WFP
World Food Programme
SAVING LIVES
CHANGING LIVES

In-Camp Electronic Voucher Programme in Turkey

Market Price Monitoring (PMM), On-Site Monitoring (OSM), and Protection Report

Quarter 4
(October—December)
2021

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HIGHLIGHTS

- The total food basket cost in the contracted markets peaked in December 2021 at 315 TRY.
- The annual inflation rate reached 36 percent in December 2021 and the purchasing power of beneficiaries deteriorated significantly as food inflation is 44 percent in the given period.
- The high increase in prices put pressure on beneficiaries to generate additional income, however job opportunities are limited opportunities, unlike the summer season.
- The camp markets continue to follow Covid-19 regulations with mandatory masks and limited number of customers inside the markets at a particular time.
- In the contractual markets, a wide range of food products were accessible and in good condition. However, there are widespread supply concerns with sugar, sunflower oil and bread, which could have a long-term impact on camp beneficiaries.
- During the reporting period, 5 protection cases were detected and referred to appropriate authorities, all of which are linked to medical needs.
- 127,765 SMSs were sent to camp beneficiaries between October and December 2021 with various contents including sweep backs and Covid-19 sensitization.

Q2 2021 CONTEXT

- In Yayladagi camp, many administrative units were relocated in the camp due to the renovation of the government building in the city center. This resulted in location changes to the camp management and Turk Kizilay offices.
- After two years, WFP staff started the in-person visits to the camps in December 2021 and conducted income generation survey.
- No Covid-19 cases was reported in Q4 2021.

	OCTOBER	NOVEMBER	DECEMBER
BENEFICIARIES	45,997	45,500	44,559
TOTAL VALUE OF ASSISTANCE (TRY)	5,519,640.00	5,460.000.00	5,347,080.00

MONITORING ACTIVITIES

Monitoring activities are carried out remotely in October and November due to COVID-19 measures, and the field staff started to visit the camps in December 2021. The in-camp programme is still being implemented successfully as of Q4 2021, thanks to WFP field teams' close collaboration with the M&E unit, Turkish Red Crescent (TK), contractual shop managers, camp management, and PDMM staff.

The WFP team conducted three main types of activities as shown in the table below:

Remote communication with stakeholders such as camp managers and TK offices to obtain information about recent events in the camps, as well as visits to marketplaces to assess market conditions and food availability, were among the on-site monitoring operations in early Q4 2021. The activities are conducted in person since December 2021.

WFP field teams also conducted 385 surveys with the camp residents to understand their income generation behaviours.

MONITORING ACTIVITIES—Q4 2021

Month	OCTOBER	NOVEMBER	DECEMBER
Price Market Monitoring (PMM)	12	12	11
Remote Camp Monitoring (On- Site Monitoring)	16	10	16
Income generation survey	0	122	385
TOTAL	**22**	**22**	**406**

OBJECTIVES

Objective: This report presents the main findings of in-camp monitoring activities from October to December 2021. The market monitoring aims to:

1) Evaluate the partially* restricted e-voucher program's performance;

2) Provide information on important issues that were reported and addressed in stores throughout the reporting period;

3) Compare price changes in WFP contracted and non-contracted shops over time.

The report also includes data on protection referrals, complaint and feedback channels, and outreach activities that took place throughout the reporting period.

Market Price Monitoring: WFP/TK (Türk Kızılay– Turkish Red Crescent) jointly collect item prices from shops that have been contracted for the e-voucher programme, as well as a similar number of non-contracted shops once a month, for comparison purposes. This enables WFP and TK to monitor the programme closely, ensuring that shops follow their contractual obligations and that product pricing in camps are in line with local market trends.

On-Site Monitoring: On-site monitoring activities are conducted every month during camp visits to keep the programme informed about issues of importance relevant to refugees and could have an influence on the programme.

Protection referrals: Since 2017, a protection referrals system has been in place to help refugees with their protection needs. WFP field teams identify cases that require particular attention during camp visits, as well as TK staff based in the camps and/or Camp Managements. WFP refers the cases to the appropriate agencies or persons for resolution.

Complaint and feedback mechanism: Three operators of Türk Kızılay's 168 Call Centre are dedicated to the in-camp programme. The Call Centre has been receiving complaints and feedbacks from the in-camp residents since August 2019 and has been responding to them to ensure smooth and effective implementation.

* Since December 2019, 80 percent of the assistance provided is restricted for food and 20 % is non-restricted .

METHODOLOGY

WFP field teams visit the camps every month without prior notice. Visits are usually scheduled during the week in which payments are made. WFP staff consider the following factors during the shop visits:

- overall shop condition;
- availability of food items;
- quality of food items;
- prices of food items;
- issuance of itemized receipts to beneficiaries;
- shop staff practices/behavior towards beneficiaries;
- visibility of programme information material/ posters;
- compliance with programme rules;
- programme awareness of shop employees;
- beneficiary feedback.

In Q4 2021, 59 market monitoring activities have been conducted. Due to the COVID-19 outbreak, WFP had suspended all field activities since March 2020 until December 2021, and adapted remote monitoring modalities to the pandemic conditions. Close collaboration with Türk Kızılay (TK) enables continuous market price data collection from the contracted markets while WFP staff reach out to the non-contracted markets through phone calls or benefit from websites of the non-contracted markets that continue to operate online. On-site monitoring data is collected through phone calls due to pandemic in October and November, and the field staff visited the camps in person in December 2021.

The table below shows the number of contracted and noncontracted shops monitored during the reporting period.

NUMBER OF SHOPS MONITORED—Q4 2021

Month	CONTRACTED SHOP	NON-CONTRACTED MARKET	TOTAL
October 2021	10	10	20
November 2021	10	10	20
December 2021	10	9	19
TOTAL	**30**	**29**	**59**

1. Market Price Monitoring

Price monitoring operations contribute to calculating the average cost of an in-camp food basket. The standard food basket is composed of certain commodities selected in line with refugees' food consumption preferences. The food basket delivers 2,100 kcal per person/day, in accordance with Sphere requirements (for more information on the methodology, please see 'In-Camp PMM and OSM Report Q1 2018').

Each month the cost of the food basket is monitored at four levels: The first is based on data obtained from the Turkish Statistical Institute (TurkStat) at the national level (grey line in Figure 1); the second is again from TurkStat data, but only for the South-east region of Türkiye (yellow line); the third is derived from data collected by WFP and TK field monitors from the contracted shops (blue line) where refugees redeem their e-vouchers; and the fourth is calculated using the data collected by WFP staff from non-contracted shops (orange line) near the camps, which serves as a reference point for comparison with the contracted shops in the camps.*

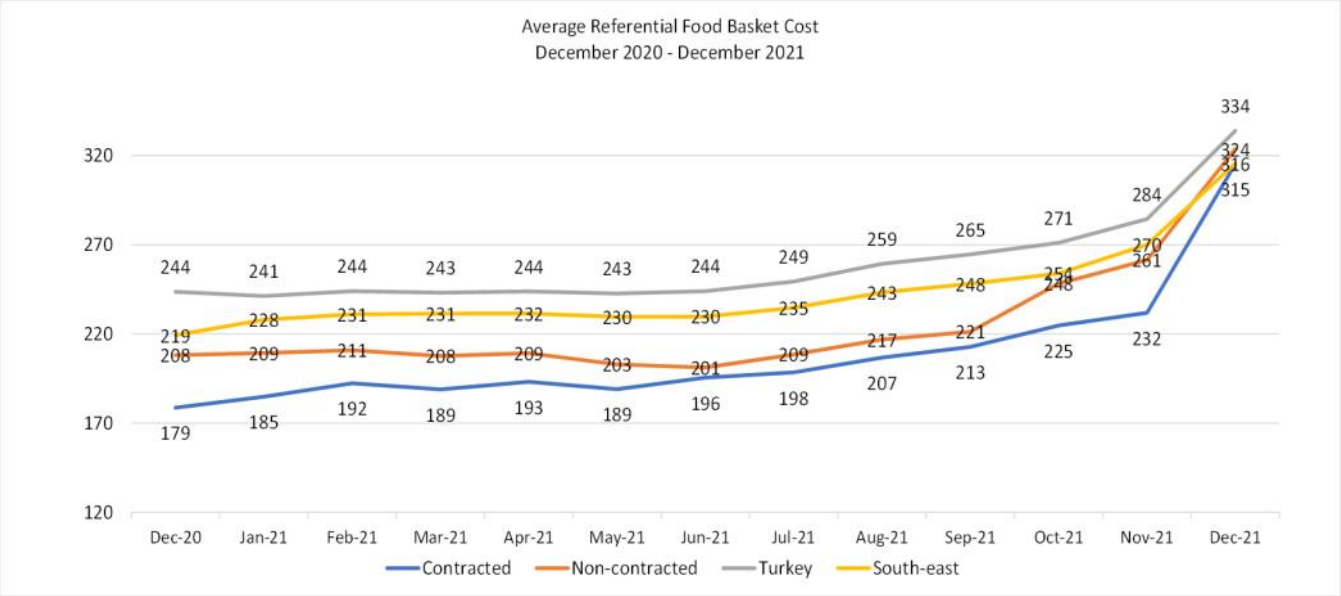
MONTHLY FOOD BASKET

Items	Quantity	Unit
Bread	7.5	Kg
Rice	3	Kg
Bulgur	1.5	Kg
Beans	1.5	Kg
Eggs	30	Pieces
Yoghurt	1.5	Kg
White Cheese	1.5	Kg
Tomatoes	0.9	Kg
Cucumber	0.9	Kg
Sunflower Oil	0.75	Lt
Sugar	1.5	Kg
Salt	0.15	Kg
Tea	0.15	Kg

Inflationary pressures across the country have had a negative impact on camp residents' purchasing power. While the inflation rate was 20 percent in October and 21 percent in November, it reached a new high of 36 percent in December 2021. Throughout the reporting period, food inflation was higher than the annual inflation rates, peaking at 44 percent in December, causing the food basket cost to rise sharply at all levels (**Figure 1**). The food basket cost in the contracted markets increased by 48 percent in a quarter, from 213 TRY in September to 315 TRY in December 2021. The annual increase in food basket is 76 percent (179 TRY in December 2020). The 120 TRY assistance provided through the e-voucher programme can only cover 38 percent of the food basket cost, excluding the cost of the non-food items that the 20 percent (24 TRY) of the assistance is meant to cover.

Despite the increase, the food basket cost remained the lowest in the contracted markets. For the first time, the cost in non-contracted markets, which had been lower than national and regional average costs (324 TRY), exceeded the average cost in the Southeast (316 TRY). The national average food basket cost continued to be the highest (334 TRY).

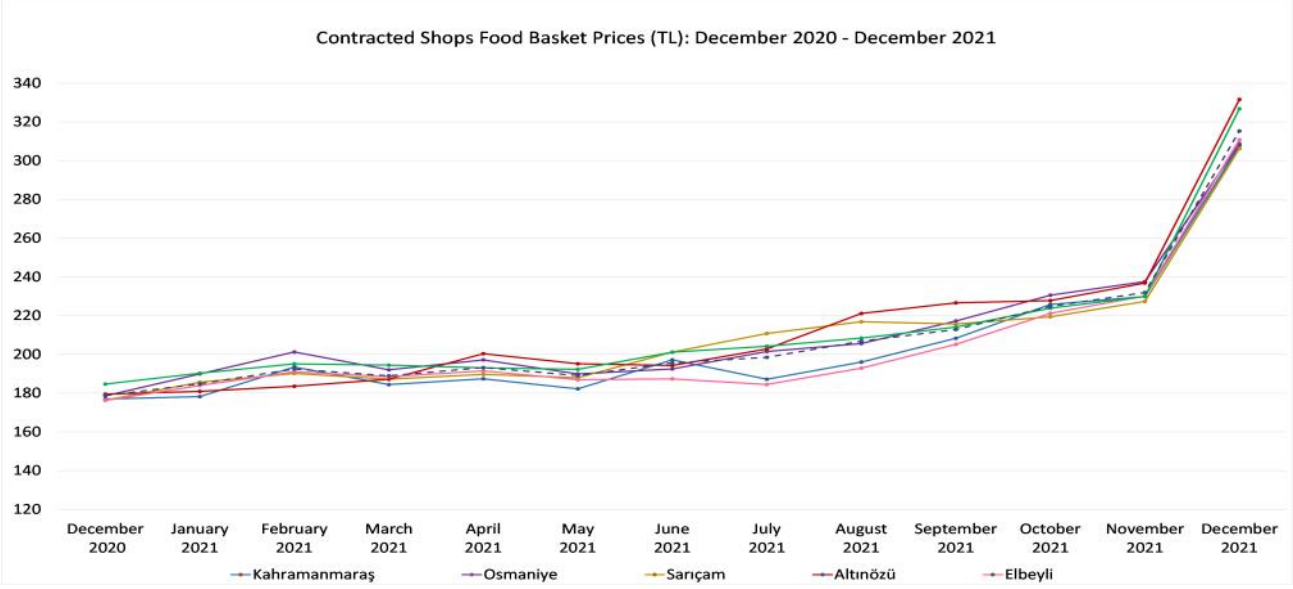
FIGURE 1: FOOD BASKET PRICE (TRY) TRENDS BETWEEN DECEMBER 2020 – DECEMBER 2021



* TurkStat data is collected for higher quality products/brands, reflecting Turkish preferences: http://www.turkstat.gov.tr/PreTablo.do?alt_id=1014#.
WFP price data is collected for the commodities selected by refugees - usually the cheapest brands available.

Figure 2 shows the food basket cost trends in the contracted markets by camp location. After consistent increases in October and November, prices in all camp markets reached record levels in December. The food basket cost as high as 332 TRY in Kahramanmaraş camp in December 2021. In Yayladagi camp, the food basket cost increased by 53 percent since September 2021 and reached 327 TRY. Even though Saricam camp has the cheapest food basket among all camps at 307 TRY, the quarterly increase is still 42 percent. The gap between the most and least expensive camp markets also expanded, reaching 25 TRY in December, raising concerns about the equal contribution of the transfer amount across all camps.

FIGURE 2: FOOD BASKET PRICE (TRY) TRENDS IN CONTRACTED SHOPS IN ALL CAMPS, DECEMBER 2020 – 2021



2. On-Site Monitoring

A. Administrative/ management issues

CAMP OVERVIEW

In person visits to camps have been prohibited since the outbreak of the pandemic in March 2020, with all monitoring taking place by phone or through TK. WFP employees began making in-person visits to the camps in December 2021 as part of the normalization phase. WFP and TK staff continued to work with camp managers on viable solutions for protection cases throughout Q4 2021. Furthermore, during monitoring activities, WFP informed camp managements of issues reported by beneficiaries, such as power outages in Saricam camp. The officials claimed that heavy weather conditions had harmed the infrastructure, and that as a result, electricity usage was limited to less than 100 KW in December (about 10 days). WFP will follow up the issue.

Despite the fact that fewer families are leaving the camps due to the harsh winter conditions, 21 families left Kahramanmaras camp in Q4 2021. While 17 of them chose to stay in the city center, one family relocated to Konya, one to Rize and two to Canada. Only one family out of the 53 households that left Kilis camp, returned to Syria to be closer to their relativesin the last six months, , while the rest moved to Kilis city center and neighboring provinces such as Gaziantep, Adana, Adıyaman, Kahramanmaraş and Malatya where they already have relatives or friends. Better job opportunities and plans for their children's future are the main reasons for leaving the camps.

Some camp residents stated that they are considering leaving the camps due to the restrictions imposed by the camps. For example, school attendance is mandatory for all children in the camps, and families who do not wish their children to go to school and preferred them to work, want to leave the camps. Other push factors in the camps include the small size of containers for large families, which does not allow enough privacy especially for the girls in the households, and the inability to purchase household appliances in the containers, such as washing machines. Despite the fact that vaccination is voluntary, some beneficiaries claim that individuals who are not vaccinated find it difficult to enter and exit the camp. Residents of the camps who meet the ESSN criteria are considering leaving since the ESSN transfer value of 155 TRY is appealing.

Beneficiaries acknowledged hearing rumours about financial assistance to exit the camps, like the UNHCR's incentive program in 2019.

Those who choose to remain in the camps stated that they would be unable to afford rent, bills, and health care if they were to leave. Furthermore, due to the current deterioration in their purchasing power, some previous camp residents in Osmaniye applied to be reaccepted into the camps. Residents who travelled to Syria for Eid-ul-Adha are among the other returnees.

COVID-19 MEASURES

The camps continue to comply with the Covid-19 regulations, and in Q4 2021, there were no reported positive Covid-19 cases in the camps. The containers that are designated for quarantine are still available to use when needed. Vaccination rates are high, particularly among males, as not being vaccinated restrict their movements in and out of the camps. In line with the schools outside the camps, the schools inside the camps are open and continue to provide face to face education.

LIVELIHOOD ACTIVITIES

The beneficiaries expressed concern about their purchasing power, stating that the money saved from seasonal work during summer would not suffice against the increasing prices. They seek for livelihoods opportunities to generate additional income, and therefore, for work or job-seeking purposes, an average of 2500 people exit and enter the camp on a daily basis in Kahramanmaraş camp. The average daily wage in Kilis, where very few camp residents benefit from the agricultural jobs available in olive plantations, is reported to be between 70 TRY to 100 TRY. In December 2021, WFP staff conducted an income generation survey to understand the work patterns of the camp beneficiaries.

During the monitoring exercises conducted, some participants mentioned that themselves or some other camp residents are in need of work. Since GOAL organization had announced that they provide employment opportunities for the refugee households in need, upon participants consent, their contact information (11 households) have been shared with GOAL. Additionally, the WFP field staff contacted the BIM market in Saricam for the SES program. Two Store Attendant training participants who were already living in the camp started their on-the-job training in the market in October.

E-CARD RELATED ISSUES

In the fourth quarter of 2021, no e-card-related issues were recorded.

IN-KIND ASSISTANCE

In November, TK teams distributed 236 boxes of wafers to the students in the Kahramanmaraş camp. Again in Kahramanmaraş camp, the White Hands Association distributed 25 wheelchairs, 10 of which were powered wheelchairs to those in need. Camp managements stated that the in-kind assistance provided by individual donors and organizations decreased significantly in the recent years.

B. Shop regulations, conditions, and maintenance

Covid-19 measures are still being implemented in the camp markets as of Q4 2021. Inside the markets masks are mandatory and only a limited number of customers can be present at any given time. The markets, in general, were quite uncongested during the reporting period.

Overall, the markets are in good conditions and adhere to the contract's standards. All the monitored food items were available in all camps during the monitoring period. The BIM markets in all six camps reported that their contracts are up for renewal, still this situation does not limit the beneficiaries access to the markets.

C. Food Availability

The BIM market managers stated that there is a general supply problem with granulated sugar, oil, and flour, yet they procure these items from a variety of suppliers and that there is currently no food shortage for these items. They are, however, concerned about the shortage in the long run. Similar to off-camp branches, the camp markets do not allow customers to purchase more than two cans of oil. One of the BIM representatives stated that when it comes to supplies in the region, they prioritize the camp markets because beneficiaries can use their e-vouchers at these contracted markets.

D. Purchasing Power

The beneficiaries' purchasing power has reduced dramatically as a result of the high inflation rates. The camp residents complained more frequently about the insufficiency of the transfer amount in the last three months, while also expressing gratitude for the assistance. Many beneficiaries, as well as market staff asked the WFP/TK staff about if there would be an increase in the transfer amount or any top-up in January 2022. Due to the limited work opportunities in winter, only a few camp residents can generate some income to support their families.

3. Protection and Referrals

As of Q4 2021, a total of 192 cases with protection requirements have been identified in the camps and referred to the relevant protection actors. WFP monitoring personnel identify the cases during camp visits, or TRC staff based in the camp and Camp Managements notify them to WFP. In total, women raised 46 percent of the cases, while males raised 54 percent. Saricam camp has cumulatively the highest number of referrals (82%) followed by Kahramanmaraş, Elbeyli, and Altınözü camps, respectively (Figure 3). Only two out of 192 cases were brought forward by Iraqis residing in the Kahramanmaraş camp, with the rest being brought forward by Syrians.

The primary and second most common referral reasons (139 and 25, respectively) are still medical equipment/medicine and health services, followed by cases requiring PDMM's intervention (Figure 4).

Since the outbreak of the pandemic, access to the camps has been restricted. WFP, on the other hand, continues to detect protection cases and refer these cases to the relevant actors as quickly as possible. In Q4 2021, five protection cases were identified (three by WFP field staff and the other two by TK staff) and referred to protection actors. All five referrals were related to medical equipment/medicine needs. They were referred to IOM and two of them are successfully resolved while the others are still being worked on.

FIGURE 3: REFERRALS BY CAMPS AS OF Q4 2021

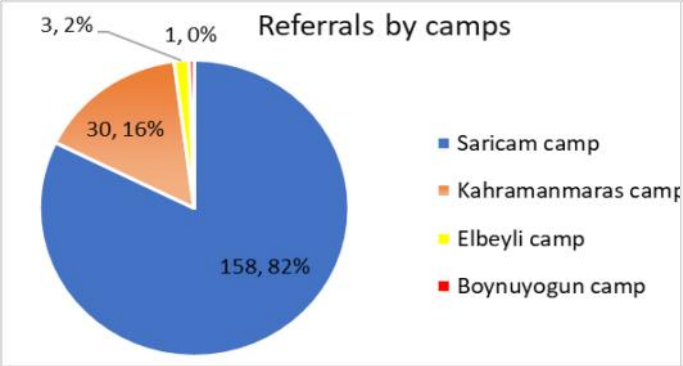
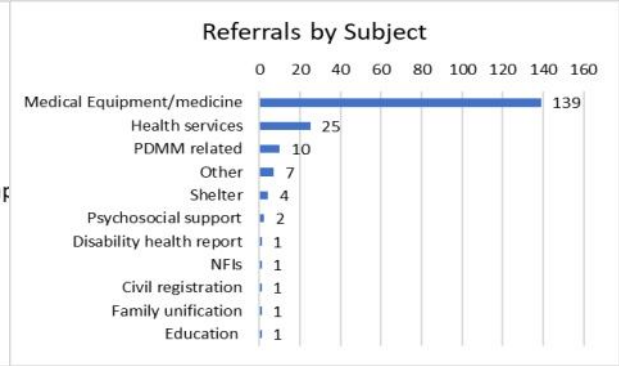


FIGURE 4: REFERRALS BY SUBJECTS AS OF Q4 2021



4. Accountability to the Affected Population

A. Received calls by the 168 Call Center

During the reporting period, the 168 Call Center received and responded 207 calls. This figure is lower than previous quarters, even when the exceptionally high number of calls received in Q3 2021 is excluded. The reason can be associated with the programme's smooth implementation, and also beneficiary inquiries tend to increase when new practices are introduced into the programme.

Most of the calls were made by Saricam camp residents (114), followed by those of Elbeyli (38) and Kahramanmaras (27) respectively. The high number of calls from Saricam can be associated with the camp size, as it is the largest.

In Q4, similar to previous three quarters in 2021, more men called the center than women. Compared to 35 percent of the calls made by women, men made 65 percent of the total calls in the given period. This could be due to the fact that there are more male-headed households, and thus more likely to make the phone calls on behalf of their families.

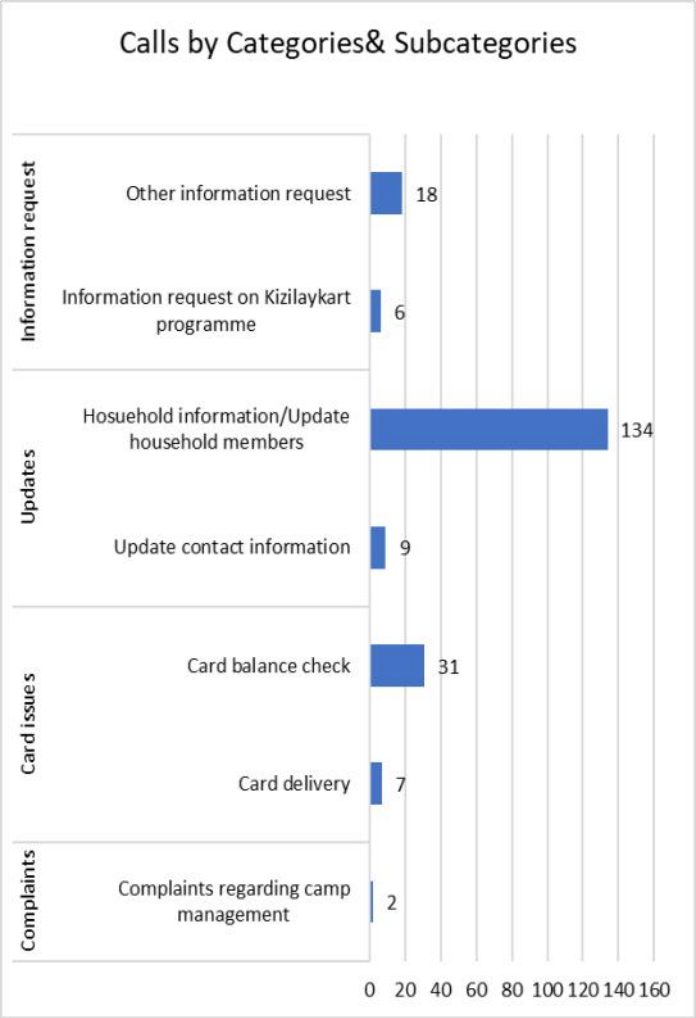
69 percent of the calls in Q4 2021, were to update beneficiary information. The other most common reasons were card related issues (18%), information requests (12%), and complaints (1%) respectively.

In 2021, the most common reason for the calls was information updates, where that camp residents wanted to ensure that the number of registered household members in systems was correct so that each individual in the home received their entitlements. This also shows that they are aware of the procedure for verifying their official registration in the system, which has an effect on their assistance.

The majority of the information request calls in Q4 2021 were from former camp residents to check if they could be reaccepted into the camps. Other information request calls included requests for additional support such as the status of the Saricam camp's electricity quota increase and further information requests about the SMSs sent by the programme in Osmaniye. Some calls were made to ask about the reason for the exclusion from the programme in Osmaniye and Yayladagi, which was due to gaining Turkish citizenship.

The decrease in complaints calls continued in Q4 2021. In total two calls were received, yet, neither of them being about the programme. The callers expressed their disappointment with the fact that their family or some of their family members were not accepted to the camps. No fraudulent cases were observed.

FIGURE 5: CALLS BY CATEGORIES Q4 2021



B. Outreach Activities

In this reporting period, 127,765 SMSs have been sent to the camp residents including regular subjects such as transfer amount upload, dormant accounts, and Covid-19 sensitization. Moreover, in-camp beneficiaries have been notified about the new Halkbank ATM features for checking their balance and changing pin codes, which became effective in Q3 2021. 8,117 SMSs have been sent solely on this subject. In the previous quarter, it was observed that there was a need for further clarification on this subject, therefore this information was also announced within the camps.

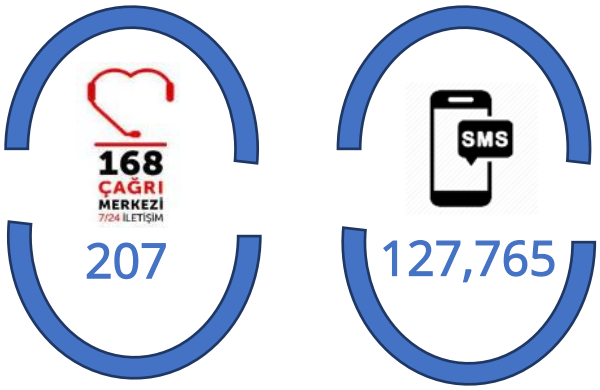
The rest of the SMSs sent include the automated responses about confirmation of complaints and informative messages about discrepancies such as deactivation of camp residency, resulting in ineligibility, due to the reasons such as exceeding the allowed number of days spent outside of the camps or loss of the head of households.

In Q4 2021, WFP's Socioeconomic Empowerment and Sustainability (SES) livelihoods programme application links and brochures were shared with camp managements and Turk Kizilay who communicated with the camp residents to raise awareness of WFP's livelihood opportunities, which aim to increase the employability, therefore self-reliance among the refugee households.

FIGURE 6: SMS SENT BY CATEGORY IN Q4 2021

SMS Sent by Category – Q4 2021	
Category	Number of SMS sent
Dormant account - swept	23,106
Dormant account - warning	23,190
Upload	24,318
Coronavirus market sensitization	24,318
Coronavirus sensitization	24,467
Eligibility - bank branch information	83
ATM pin code change / balance check	8,117
Discrepancy related	157
Complaint related	9
Total	127,765

OUTREACH SNAPSHOT



ANNEX 1

The food basket is designed to be nutritionally balanced, in line with the food consumption habits of the refugees in Turkey, and at the lowest feasible cost. The food basket components are shown in Figure 7. Bread's price share in the food basket climbed from 22 percent in September to 24 percent in December 2021, owing to the high price increase and its large quantity in the food basket. Cheese remained as the second most expensive item, followed by eggs, rice, beans and oil.

FIGURE 7: PERCENTAGE OF FOOD BASKET COMPONENTS AND TOTAL FOOD BASKET COST

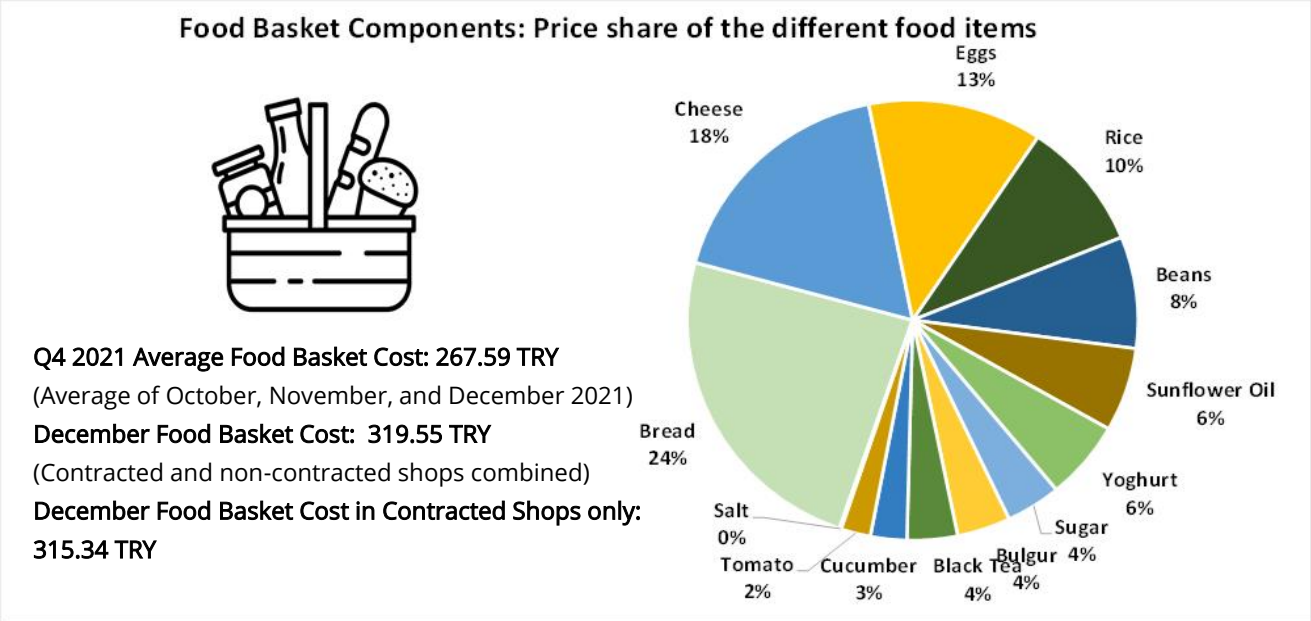
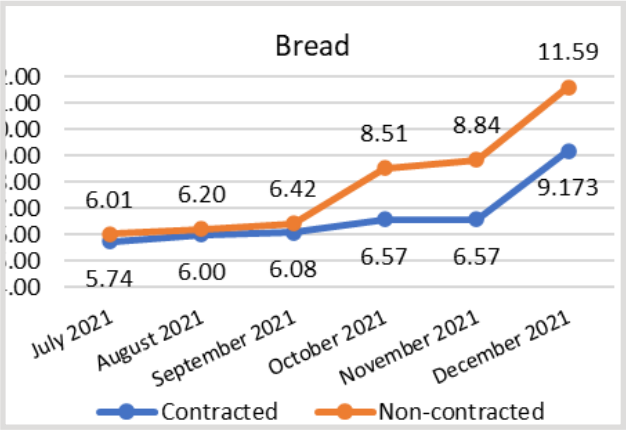
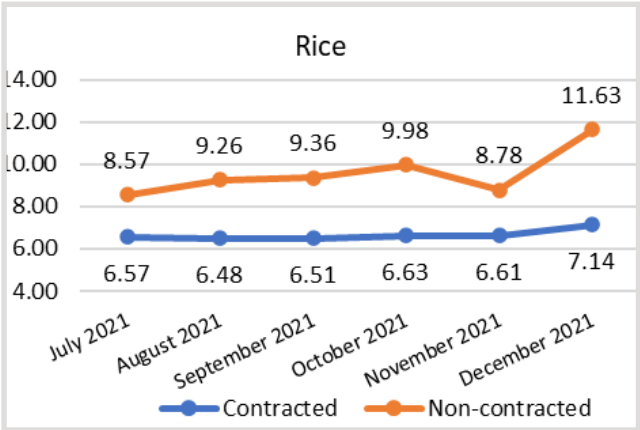
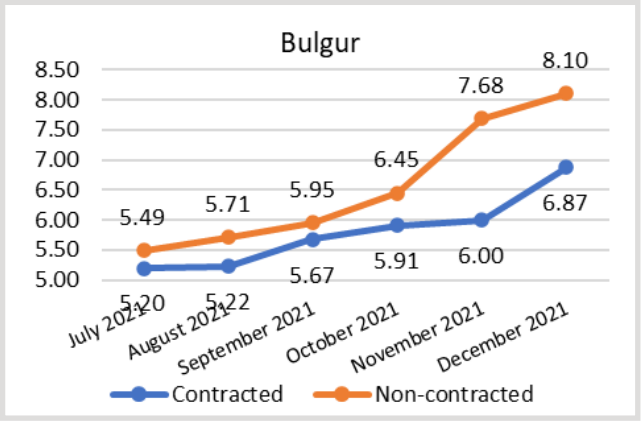


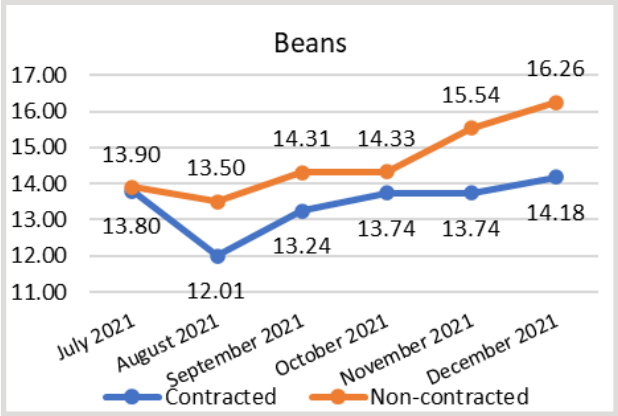
Figure 8 depicts the price trends for each food basket item over the last 6 months. Bread, oil, egg, and cheese all saw significant price increases, with the kilogram price of bread increasing from 6 TRY in September to 9.2 TRY in December 2021. As it makes up the largest portion of the monthly food basket (7.5 kg), this change had a considerable impact on the overall food basket cost. In the contracted markets, the liter price of sunflower oil climbed from 15.6 TRY to 25.8 TRY in Q4 2021. Similarly, cheese prices which was about 28 TRY in the last five months increased suddenly to 40.5 TRY in December 2021. Between the two quarters, the price of a 30-piece egg box increased by more than 10 TRY, reaching 39 TRY. Sugar prices climbed from 5 TRY to 7 TRY per kilogram between Q3 and Q4 2021, while fresh product costs doubled. In the specified period, the price of black tea increased by 23 TRY, from 89 TRY to 112 TRY.

FIGURE 8: DIVERGENT PRICE TRENDS (TRY/KG) FOR WFP REFERENTIAL FOOD BASKET ITEMS IN CONTRACTED AND NON-CONTRACTED SHOPS






Bulgur
8.50
8.00
7.50
7.00
6.50
6.00
5.50
5.00
5.49
5.71
5.95
6.45
7.68
8.10
5.20
5.22
5.67
5.91
6.00
6.87
July 2021
August 2021
September 2021
October 2021
November 2021
December 2021
Contracted
Non-contracted


Beans
17.00
16.00
15.00
14.00
13.00
12.00
11.00
13.90
13.50
14.31
14.33
15.54
16.26
13.80
12.01
13.24
13.74
13.74
14.18
July 2021
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September 2021
October 2021
November 2021
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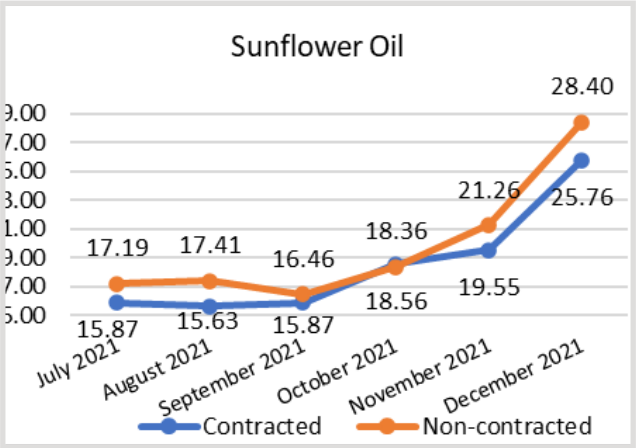
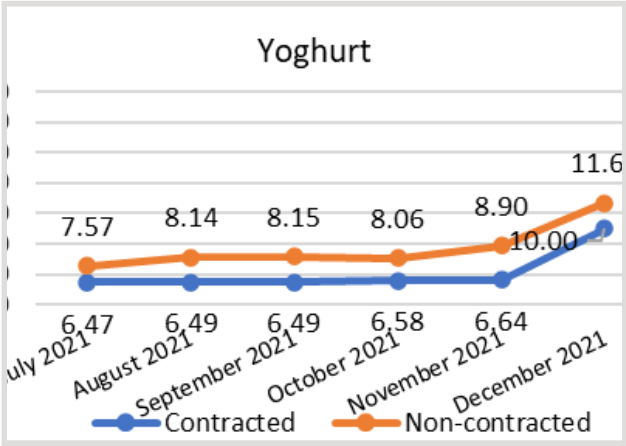
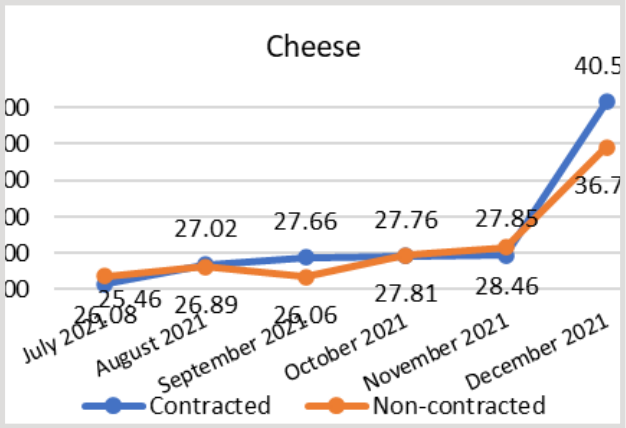
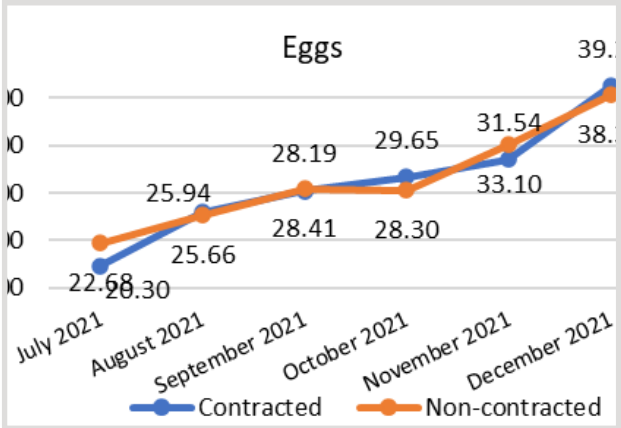
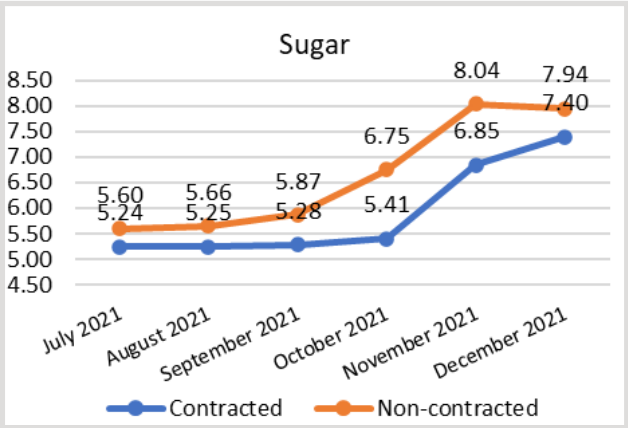
Contracted
Non-contracted

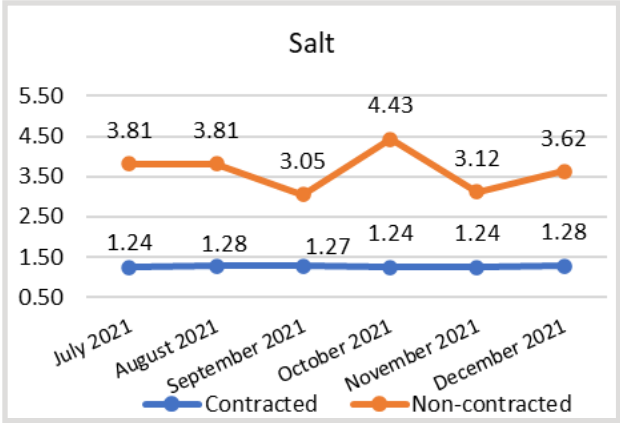

Sunflower Oil
28.40
17.19
17.41
16.46
18.36
21.26
25.76
15.87
15.63
15.87
18.56
19.55
July 2021
August 2021
September 2021
October 2021
November 2021
December 2021
Contracted
Non-contracted

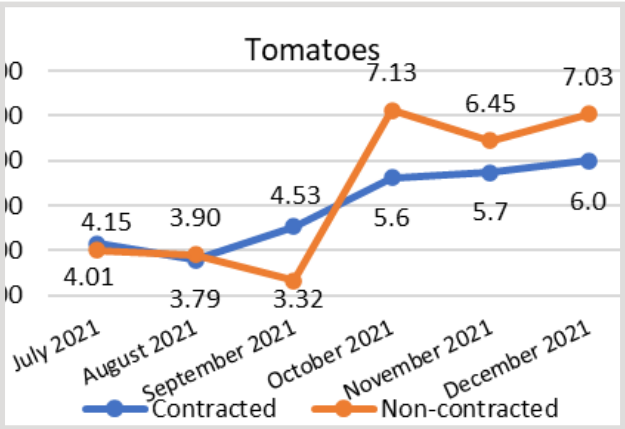

Yoghurt
11.6
7.57
8.14
8.15
8.06
8.90
10.00
6.47
6.49
6.49
6.58
6.64
August 2021
September 2021
October 2021
November 2021
December 2021
Contracted
Non-contracted

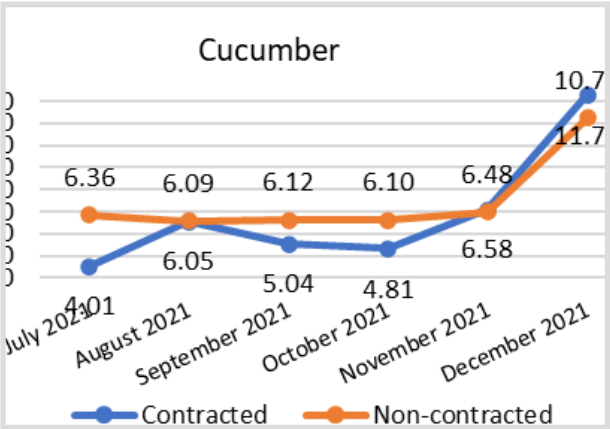

Cheese
40.5
36.7
27.02
27.66
27.76
27.85
25.46
26.89
27.81
28.46
July 2021
August 2021
September 2021
October 2021
November 2021
December 2021
Contracted
Non-contracted

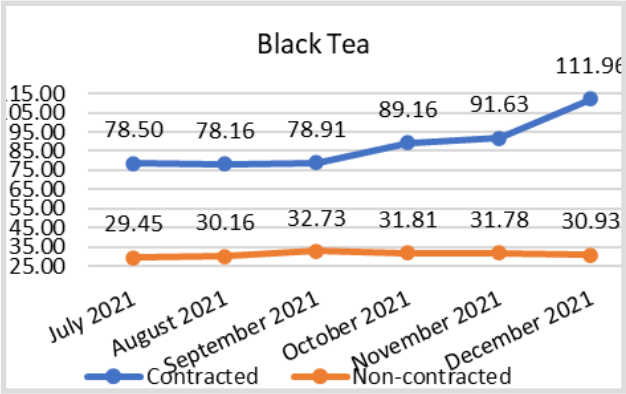

Eggs
39.
31.54
38.
28.19
29.65
25.94
33.10
28.41
28.30
25.66
22.68
28.30
July 2021
August 2021
September 2021
October 2021
November 2021
December 2021
Contracted
Non-contracted


Sugar
8.50
8.00
7.50
7.00
6.50
6.00
5.50
5.00
4.50
8.04
7.94
7.40
6.75
6.85
5.60
5.66
5.87
5.24
5.25
5.28
5.41
July 2021
August 2021
September 2021
October 2021
November 2021
December 2021
Contracted
Non-contracted

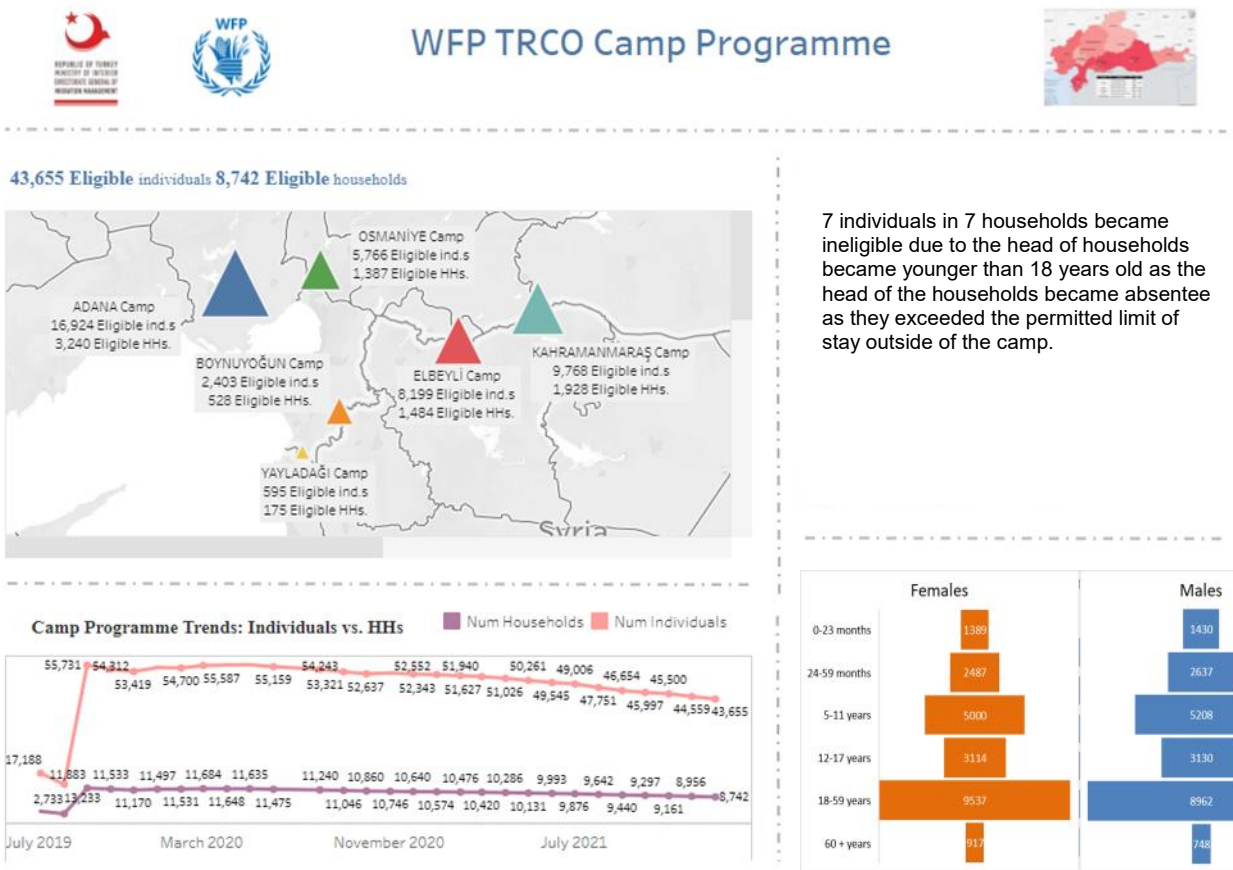

Salt
5.50
4.50
3.50
2.50
1.50
0.50
3.81
3.81
4.43
3.05
3.12
3.62
1.24
1.28
1.27
1.24
1.24
1.28
July 2021
August 2021
September 2021
October 2021
November 2021
December 2021
Contracted
Non-contracted







ANNEX 2



7 individuals in 7 households became ineligible due to the head of households became younger than 18 years old as the head of the households became absentee as they exceeded the permitted limit of stay outside of the camp.

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