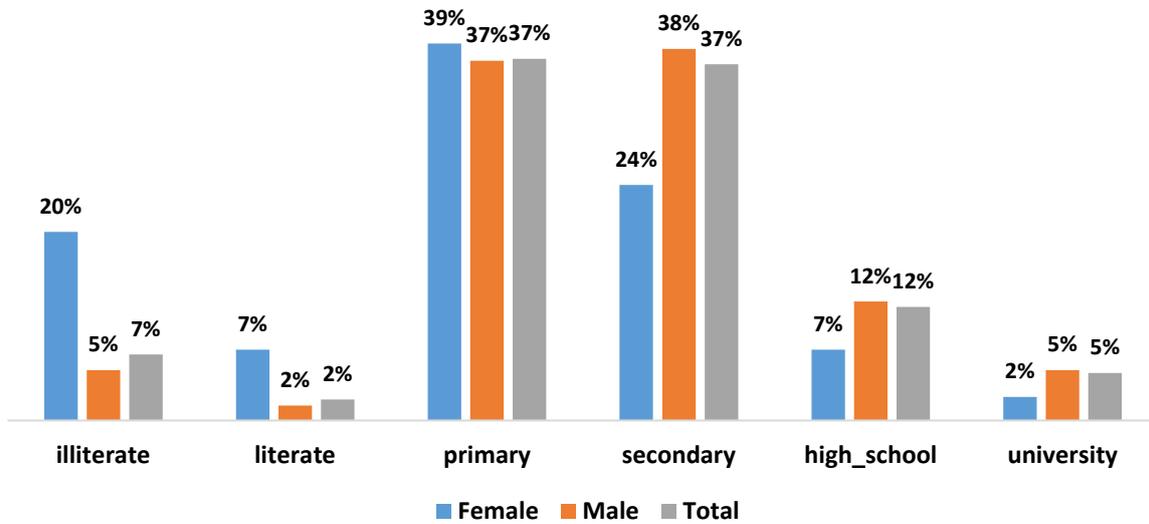


3.2 Education and Turkish language ability

Education is one of the leading factors shaping individuals' lives, from building self-confidence to the capacity to earn an income and lead a dignified life. WFP assessments have shown that education level and Turkish language ability are low, especially among older refugees and females³. Although these reports principally reflect the out-of-camp assessments, the in-camp PDM findings confirm previous results: 37% of household heads completed primary education and 37% completed secondary school; 7% were illiterate, and only 5% had a university degree (**Figure 3**). Illiteracy was particularly high among female headed households (20%) compared to the male headed households (5%). Furthermore, 90% of camp residents had not attended any technical, vocational or language courses.

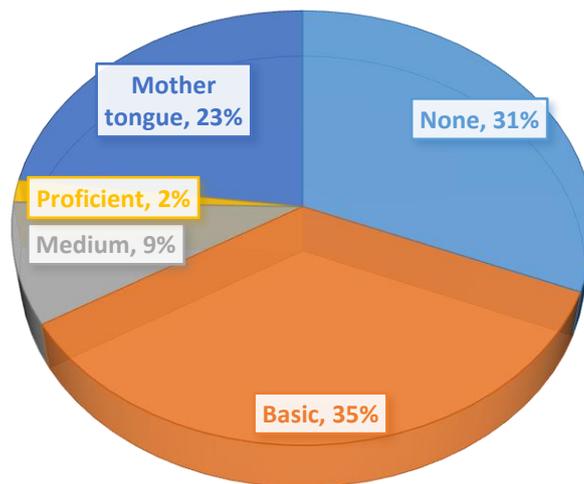
³ CVME 5 report: <https://docs.wfp.org/api/documents/WFP-0000117434/download/>

Figure 3: Education level of the head of households



In addition to education, ability to speak Turkish is another important factor for refugee adaptation, helping with social cohesion and, very importantly, for access to labour market. Overall, one-third (31%) of the household heads had no Turkish language ability, particularly females (39%) (Figure 4) suggesting they would have more difficulty in securing an income. Conversely, some 23% of camp residents had Turkish as their mother tongue given their Turkmen origins.

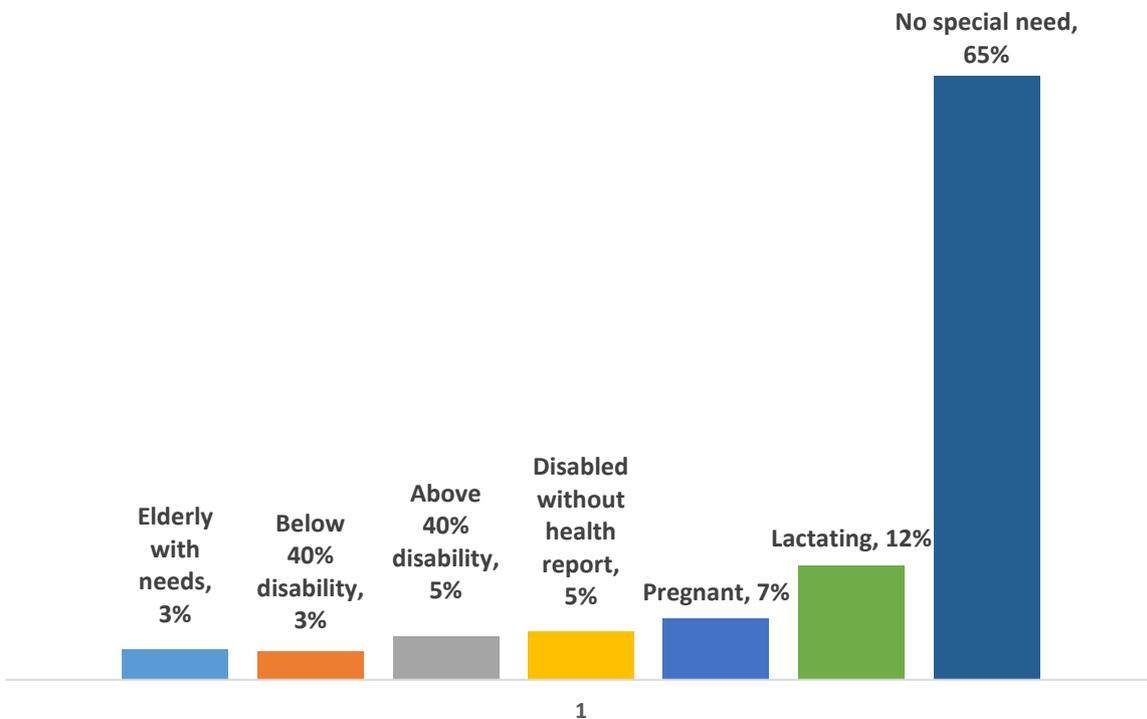
Figure 4: Turkish language ability of household heads



3.3 Vulnerable sub-populations with special needs

Although majority of the refugee population are homogenously vulnerable, some sub-groups are more in need mainly due to dependent family members or members with special needs. Vulnerable sub-populations often include disabled individuals, chronically ill household members, separated children, and pregnant or lactating women. Data shows that 19 percent of the households had at least one female member that was either pregnant or lactating, 13 percent had a disabled/chronically ill member with or without a medical report and additional 3 percent had an elderly person who could not take care of himself (**Figure 5**).

Figure 5: Households members with special needs



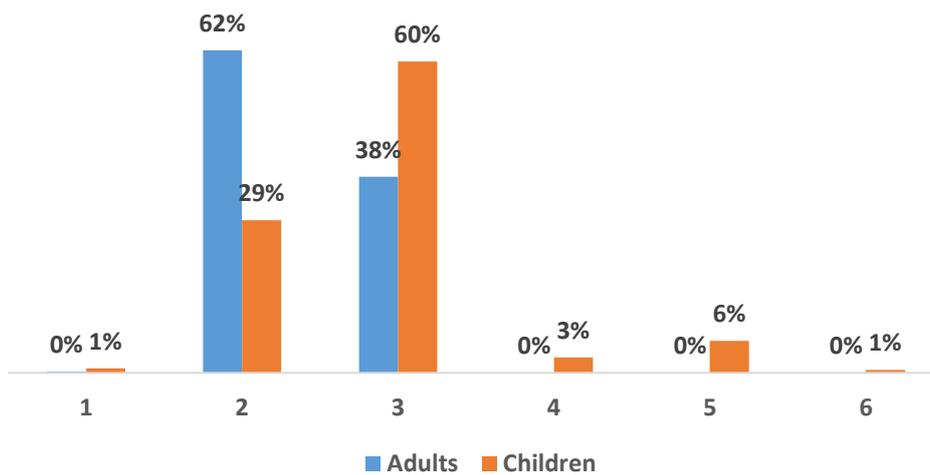
Moreover, 27 percent of the female-headed households were single parents, suggesting a heavy care-burden and limited ability to take on gainful employment. It was also noted that female-headed households were more likely to have disabled members (27%) compared to male headed households (11%).

Chapter 4: Outcomes

4.1 Food Consumption

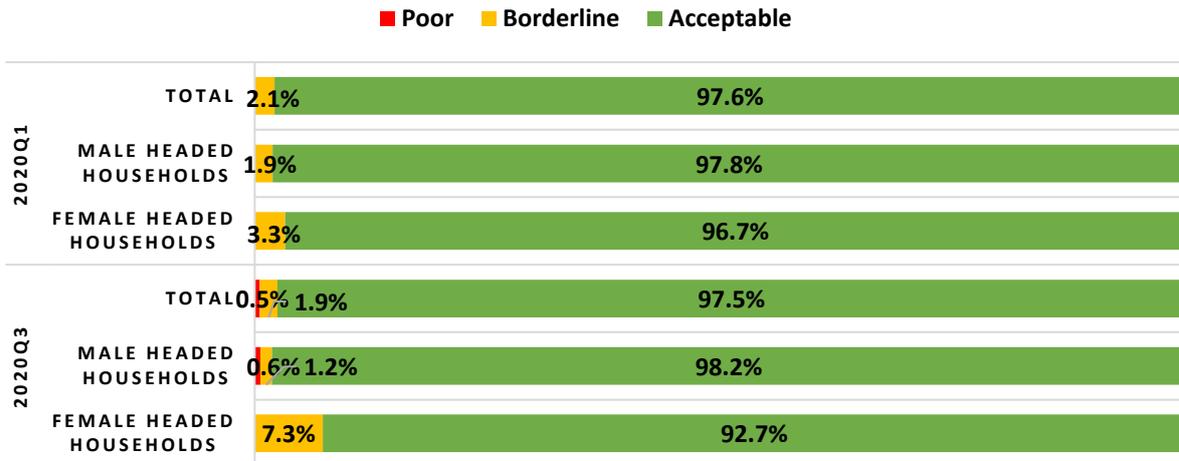
In spite of high-level acceptable food consumption among refugee households, 31 percent of the beneficiaries reported that they were not able to cook as much as they desire. More than half (62%) of the adults had 2 meals and 38 percent had 3 meals the day before the survey. Among children, while 60 percent had 3 meals, it is concerning that 29 percent and 1 percent claimed that their children had eaten 2 meals and only 1 meal respectively the day before the survey (**Figure 6**).

Figure 6: Number of meals eaten in a day by adults and children



Analysis indicated that the average Food Consumption Score in Q3 2020 slightly decreased (by 3.7%) compared to Q1 2020. In total, the proportion of households with acceptable food consumption remained at 97.5 percent however 0.5 percent (2 households) had poor food consumption in Q3 2020 (**Figure 7**). Food consumption of female headed households deteriorated in the reporting period especially in the Osmaniye camp: 4 percent of the households moved from acceptable level to borderline food consumption. This is consistent with the fact that food basket cost was higher than average in Osmaniye in Q3 2020.

Figure 7: Food Consumption Groups (Q1 2020 & Q3 2020)



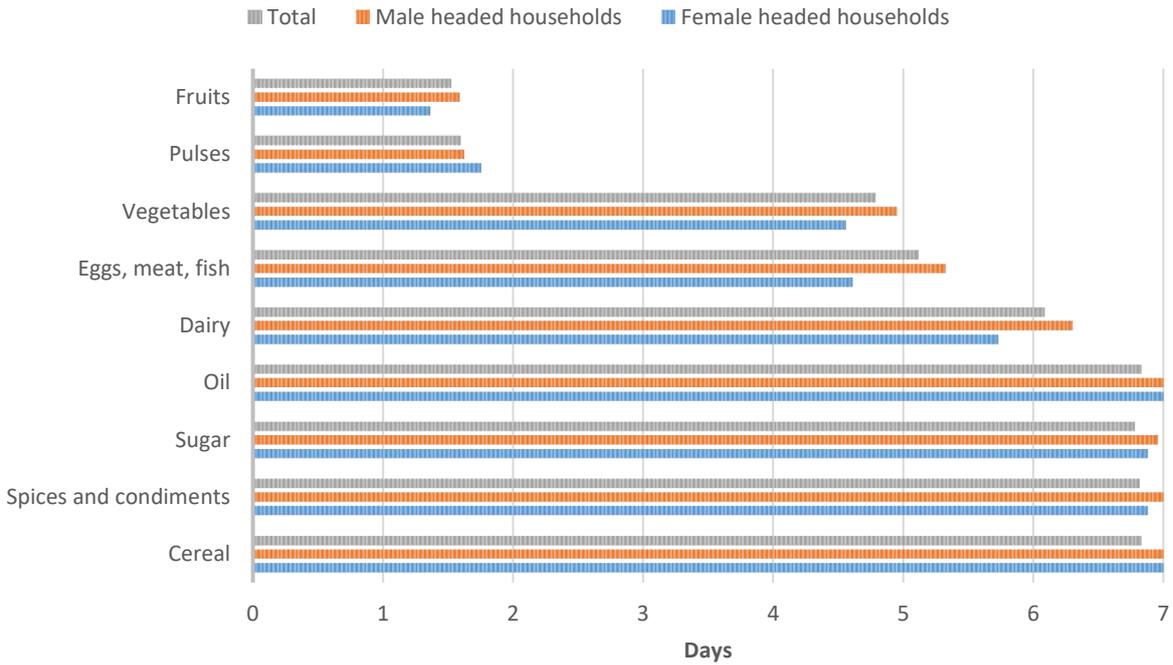
4.2 Dietary diversity

Dietary diversity is another indicator used by WFP as proxy for food security. The dietary diversity analysis showed that overall, both male and female-headed households adequately consumed most of the food groups as shown in **Figure 8** with the exception of fruits and pulses that were consumed less than 2 days a week. Although the difference between genders was not very significant, male headed households had relatively more diverse diet in Q3 2020.



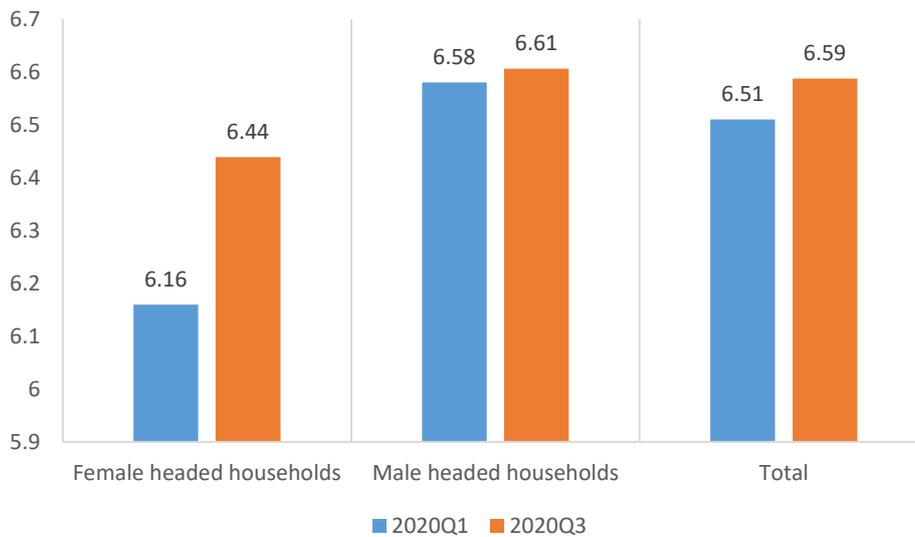
Photo: WFP / Suraj Sharma

Figure 8: Dietary Diversity Score



The dietary diversity score slightly increased compared to the first quarter, particularly among female headed households despite the decrease in their food intake, indicating that they had relatively less quantity but more diverse food in the reporting period. They had almost the same dietary diversity as male headed households with a slight difference in the consumption of dairy, eggs, meat and fish.

Figure 9: Dietary Diversity Score values of Q1 2020 & Q3 2020

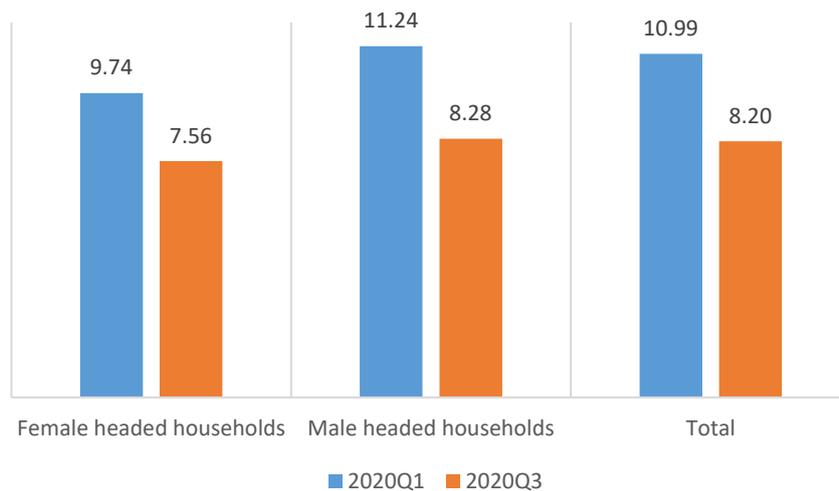


4.3 Consumption coping strategies

The reduced Coping Strategy Index (rCSI) measures the weekly frequency and severity of five consumption coping strategies i.e. reliance on cheaper or less preferred food, borrowing food, reducing the number of meals, reducing the portion size of meals, or reducing food for adults to allow small children to eat more. A lower rCSI score indicates a household that is able to meet food needs without changing patterns in daily food consumption.

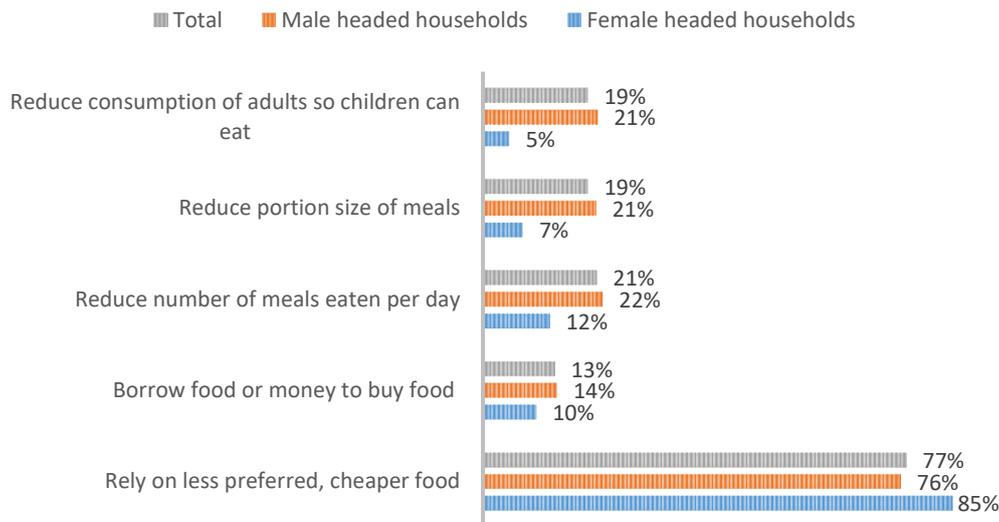
Application to consumption coping strategies decreased from an average of 11 in Q1 of 2020 to 8.2 in Q3 2020. Gender analysis shows that the RCSI decreased among male headed households more than female headed households (by 26% and 22% respectively), most likely due to the summer season when camp residents were more likely to work daily in agriculture sector and gain additional income.

Figure 10: Reduced Coping Strategy Index values of Q1 2020 & Q3 2020



Similar to Q1 2020 findings, analysis showed that the most commonly applied coping strategy was the reliance on cheaper or less preferred food, a strategy utilized by 77 percent of the surveyed households, and particularly by female headed households as shown in the **Figure 11**.

Figure 11: Frequency of Resorting to Consumption Coping Strategies



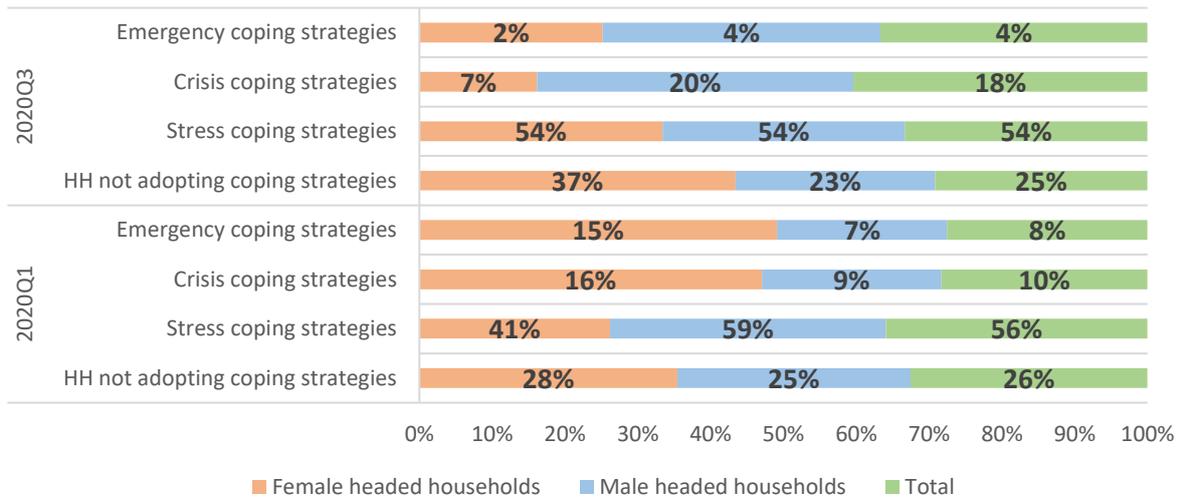
4.4 Livelihood coping strategies

The livelihoods coping strategies measure the extent of use of longer-term household coping mechanisms. They also provide insights into the stability of household productive capacity as well as their present and future ability to meet basic needs. Some strategies, such as reducing essential expenditures or sending school-aged children to work are more severe than others like selling household assets and have longer term ramifications on household resilience. The PDM surveys ask the participants if, within the previous 30 days, they have resorted to using 13 different livelihoods coping strategies, which fall into stress, crisis and emergency categories based on severity.

Three-quarter of the camp residents applied some sort of livelihood coping strategies as in the first quarter. Further analysis on gender revealed that female headed households more often adopted stress level coping strategies, while there was a significant increase in the percentage of male headed households adopting crisis level coping strategies (**Figure 12**). The main reason behind this increase seems to be the effects of Covid-19 virus on the economy. A recent assessment of Covid-19's impact on in-camp refugees showed that the fear of job loss and stress due to limited freedom of movement increased in time, while the fear of infection reduced. This indicates that respondents have become more aware of how the virus spreads and, having received protective equipment, are now less worried about getting infected. However, it seems that this fear was replaced with anxiety about livelihoods⁴.

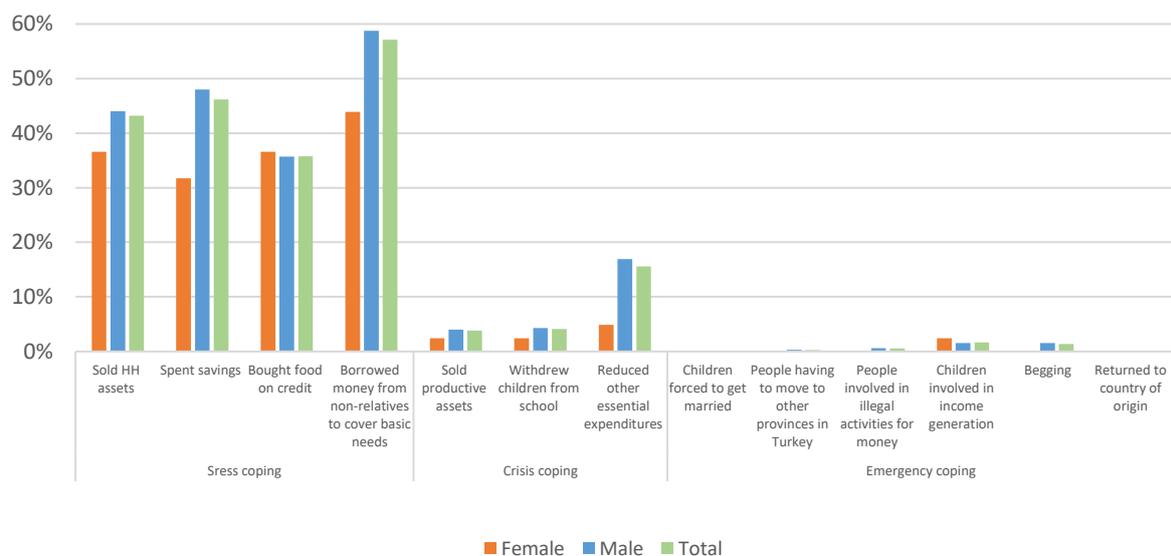
⁴ <https://data2.unhcr.org/en/documents/details/83266>

Figure 12: Application of Livelihood Coping Strategies



Female headed households stopped resorting to crisis and emergency level of livelihood coping behaviors (significant decrease by 9% and 13% respectively) however they more frequently sold household assets and bought food on credit compared to first quarter. Male headed households more often resorted to crisis level coping strategies especially by reducing other essential expenditure to meet their basic needs in the reporting period (Figure 13).

Figure 13: Livelihood coping strategies by classification

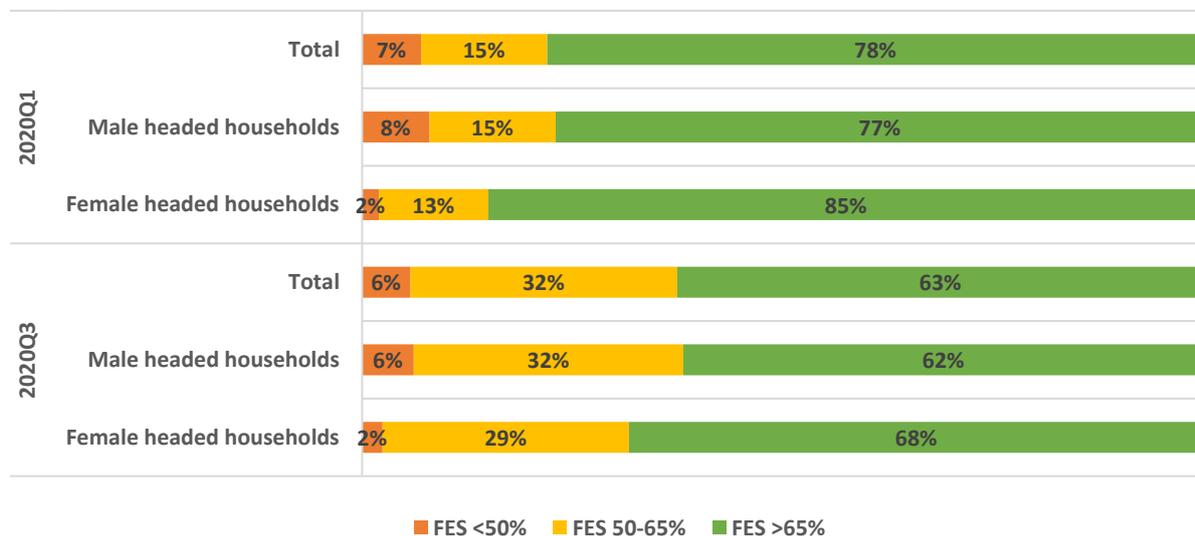


4.5 Expenditure

Findings show that overall, beneficiaries dedicated an average of 68 percent of their total household expenditure to food (Food Expenditure Share, FES), lower than that of Q1 2020 (75%). Decrease in food expenses was higher among female headed households than male headed households compared to the first quarter (9% and 5% decrease, respectively) consistent with deterioration in acceptable food consumption of female headed households. Further analysis demonstrates that 63 percent of beneficiaries dedicated more than 65 percent of their total household expenditure to food, indicating 15 percent decrease from Q1 2020, as summarized in **Figure 14**. Findings reveal that beneficiaries instead spent more on education possibly due to additional cost required for remote education such as internet costs and saved money probably due to uncertainty in pandemic and macro-economic conditions.

An average household spends almost TRY1000 on food which, given the average family size of 5.5 people, equates to TRY180 per person per month, considerably more than the assistance amount -TRY100 per person-. Inadequacy of the entitlement to cover basic food needs was also expressed by the residents: only 5 percent stated that the assistance was sufficient to cover their basic needs (see section 4.3 below). WFP’s protracted advocacy efforts resulted in an agreement on transfer value increase from 100TRY to 120TRY, which will be put into practice in January 2021.

Figure 14: Food Expenditure Share (FES)



Chapter 5: Process indicators

The PDM surveys collect a variety of indicators linked to the implementation process, including beneficiary perceptions and awareness, as well as protection issues. This section

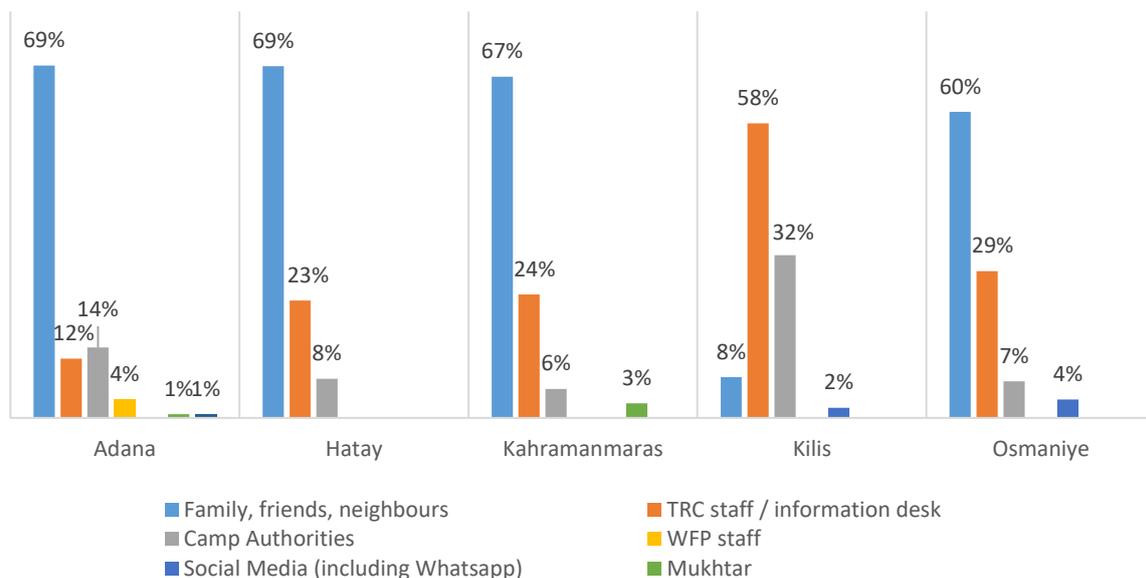
summarizes key findings under three themes: awareness and sensitization; safety and protection; and utilization of assistance and satisfaction.

5.1. Awareness and Sensitization

Beneficiary Awareness and Information Channels

Almost all respondents (98%) knew how much they were entitled to receive. All participants, except five people, were also aware of the date they received assistance. More than half (58%) stated that their main source of information about the programme was family/friends/neighbors. One fourth of the participants mentioned the TK staff as the primary information source whereas 12 percent said they were informed about the programmatic updates by the camp authorities. Across camps, Kilis Elbeyli camp residents had slightly different approach on access to information: Turk Kizilay was the primary source of information for more than half of the residents (58%), followed by the camp authorities (32%) (Figure 15).

Figure 15: Main information channel by camps

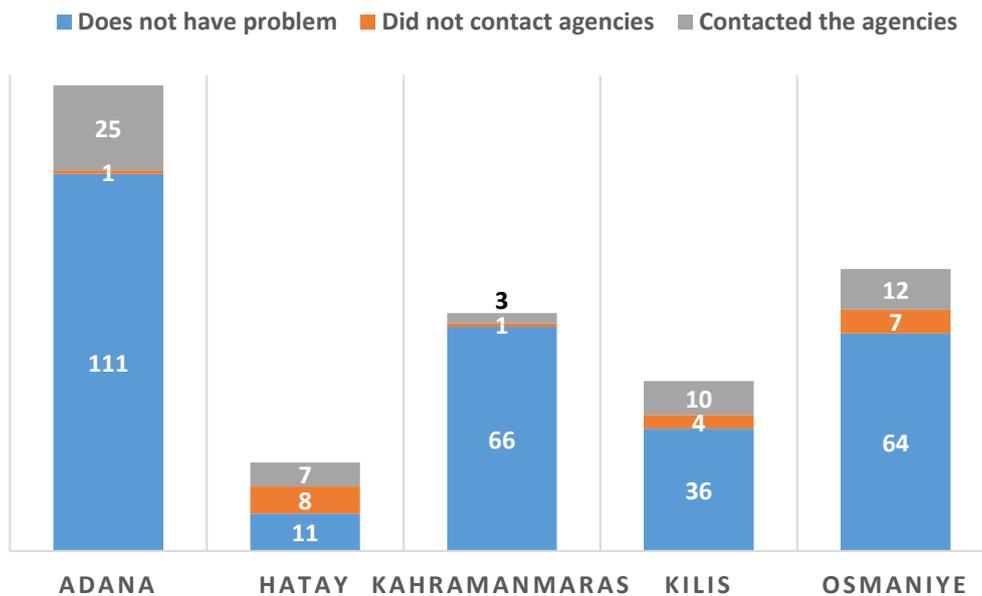


Experience with the Feedback and Complaint Mechanism

More people reported experiencing assistance-related problems in Q3 2020 compared to the previous reporting period (increase from 15% to 21%). Gender analysis demonstrates that male headed households more frequently had such problems: about 23 percent of male-headed and 12 percent of female-headed households said that they experienced problems related to assistance. Similar to Q1 2020, most of the problems were related to high prices in the markets and account balance issues.

Disaggregated data by camps reveals that the residents living in Hatay more frequently faced with assistance related problems. More than half of the beneficiaries (58%) in Hatay stated that they experienced problems in Q3 2020, followed by Kilis (28%), Osmaniye (23%), Adana (19%) and Kahramanmaras (5%) respectively.

Figure 16: Complaints according to camps

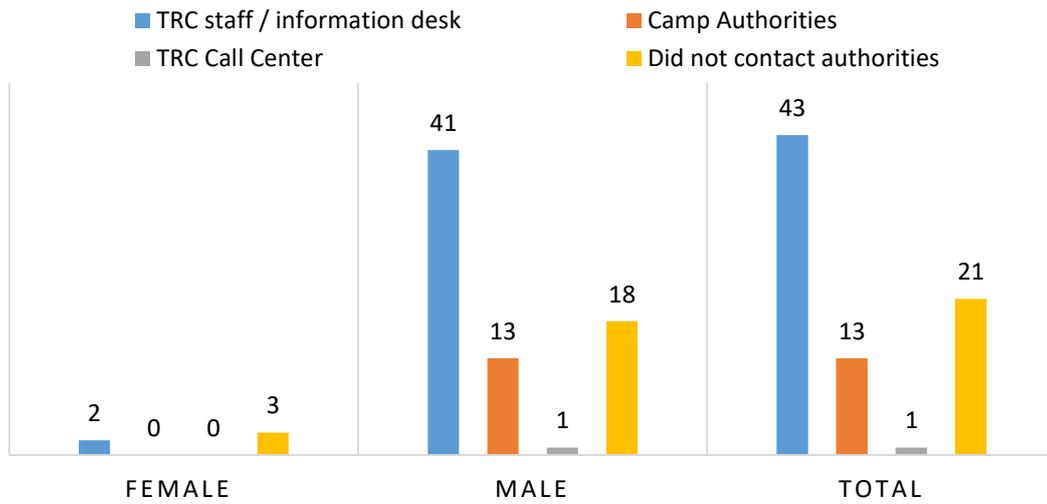


About 73 percent of the beneficiaries who had assistance-related problems contacted with the official channels, representing an increase compared to Q1 2020 (45%). Male-headed households were more likely communicate with the official contact points to solve their problems (75%) compared to female headed households (40%). Disaggregated data by camps demonstrated that residents mostly contacted to authorities to solve their problems except Hatay where 8 people among 15 who had issues did not communicate with official contact points.

It is promising that the percentage of the participants who knew who to contact in case of a problem increased by 5 percent compared to Q1 2020 (from 66% to 71%). TK staff was the most preferred communication channel to raise issues for many of the households (75%). Additional 23 percent contacted with the camp management and remaining 2 percent called the TK call center to solve their problems.

All participants who did not raise their complaints to the agencies (21 people) did not know who to contact when faced problems, suggesting that proportion of households communicating with authorities in case of a problem would increase with further outreach activities.

Figure 17: First channel of communication for any problem

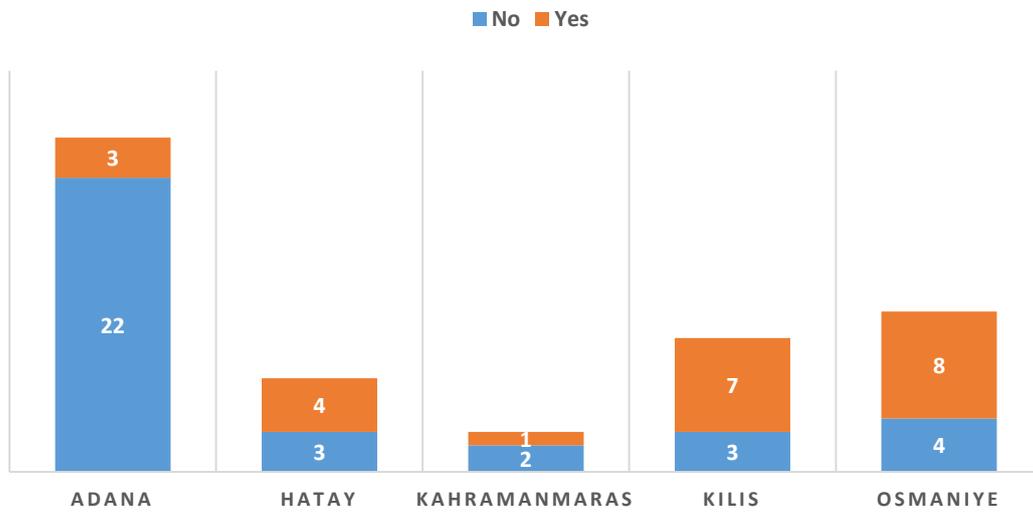


As indicated in **Figure 18**, most of the cases were resolved in Kilis (7 out of 10), Osmaniye (8 out of 12) and Hatay (4 out of 7), whereas there were significant number of unsolved cases in Adana: (22 out of 25). Majority of them were related to high prices in markets as perceived by residents that would be partially solved from 2021 upon the increase in transfer value from 100 TRY to 120 TRY per person.



Photo: WFP / Feride Yildirim

Figure 18: Cases resolved according to camps



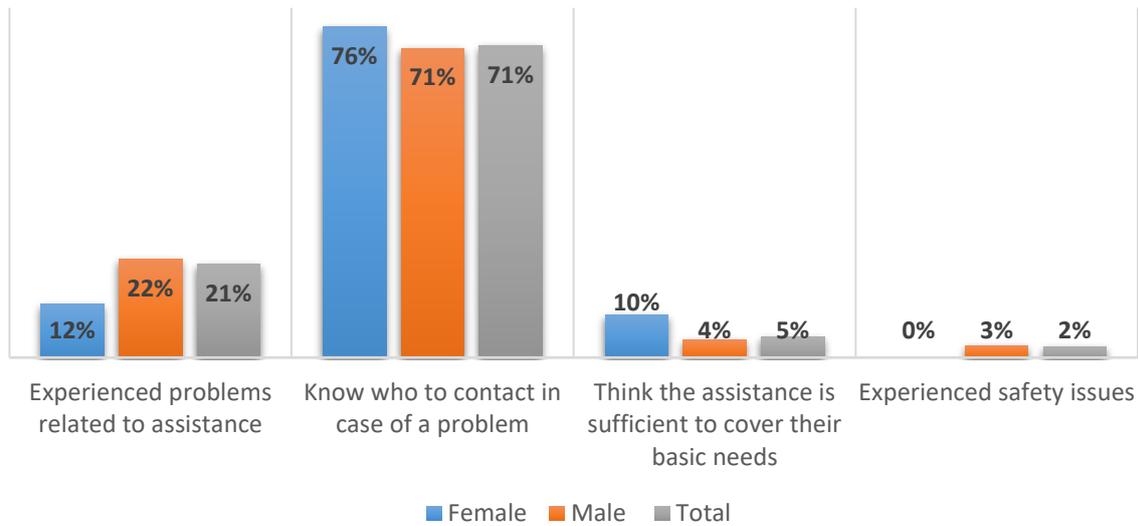
5.2. Safety and Protection

In total 9 male participants residing in Adana Saricam camp reported safety issues. WFP teams already raised the issue to the market management as well as the camp authorities.

5.3. Utilization of Assistance and Satisfaction

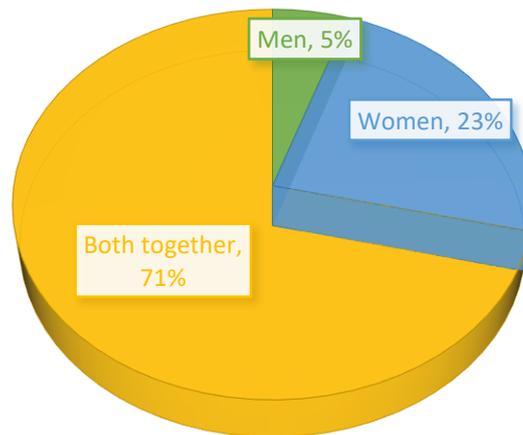
Only 5 percent of the households believe that the monthly assistance amount was enough to cover their basic needs (**Figure 19**). Compared to Q1 2020, the figure decreased by 2 percent, most likely due to the deteriorating purchasing power triggered by high inflation rates nationwide.

Figure 19: Beneficiary feedback



Nearly three-quarters (71%) of the beneficiaries stated that the decision on how to utilize the assistance was made jointly by men and women. Women made decision on the utilization of the assistance alone in one quarter (23%) of the households, indicating 94 percent of women participation in decision making process (**Figure 20**).

Figure 20. Who decides about the use of e-voucher



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