Winterisation Task Force – PDM Tool Template (for selection of core questions)

Relevant Indicators	
Indicator	**Relevant Qs**
% of beneficiaries reporting that project assistance made a meaningful contribution to their well-being	
% of households reporting that winter needs are met with the assistance received disaggregated by age, gender and nationality	
% of households reporting satisfaction from the assistance received disaggregated by age, gender and nationality	
% of beneficiaries (disaggregated by gender, age, nationality, and disability) reporting that humanitarian assistance is delivered in a safe, accessible, accountable, and participatory manner	

Distribution Overview	
Distribution Type	Debit Card
Restricted / non-restricted	**Non-Restricted**
Value (TRY)	**6,000+2,500+ 340 * family members**
Objective	Cover most pressing winter need in the five most severely affected provinces in the earthquake-affected southeastern region, encompassing both urban and rural areas that experience the harshest winter conditions and insufficient protection in terms of the availability of winter items.

INTRODUCTION		
Introduce yourself and explain that you are here to ask some questions about the Winterisation e-voucher assistance. Please explain that you are not going to provide any additional items but that the questionnaire is only to help improve distributions in the future.		
INFORMED CONSENT		
Are you willing to answer some questions on the Winterisation support you received?	Yes/No ☐	NO - End interview.

A. INTERVIEW DETAILS

A1	Enumerator name:	**A2**	Interview code:
A3	District Name:	**A4**	Mahalle/Neighborhoods:
A5	Date of interview: *[Calculate: format-date-time(now(),'%Y/%m/%d')]*	**A6**	Month in which respondent received assistance.

B. RESPONDENT PROFILE

B1	Are you the head of household (HHH)?	1 = Yes 2 = No	**B2**	Presence of person with disability in household?	1 = Yes 2 = No
B3	Respondent sex:	1 = Male 2 = Female	**B4**	Sex of HHH:	1 = Male 2 = Female
B5	Nationality:		1 = Turkish		

		2 = Syrian 3 = Other
B6	Marital status of household head:	1 = Single 2 = Married 3 = Widow 4 = Widower 5 = Separated 6 = Divorced
B7	Apart from the cash assistance, what other sources of income has your household depended on in the winter to meet your winter needs? *Multiple Response*	1 = Income – casual labor 2 = Income – Employment 3 = Remittances 4 = Petty trading 5 = Donations from family members 6 = Borrowing 7 = Savings from Syria 8 = Received from NGOs 9 = Selling household assets 10 = Taking loans 11 = Sending children to work 12 = Collecting waste material 13 = Begging 14 = Other (Specify).
B8	Do you receive humanitarian assistance from ESSN?	1 = Yes 2 = No

C. Accessibility of Assistance		
C1	Were you informed before the distribution of the amount you would receive?	1 = Yes 2 = No
C2	Did you receive the amount you were told?	1 = Yes 2 = No
C3	Were you given instructions or information on how to use the e-voucher by [agency] staff?	1 = Yes 2 = No
C4	Were you informed what items you could purchase from the shop?	1 = Yes 2 = No
C5	Did you face any challenges when you were redeeming the e-voucher?	1 = Yes 2 = No
C6	If yes, what challenges did you face? [*Multiple Selection*]	1 = Language barriers 2 = Prices were increased by trader. 3 = POS machine not working 4 = E-voucher password 5 = Other (specify).

D. Expenditure of Assistance		
D1	How significant was the cash assistance in enabling your household to purchase winter needs that month?	1 = Not significant at all 2 = Not very significant 3 = Somewhat significant 4 = Significant 5 = Very significant

D1.1	If not significant, why?	1 = Amount was too small 2 = Prices had increased / Inflation 3 = Other (Specify)
D2	In combination with your existing income sources, did the assistance from [agency] enable you to meet your winter needs for the three months after receiving the assistance?	1 = Yes 2 = No
D3	Who makes decisions on how the assistance amount should be spent?	1 = Adult Female 2 = Adult Male 3 = Shared decision 4 = Other (specify)
D4	What did you use the cash for?	1 = Purchase winter items 2 = Purchase food or other non-seasonal basic needs items 3 = Purchase some winter items **and** some other food or basic needs items 4 = Gave it to somebody for free. 5 = Payment for rent 6 = Payment for medical fees. 7 = Payment for school fees. 9 = Other (specify).
D5	Which items did you purchase using the cash assistance? [*relevant if D4 = 1 and 3*] [*Multiple Selection*]	1 = Coal 2 = Wood 3 = Stove/Soba` 4 = Electric heater 5 = Winter clothes/shoes 6 = Blankets 7 = Carpet/Floor covering 8 = Mattress 9 = Tarpaulin sheet 10 = Cooking Utensils 11 = Electric cooker 12= Other (specify).
E. Quality of Service		
E1	How satisfied were you with the quality of items you could purchase using the assistance?	1 = Very Dissatisfied 2 = Dissatisfied 3 = Neither satisfied nor dissatisfied. 4 = Satisfied 5 = Very satisfied
E2	If dissatisfied with the quality, which purchased items do you consider to be low quality?	
E3	How satisfied were you with the amount of the assistance?	1 = Very Dissatisfied 2 = Dissatisfied 3 = Neither satisfied nor dissatisfied. 4 = Satisfied 5 = Very satisfied
E4	If dissatisfied with the amount received, please explain why?	1 = Amount was too small compared to the HH's needs. 2 = Prices had increased / Inflation 3 = Other (Specify)

E5	Are you purchasing goods at prices similar to before the program?	1 = Yes 2 = No
E6	If not, for which items did you notice a price increase? [*Multiple Selection*]	1 = Coal 2 = Wood 3 = Stove/Soba` 4 = Electric heater 5 = Winter clothes/shoes 6 = Blankets 7 = Carpet/Floor covering 8 = Mattress 9 = Tarpaulin sheet 10 = Cooking Utensils 11 = Electric cooker 12= Other (specify).
E7	Overall, were you satisfied with the assistance provided? *[Indicator Question]*	1 = Yes, completely 2 = Yes, mostly 3 = Not really 4 = Not at all 5 = Don't know 6 = No answer
E7.1	If dissatisfied, why?	

F. Outcomes of Cash Assistance

F1	Did the assistance you received have any positive impact on your family?	1 = Yes 2 = No
F1.1	If yes, what positive impact did the assistance have on your family? [*Multiple Selection*]	1 = The assistance allowed us to save money for other expenses 2 = The assistance improved the hygiene status of HH members. 3 = The assistance improved HH's access to food items. 4 = The assistance reduced household stress 5 = Other
F2	Did the assistance you received have any negative impact on your family?	1 = Yes 2 = No
F2.1	If yes, what negative impact did the assistance receive have on your family?	1 = Feel pressure and faced problems by others in the community 2 = Control over vouchers caused conflict in my household 3 = Rental increase 4 = Other (specify)
F3	On a scale of 1-5, please indicate how strongly you agree with the following statements (1 = strongly disagree, 3 = no change, 5 = strongly agree)	(Note)
F4	(Since receiving the assistance…) My household has been better able to cope with economic challenges.	1 = Strongly disagree 2 = Disagree 3 = No change 4 = Agree 5 = Strongly agree

	[Indicator question]	
F5	(Since receiving the assistance…) My household has been better able to meet winter needs. *[Indicator question]*	1 = Strongly disagree 2 = Disagree 3 = No change 4 = Agree 5 = Strongly agree
F6	(Since receiving the assistance…) My household has been less stressed. *[Indicator question]*	1 = Strongly disagree 2 = Disagree 3 = No change 4 = Agree 5 = Strongly agree
G.	Ongoing Needs	
G1	Has your household faced difficulties in meeting winter needs during the winter?	1 = Yes 2 = No
G2	Which winter items your household needed but you could not secure/purchase? [*Multiple Selection*] [*Relevant if G1 = 1*]	1 = Coal 2 = Wood 3 = Stove/Soba` 4 = Electric heater 5 = Winter clothes/shoes 6 = Blankets 7 = Carpet/Floor covering 8 = Mattress 9 = Tarpaulin sheet 10 = Cooking Utensils 11 = Electric cooker 12= Other (specify).
G3	Given a choice, how would you prefer to receive assistance to help your household needs? *[Select One]*	1 = Cash assistance. 2 = In-kind assistance. 3 = Both cash and in-kind assistance. 4 = E-vouchers assistance.
H.	**Accountability & Protection Mainstreaming**	
H1	Do you know why you were selected to receive assistance?	1 = Refugee 2 = Woman-headed household 3 = Lack of income or employment opportunities 4 = Presence of person(s) with disabilities 5 = HH hosts chronically ill member 6 = Elderly household members 7 = Don't know why selected to receive assistance 8 = Households with many children 9 = Other Specify
H2	At any point, did [agency] staff demand anything in return for including your name on the distribution register or to receive assistance?	1 = Yes 2 = No

H2.1	If yes, what did [agency] staff demand in return to include your name on distribution registers or receiving e-vouchers?	1 = Money 2 = Sexual favor 3 = Casual labor 4 = Do not want to disclose 5 = Other Specify
H3	Did you feel safe while accessing the distribution point and the shops? [Indicator question]	1 = Yes, completely 2 = Yes, mostly 3 = Not really 4 = Not at all 5 = Don't know 6 = No answer
H3.1	If not, what could have been done by [AGENCY] to make you feel safer?	
H4	Do you feel that [AGENCY] staff treated you with respect? *[Indicator question]*	1 = Yes, completely 2 = Yes, mostly 3 = Not really 4 = Not at all 5 = Don't know 6 = No answer
H4.1	If not, would you mind telling us when or where? Would you mind telling us why?	
H5	Do you know of people needing assistance/services who were excluded from the assistance/service provided? (Hint: Other vulnerable people that were not included in the assessment/distribution but who would benefit from the assistance) *[Indicator question]*	1 = Yes, a lot 2 = Yes, a few 3 = Not really 4 = Not at all 5 = Don't know 6 = No answer
H6	Are you aware of any communication channels that you can use to discuss any complaints or feedback with [AGENCY]? *[Indicator question]*	1 = Yes 2 = No 3 = No answer
H6.1	What communication channels are you aware of? [*Multiple Selection*]	1 = [AGENCY] Hotline 2 = SMS 3 = Direct communication with staff 4 = Suggestion box 5 = WhatsApp (not currently available) 6 = Telegram (not currently available) 7 = Email (not currently available) 8 = Feedback App (not currently available) 9 = Other (please specify)
H7	To your knowledge, has [AGENCY] been responsive to suggestions or complaints raised by people in the community? *[Indicator question]*	1 = Yes, [AGENCY] responded 2 = No, [AGENCY] didn't respond 3 = Don't know 4 = No answer

H8	What channels would you prefer to use to provide your feedback/complaints to [AGENCY]? [*Multiple Selection*]	1 = [AGENCY] Hotline 2 = SMS 3 = Direct communication with staff 4 = Suggestion box 5 = WhatsApp 6 = Telegram 7 = Email 8 = Feedback App 9 = Other (please specify) 10 = Don't know 11 = No answer
H9	Were you, or was anyone in your community consulted by [agency] about your needs and how best to address them? *[Indicator question]*	1 = Yes 2 = No 3 = Don't know 4 = No answer
H10	Did you feel well informed about the assistance/service available from [agency]? *[Indicator question]*	1 = Yes, completely 2 = Yes, mostly 3 = Not really 4 = Not at all 5 = Don't know 6 = No answer
H11	Do you have any feedback/recommendations for future assistance?	1 = Yes 2 = No
H11.1	If yes, please explain. (Relevant if H11 = 1)	