COMMUNITY ENGAGEMENT AND ACCOUNTABILITY (CEA) ASSESSMENT REPORT

Community Based Migration Programme

Turkish Red Crescent Society (TRCS)

August 2018

TÜRK KIZILAY

IFRC

COMMUNITY ENGAGEMENT AND ACCOUNTABILITY (CEA)

ASSESSMENT REPORT

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Preface

The Turkish Red Crescent Society (TRCS) is proud to implement the Community Based Migration Programme, supported by the IFRC and funded by the European Union, which is aimed to improve the self-reliance and resilience of refugees and host communities to prevalent risks and enhance social harmony within the communities. With around 3.5 million Syrians, Turkey hosts the largest number of refugees in the world and has been providing support since the very beginning of the Syrian conflict. Under this migration programme, since 2015, TRCS has established 15 Community Centres (CC) in 14 cities (two in Istanbul), and, by 2019, a total of 16 Community Centres in 15 cities are planned to be set up across Turkey. The Community Centres support refugees and host communities with wide range of services on livelihood and vocational courses, protection, psychosocial support, health education and social cohesion.

We know that listening and working with communities can support in addressing communities' underlying vulnerabilities, build resilience and lead to better quality programming. Turkish Red Crescent Society (TRCS) strives to improve humanitarian interventions through placing communities it serves at the centre of its work. It is committed to learning and creating an environment of transparency and accountability to encourage the stakeholders it works with to comment on the effectiveness of its services.

This Community Engagement and Accountability (CEA) assessment has been conducted to share an overview of the communities' information needs, access to communication channels, social cohesion and behaviour and preferred channels to raise concerns or feedback. The findings of the assessment will guide adjustments to ongoing interventions and ensure relevant and effective CEA approaches at the Community Centre. Conducting such an assessment will be an exemplary in our future work during humanitarian crisis.

I would like to acknowledge the participation, support and contribution of the community members, TRCS staff and volunteers and the IFRC technical team to undertake this assessment. TRCS will continue its efforts in integrating CEA into its work to deliver relevant services for the communities.

I am hopeful about the continued partnership with IFRC and European Union and the successful implementation of the Community Based Migration Programme.

Mette Petersen
Head of Office
IFRC Turkey

Foreword

The International Federation of Red Cross and Red Crescent Societies (IFRC) in Turkey has been working with the Turkish Red Crescent Society (TRCS) to support the growing humanitarian needs resulting from the Syrian and other concurrent crises. Through the Community-Based Migration Programme, funded by the European Union, IFRC continues to provide technical backstopping to TRCS to ensure services at the Community Centres effectively respond to the needs of the host and refugee communities.

Working in partnership with communities is at the heart of the work of the International Red Cross Red Crescent Movement. We recognize that we cannot be effective without the participation of those we serve. Sharing information, listening carefully to affected communities, and involving them in decision-making greatly improve the quality and effectiveness of services delivered, and ultimately contribute towards fostering more resilient communities.

At the global level, the International Red Cross Red Crescent Movement places Community Engagement and Accountability (CEA) at the heart of its programmatic approach as well as in its key policies, strategies and commitments. In Turkey, CEA approaches are being integrated within the work of TRCS at the Community Centres to ensure services are relevant, and that service providers are accountable to the communities. This CEA assessment provides vital information and recommendations to improve services and adapt CEA initiatives, resulting in better programming.

Special gratitude goes to the community members for their participation, and the TRCS staff and volunteers, and the IFRC team for their dedication in conducting this assessment. By providing analyses that inform our actions, this report is a step forward in improving the quality of humanitarian services by ensuring they are timely, appropriate and reach the most vulnerable.

Moving forward, we will continue our successful partnership with the Turkish Red Crescent Society and the European Union to implement the Community-Based Migration Programme.

Acknowledgements

Executive Summary

This assessment report on community engagement and accountability (CEA) provides an analysis of refugees and host community information needs, access to and preference in using communication channels, community structure, social cohesion and behaviour, preferred mechanism to raise concerns or share feedback and staff and volunteers' capacities of the Community Centres under the TRCS Community Based Migration Programme. The Community Centres provide information on registration and services, protection-related prevention activities, psychosocial support, vocational training and livelihood activities, social and harmonisation activities, language courses and health and hygiene activities.

The assessment was conducted in six locations of five cities: Hatay, Izmir, Istanbul (Bagcilar and Sultanbeyli), Ankara and Adana. It comprised of individual surveys and focus group discussions (FGDs) with targeted communities and FGDs with Community Centre staff and volunteers. The assessment used KOBO toolbox, which is a free open-source tool for mobile data collection. The assessment targeted refugees and host communities, beneficiaries and non-beneficiaries of the Community Centre.

The individual survey targeted 70 individuals per location, totalling 420 individuals in six locations. There were 258 female (61%) and 162 male (39%) respondents in the survey in total. 290 (70% of the) survey respondents were refugees from Syria, and 8 (1% of the) respondents belonged to other nationalities: Iraq, Morocco, Algeria and Moldova. Remaining 122 individuals were Turkish community members.

Three FGDs with refugees (women, men and children) were conducted separately in each location targeting 10 persons in each group discussion and totalling 18 FGDs. Six FGDs were conducted with local men, women and children in Adana and Sultanbeyli, Istanbul. The assessment was conducted between 16 April to 17 May 2018, for 4-5 days in each location.

The findings of the assessment highlight the importance of engaging with local communities in addition to the refugees and ensuring the participation of both throughout the programme cycle. Communities' level of awareness and interaction with the TRCS Community Centre emphasises that there is room for improvement for TRCS to better communicate with communities about the services through various channels. The information needs of both local community and refugees include behavioural and protection issues, legal rights, employment and education and TRCS programmes. Around half of the respondents prefer to receive information through meeting individually or collectively at Community Centre. Other channels accessible and preferred include mobile phones, meetings at home and social media.

Around 23% of the respondents claim there are rumours within local and refugee community, which relate to cash programmes and government support to refugees, deportation, employment, travel permits and education. Rumours against refugees are often generalized. Although such negative perceptions among local communities are changing gradually as they interact with refugees at the centre, both local and refugee communities stress the need for developing a systematic rumour tracking mechanism to provide communities with true information.

There is not a formal community structure among the refugees in most of the areas to take collective decisions. This is largely due to their scattered living patterns. Refugees meet or connect with each other through social media and mobile phones. Improving the effectiveness of the advisory committee[1] and formation of a youth club at each centre will enable communities to interact better, build relationships and be well connected. Such community structures will support community mobilisation and ensure harmony within the society. Assessment findings show local communities and refugees rate relationships with each other differently, in different cities. Overall there is need to improve the relationship among these community members through social cohesion work, given the cultural difference and language barriers.

With prevalence of child marriage and child labour, delivering key messages through appropriate channels and conducting community dialogues are key to promoting positive behaviour. The assessment shows the engagement of other stakeholders such as Imam[2] and Muhtar[3] are vital in the programme to ensure information sharing but also to create a platform for communities to voice their concerns to the local authority. Peer bullying at school creates tension among refugee and local community children. Peer bullying is one reason why children do not want to go to school. Similar to the advisory committee, a youth club at each centre, comprising children from both local and refugee community, can provide a forum to share information about the TRCS services and raise issues affecting them. The youth club can collaborate with schools to organize anti-discrimination seminars, social activities and anti-bullying campaigns for children, parents and teachers.

Finally, communities' preferred mechanism to share complaints or feedback with TRCS include meeting its staff individually at the centre or at home, meeting collectively with others at the centre, telephone and complaints box. With no formal feedback mechanism currently, there is lack of record of community's feedback and how they are responded by TRCS, to guide programme decisions. Hence an effective complaints response mechanism needs to be set up in all the centres.

During the FGD with refugee children in Ankara, the participation of girls was limited due to cultural issues. There have been challenges in organising FGDs with local men, as few were engaged with Community Centre work.

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1 To ensure that services provided at the centres are relevant to the needs of the community, an advisory committee is formed, comprising members of the local and displaced population, to share opinion about the centre with Turkish Red Crescent and suggest ways to improve their work.

2 **Imam**: It is most commonly used as the title of a worship leader of a mosque. In this context, Imams may lead Islamic worship services, serve as community leaders, and provide religious guidance.

3 **Muhtar:** is a Turkish term which means head of local government (local government chief).

Table of Contents

List of Maps

List of Tables

List of Pictures

List of Figures

Acronyms

CC	Community Centre
CCTE	Conditional Cash Transfer for Education
CEA	Community Engagement and Accountability
CFS	Child Friendly Space
DGMM	Directorate General of Migration Management, Ministry of Interior, Turkey
ESSN	Emergency Social Safety Network
FGD	Focus Group Discussion
GBV	gender-based violence
GTS	Ground Truth Solution
IFRC	International Federation of Red Cross and Red Crescent Societies
KII	Key Informant Interview
MoFSP	Ministry of Family and Social Policy
NS	National Society
PMER	Planning Monitoring Evaluation and Reporting
PSS	psychosocial support
RCRC	Red Cross Red Crescent Movement
SNF	Special Needs Fund
TOT	Training of Trainers
TP	temporary protection
TRCS	Turkish Red Crescent Society
UNICEF	United Nations Children's Fund
WFP	World Food Programme

Introduction

Background

The conflict in Syria has resulted in a humanitarian crisis causing loss of life, infrastructure, internal and external displacement. Some 3.9 million registered refugees in Turkey *(source Republic of Turkey, Ministry of Interior)* have needs related to basic services such as shelter, food, water, sanitation and livelihood. As of 9 August 2018, over 90 per cent of the Syrian displaced population or 3.5 million *(source Republic of Turkey Ministry of Interior Directorate General of Migration Management, DGMM)* Syrians currently live in urban areas while some 204,288 *(source DGMM)* people are staying in 20 camps/temporary accommodation. Syrian nationals, as well as stateless persons and refugees, who arrived in Turkey due to events in Syria after 28 April 2011 are provided with temporary protection (TP) by the Government of Turkey. Poverty remains prevalent among the Syrian population due to the lack of access to regular income, and the high cost of living in urban settings.

Since the beginning of the Syrian conflict, Turkish Red Crescent Society (TRCS) has been providing response to the needs of the Syrian refugees, and immediately reacted to the increasing influx of Syrians by activating its staff and volunteers and organizing dedicated structures to receive and protect people in need all around Turkey. TRCS is currently focusing on cash support, community services and outreach programmes that also aim to assist members of host communities.

Since 2015, TRCS has established 15 Community Centres (CC) in 14 cities (two in Istanbul), and, by 2019, a total of 16 Community Centres in 15 cities are planned to be set up across Turkey. The Community Centres provide information on registration and services, protection-related prevention activities, psychosocial support, vocational training and livelihood activities, social and harmonisation activities, language courses and health and hygiene activities. 11 of these Community Centres are supported by IFRC and funded by EU MADAD Trust Fund. 3 Community Centres are supported by German Red Cross and 1 by Norwegian Red Cross. DG ECHO has been supporting all TRCS Community Centres for protection activities through 'Responding to Protection Needs of Refugees in Turkey' project. TRCS works in partnership with World Food Programme (WFP) in the Emergency Social Safety Network (ESSN) programme, a social assistance programme, and with UNICEF in the Conditional Cash Transfer for Education (CCTE) programme, aiming to enable poor refugee families to send their children to school regularly. The protection cases identified through these programmes are referred to the CC case management teams, hence maintaining synergy with the services of CC.

Under the CCTE programme, Turkish Red Crescent Society and UNICEF created collective access teams to identify families which meet the criteria to benefit from the CCTE programme. These outreach teams ensured that child protection issues, including domestic violence, child labour and child marriage, are identified and referred to relevant services. Turkish Red Crescent Society has also been providing humanitarian assistance in the cross border through the 'Syrian Crisis Humanitarian Relief Operation', which was launched in 2011. 14 border relief points in Hatay, Kilis, Gaziantep, Şanlıurfa and Mardin are currently existing, of which five are actively being used.

Rationale

In addition to physical assistance, refugees need timely, accurate and life-saving information to reduce the factors contributing to their vulnerability and safety. It is also equally important to maintain two-way communication, to ensure that the needs, complaints and suggestions of people are timely and regularly listened to and acted on. An effective community-based approach is also critical in building social cohesion among host communities and refugees.

In reference to the International Appeal Plan of Action under Output 6.1 'Community Engagement and Accountability is integrated in all the programmes as a cross cutting approach', a CEA assessment is planned to strategize and integrate the CEA approach into the ongoing operation. The MADAD baseline report in 2017 recommends community development activities including information-sharing on the TRCS CC services, raising awareness through promoting key messages on protection and health, and improving community dialogue and conducting cultural activities to promote social cohesion between host communities and refugees. However, there is need for a comprehensive understanding of the community engagement approach, which includes community information needs, access to and preference in using communication channels, community structures and preferred mechanisms to raise concerns or share feedback.

Goal and Objectives

The goal of the CEA assessment is to understand the broader situation of the refugee and host communities and ensure CEA approaches and activities at the Community Centres are feasible and culturally appropriate, as part of the Community Based Migration Programme.

The key objectives of the assessment are to understand:

- Community's information needs
- access to and preference in using communication channels
- community structure, social cohesion and behaviour
- preferred mechanism to raise concerns or share feedback
- TRCS staff and volunteer capacities

The findings of the assessment will guide adjustments to ongoing interventions, determine baseline values that can be measured at the end of the operation and support the setup of an effective feedback mechanism. The setup of the feedback mechanism will use Ground Truth Solution (GTS) methodology "How to Establish and Manage a Systematic Community Feedback Mechanism" as a reference. This is a step-by-step guide aimed at supporting staff who establish and manage a systematic feedback mechanism with refugee communities using the Red Cross and Red Crescent community feedback approach based on Ground Truth Solutions' Constituent Voice methodology. The guidance provided here complements the Red Cross Red Crescent Guide to Community Engagement and Accountability and the Monitoring and Evaluation Guide that describes how to use community feedback to improve Red Cross and Red Crescent work.

Method

The assessment was conducted in six locations of five cities: Hatay, Izmir, Istanbul (Bagcilar and Sultanbeyli), Ankara and Adana and comprised of individual surveys and focus group discussions (FGDs) with targeted communities. The methodology and questionnaire of the assessment were finalised through consultation with TRCS CEA and PMER departments as well as IFRC CEA and PMER delegates from the Regional Office for Europe in Budapest.

The assessment used the KOBO toolbox, which is a free open-source tool for mobile data collection. The KOBO toolbox was tested by the TRCS staff in Ankara prior to the orientation of the assessment team. Before conducting the assessment in the field, an orientation meeting on the questionnaire and use of the KOBO tool was organized for headquarters staff in Ankara and later for the field assessment teams in each of the six locations. The assessment was conducted between 16 April to 17 May 2018, for 4-5 days in each location. The duration of the CEA assessment took longer than planned due to shortage of available trained staff, and hence was completed over four weeks.
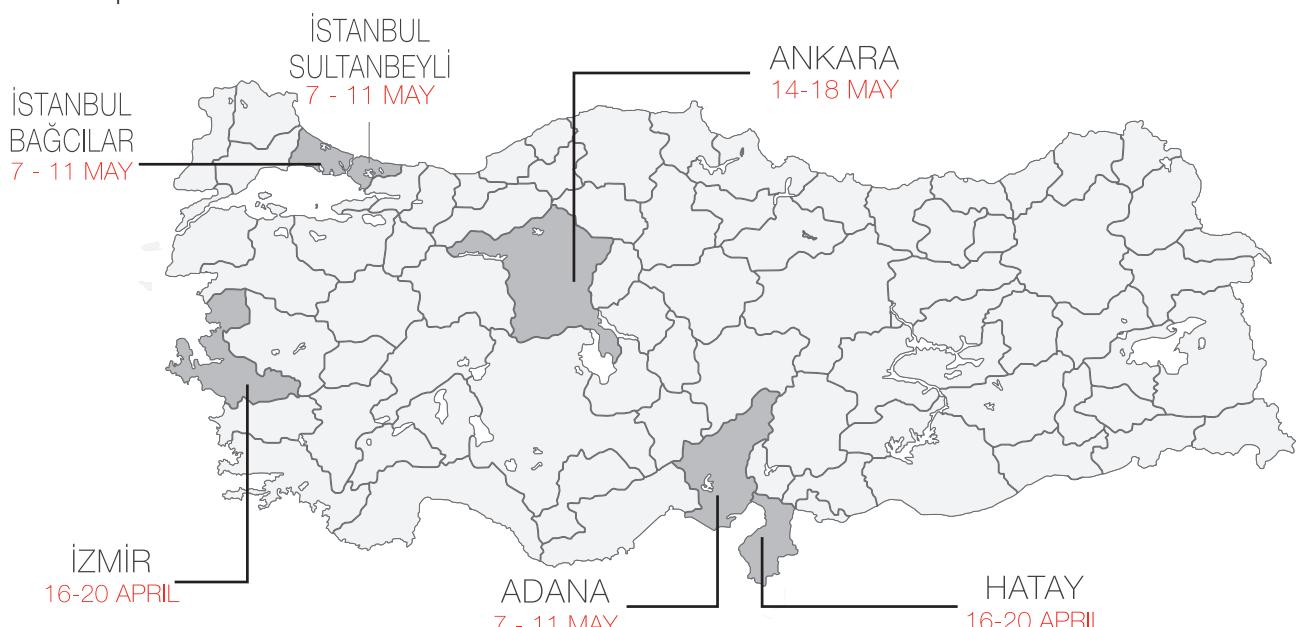
Map 1: Turkey; location and dates of the data collection (April-May 2018)

15

Target Groups

The assessment targeted refugees and host communities, beneficiaries and non-beneficiaries of Community Centre services.

Individual Survey and Focussed Group Discussion (FGD): Sample size

The individual survey targeted **70 individuals per location,** totalling **420 individuals in six locations. Three FGDs with refugees (women, men and children)** were conducted separately in each location targeting 10 persons in each group discussion and totalling eighteen FGDs. Six FGDs were conducted with local men, women and children in Adana and Sultanbeyli, Istanbul. To respect the 'do no harm' approach, while selecting the participants for FGDs, considerations were made to include elderly, disable, and single heads of households.

Out of 70 individuals in each location, 50 were refugees (30 beneficiaries and 20 non-beneficiaries) while 20 were local community members (5 beneficiaries and 15 non-beneficiaries). The individual survey used opportunity sampling[4] and snowball technique[5] sampling and aimed to cover 60:40 female to male individuals.

FGDs with staff/volunteers

FGDs were held with the TRCS Community Centre managers, project staff and volunteers in each of the six Community Centres.
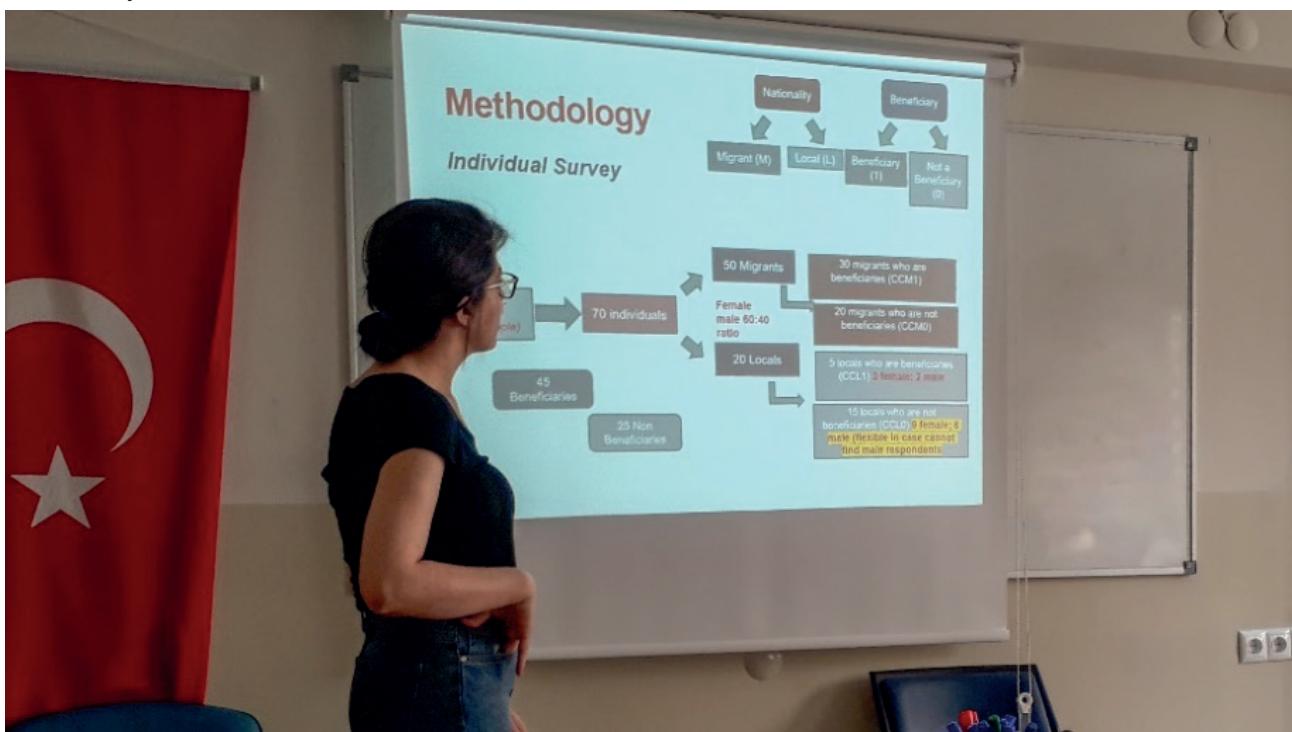
Picture 1 Orientation on CEA Assessment with assessment team in İzmir Community Centre

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4 **Opportunity Sampling** consists of taking the sample from people who are available at the time the study is carried out and fit the criteria. 35 beneficiaries from each of six Community Centres were selected through opportunity sampling technique, who received and accessed various services at the centre such as language courses, vocational courses, PSS counselling, etc.

5 **Snow ball technique** sampling is a nonprobability sampling technique where existing study subjects recruit future subjects from among their acquaintances. 35 non-beneficiaries from each of six Community Centres were selected through snow ball technique sampling, where individuals surveyed at the households select other individuals near their residence.

Assessment Team

The assessment team comprised of 3 field staff and 5 staff from Ankara.

- Field staff: 1 social worker and 2 translators in each of six locations
- Ankara staff: 3 PMER staff, 1 TRCS CEA focal point, 1 IFRC CEA delegate

A team of 4 members were deployed in each location (3 field staff and 1 staff from Ankara). The assessment team members from Ankara guided, facilitated and participated in the assessments in each location along with the Community Centre social worker and translators. While deploying and selecting team members (staff from Ankara, social worker and translators) for each location, two males and two females were ensured to maintain gender balance in the team.

Limitations

- During the refugee children's FGD in Ankara, the participation of girls was limited due to cultural issues.

- No local male beneficiary could be found in Bağcılar, Istanbul due to their limited participation in the Community Centre activities and unavailability during working days.

- Challenges were encountered in organizing the FGD with local men in Sultanbeyli, Istanbul due to their limited participation in the centre and unavailability during the day. The time of the FGD was postponed in the evening as it was convenient for local men.

Demographic data and trends

Analysis of the assessment is based on 420 survey responses, and FGDs with refugees, local community and TRCS Community Centre staff and volunteers. The survey is conducted in six locations with 70 individuals per location.

There were 258 female (61%) and 162 male (39%) respondents in the survey in total. The age distribution of respondents was 8% for 14-18-year-olds, 36% for 19-30, 51% for 31-59-year olds and 5% were over the age of 60. The FGDs were conducted with refugees and host community members disaggregated by gender and age.

Sex-nationality-age structure

Sex	Nationality	Age			
		14 - 18	19 - 30	31 - 59	60 and over
Female	Syrian	13	62	89	8
	Turkish	8	25	42	5
	Others		3	3	
	Total	**21**	**90**	**134**	**13**
Male	Syrian	9	45	57	7
	Turkish	3	17	20	2
	Others			2	
	Total	**12**	**62**	**79**	**9**
Grand Total		33	152	213	22

Table 1 Sex-nationality-age structure of respondents

290 (70% of the) survey respondents were from Syria, and 8 (1% of the) respondents belonged to other nationalities: Iraq, Morocco, Algeria and Moldova. As much as 294 (99% of the) refugee respondents stated that they were registered and 4 (1%) were not registered.

The level of education of the respondents: 10% with no formal education, 3% post-graduation, 29% primary education, and 32% have completed secondary education, while 13% have completed university and 13% have received vocational/technical training. Hence, the highest number of respondents have completed secondary education. Of the total respondents, thirteen Syrian and two Turkish respondents were persons with disability.

Sex-nationality-status structure

		Status		
Sex	**Nationality**	Refugee non registered	Refugee registered	Resident in the country
Female	Syrian	1	171	
	Turkish			80
	Others		6	
	Total	**1**	**177**	**80**
Male	Syrian	3	115	
	Turkish			42
	Others		2	
	Total	**3**	**117**	**42**
Grand Total		**4**	**294**	**122**

Table 2 Sex-nationality-status structure of respondents

Key Findings

Information Needs

- While 38% of respondents say they know about the Turkish Red Crescent Society (TRCS) Community Centre (CC) and its services and 39% say they know nothing at all, these similar percentages hint that there is room for improvement in disseminating information about TRCS and its work. 23% of the respondents have moderate knowledge in this regard. The level of awareness varies among refugees and Turkish nationals, gender and age.

- The regular interaction with and use of Community Centres by respondents is high. 53% of all respondents among those who knew about the centre, visit and use the services regularly.

- The level of interaction and use of the centre varies among refugees and host community members and with gender and age. In general, more women (nearly 80.49% respondents) use the Community Centre than men (71.42% respondents) and overwhelmingly, more refugees (86% respondents) visit the centre compared to the local communities (43% respondents).

- Although refugee children participate in language and vocational courses and youth activities, the level of participation varies in different places and by gender. Survey results show 20% boys take part in youth activities compared to 13% girls. Participation of Turkish youth in similar activities is lower, mainly due to lack of knowledge about the centre and its activities.

- 50% respondents suggest meeting at the Community Centre either individually or collectively as this is the most preferred channel for receiving information. Other channels accessible and preferred include mobile phones (33%), meetings at home (29%) and social media (37%).

- Communities need information about health services and behavioural issues such as mother child care, pre and post-natal care, nutrition, personal and menstrual hygiene and HIV. This represents 50% response in the survey. 22% respondents ask for information/messages on protection issues such as gender-based violence, child marriage, trafficking and psycho social support. Nearly 39% of the respondents wanted to know more about the services of TRCS CCs and other programmes.

- Around 23% respondents inform there are rumours both among local and refugee communities. Rumours are related to cash programmes and government's support to refugees, deportation, employment, travel permits and education.

Communication Channels

- 88% respondents have access to and use mobile phones, while 4% respondents do not own a phone, but their family has one. 4.26% female respondents have family members with a phone compared to 2.47% male respondents.

- Overwhelmingly, 84% respondents do not know and do not use Hello Hope or Merhaba Umut application. Only around 8% of the respondents have heard about it but they too do not use the application.

- 76% of the respondents are not familiar and have not visited the TRCS social media pages. Among those who visit the social media sites of the TRCS CC, Facebook is most popular (88% respondents).

- Radio is not popular among the respondents. Only 12% respondents listen to the radio and 7% respondents used to listen back in their countries.

Community Structure, Social Cohesion and Behaviour

- Among the refugee community, there is not a strong collective decision-making process. 43% of the respondents inform that decisions are not made collectively or do not know how they are made. 14% of the respondents inform they make their own decisions through consulting with family members or the head of the household.

- Around 33% respondents inform that decisions are made through community meetings or community committees. While most of these meetings are held informally in the locality either in refugees' homes (35% respondents) and the market place (6%), few respondents (2%) mention decisions are collectively made in formal settings such advisory committee in Community Centres or NGO offices.

- 66% refugees live scattered[6] in different parts of the cities, 34% live clustered[7] and 11% merged[8] within local community. The living patterns of refugees vary from one city to the other. The highest number of refugees live scattered in Adana, clustered in Ankara and merged within local community in Bagcilar, Istanbul.

- Although in most cases, only few local communities take part in advisory committee meetings, for those who participate, such as in Adana, tend to speak less as it is perceived that the forum is meant for the refugees only.

- 12% respondents inform there have been several conflicts between host community members and refugees in the last 3 months, which largely relate to cultural differences (56% respondents), peer bullying at schools (21% respondents) and less or unequal pay at work place (10% respondents). The conflicts were higher in Ankara compared to other cities where cultural difference appears to be the main reason for tension.

- Language and cultural differences impact the integration of refugees in the society. Except in Hatay, residents in Adana, Ankara, Izmir, Bağcılar and Sultanbeyli of Istanbul rate relationship with refugees as mostly poor. On the contrary, refugees in all cities rate relationship with locals as good or fair. Although the reasons behind this are not clear, this is something to take note of in future assessments.

- There have also been conflicts within the refugee population (16% respondents). The main reasons behind this include personal and family issues and debt (34% respondents). Other reasons include living in crowded homes (29% respondents), competitive job markets (28% respondents) and poverty (10% respondents). Conflicts were higher in Ankara compared to other cities where competitive job markets and cultural difference happens to be the main reason for tension.

- Local community and refugees suggest that the relationship can improve through community dialogue (46% respondents), cultural activities (43% respondents), promoting non-discriminatory attitudes (18% respondents) and access to employment (6% respondents). Around 6% emphasize on joint interventions by locals and refugees at schools to stop peer bullying. Others (18% respondents) suggest opening more language courses, enhancing participation of host communities in the Community Centres and raising awareness on their legal rights.

- Girls who have dropped out of school are married off through Imams as Turkish law does not permit marriage for girls before 18. The reasons for child marriage, as informed by refugees in the FGD, are lack of income in the families, perception of security and prospects of a better life if the child was married. Others, however state, child marriage was common in certain regions of Syria and therefore it is cultural.

- Peer bullying among children at school result into conflicts because of cultural differences and language barriers. Peer bullying is one reason why children do not want to go to school. Syrian children experience bullying by local children, especially when local parents perceive refugees negatively.

- Due to poor economic conditions, refugee children drop out of school and work in the agricultural sector or factories.

Participation and Feedback

- 36% of the respondents inform that TRCS staff have asked for their feedback following all vocational training and language courses, group discussions and surveys and in advisory committee meetings. However, around 30% of the respondents say they were not asked their opinion or involved in any discussion related to programme design and 27% were asked sometimes.

- FGD with staff reports that there is no standard feedback mechanism. Communities share feedback with centre staff or the manager, which is often not recorded.

- 86% of the respondents are not aware and have not seen any complaints box in the centre. 4% respondents have seen the box but have not used it. Only 6% of the respondents have sometimes used the box.

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6 Scattered meaning in different parts of the city and not necessarily living side by side to the local community. The choices for accommodation for refugees generally depend on the place of employment and low living costs.

7 Clustered meaning that refugee families living together or within the same location.

8 Merged meaning refugees living in close proximity with the local community.

- 54% of the respondents have called 168 call centre to ask questions or share feedback on ESSN card or to seek other information.

- Communities prefer to speak face-to-face privately in Community Centres to ask questions or share feedback (74% respondents) or to speak to TRCS representative at their homes (15% respondents). Others prefer telephone (15% respondents), community meetings (5% respondents) and complaints box (2% respondents).

- Communities prefer to use the similar channels to share sensitive complaints. 74% respondents prefer face-to-face privately in CCs, 14% privately at home, 8% by telephone and 3% through boxes.

- 48% respondents prefer not to make anonymous complaints. However, 26% of the respondents prefer to make complaints anonymously for all issues and 20% would like to make anonymous complaints only for sensitive issues.

- Communities would like to receive response from TRCS through face-to-face meetings (73% respondents), telephone (21% respondents) and community meetings (5% respondents). Others prefer through SMS, call centre, WhatsApp or outreach workers at home.

Capacity Building

FGDs with staff suggest the need for an orientation/training for staff/volunteers on community engagement and understanding social cohesion and inclusion. Other trainings requested are for team building, first aid, and protection. Staff seek technical support for monitoring the effectiveness and quality of work and suggest organising debriefing sessions where they can express their opinions. Community Centre staff are interested in examples of Community Centre work from other National Societies.

Detailed Findings

Information Needs

While 38% of respondents say they know about the Turkish Red Crescent Society (TRCS) Community Centre (CC) and its services and 39% say they know nothing at all, these similar percentages hint that there is room for improvement in disseminating information about TRCS and its work. 23% of the respondents have moderate knowledge in this regard. The level of awareness varies among refugees and Turkish nationals, gender and age.

Do you know anything about the TRCS Community Center (CC) and its services?
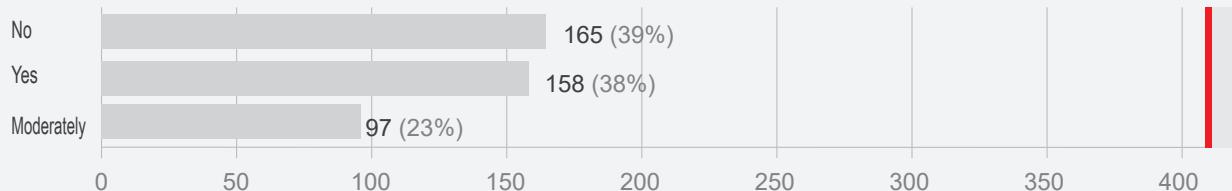
Figure 1 Level of knowledge about the TRCS Community Centre (% of answers)

44.3% refugees have more knowledge regarding the centre compared to 21.32% local community members. The FGDs provide further information, where Turkish and refugee women report to have been more aware of the presence and services provided by the Community Centre. Knowledge about the centre is lower for Turkish men than for male refugees. This is similar for the youth group. Most of the Turkish respondents inform that initially they perceived the Community Centre to provide services only meant for refugees. It was only recently when they accompanied refugees to the centre or through attending vocational courses and from outreach workers at schools and homes that they learned the services were meant for all.

FGDs with respondent report that the perception about the work of TRCS is diverse between the local community members and refugees. Local community inform they are aware that TRCS is a humanitarian organization supporting disaster or crisis affected people. It has hospitals, blood donation programmes and works with un-accompanied children. Refugees knew about the Syrian Arab Red Crescent as they supported them during the war but did not hear about TRCS when they arrived in Turkey. It was only after they visited the centre they learned about its work. In Bağcılar and Adana, however, refugee children state that they were familiar with the Red Cross Red Crescent Movement. Some recall TRCS providing relief to refugees in the camps.

Do you know anything about the TRCS Community Center (CC) and its services?
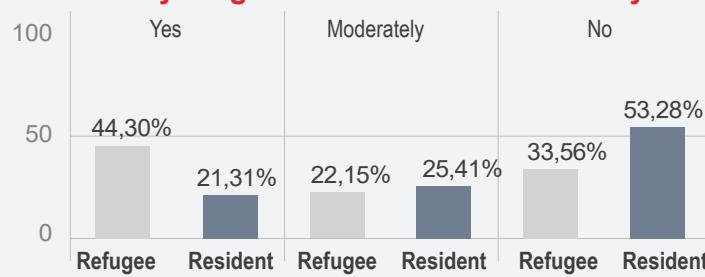
Figure 2 Level of knowledge about the TRCS Community Centre (% of answers), by status

The Community Centre is popularly known for language courses, vocational training, Child Friendly Space (CFS) and psychosocial support. Overall, out of all the respondents that include refugees and host community members who knew about the centre, 67% inform that the centre provides language courses, 56% inform about vocational training, 38% about Child Friendly Spaces and 32% on psychosocial support. Others (nearly 73% respondents) inform the centre provides information on registration, health and hygiene, TRCS programmes like Conditional Cash Transfer for Education (CCTE) and other agencies. It provides services on restoring family links, supports refugees with Special Needs Fund (SNF), community clinic and conducts school activities for children and youth. Nearly 8% respondents still believe that the centre provides services meant only for refugees. Such perceptions are higher for local community members.

What do you know about the TRCS CC?

multiple choice question, number of answers will not sum up to the number of respondents
# of answers (% of "Yes" or "Moderately" answers to the previous question)

It provides language courses	171 (67%)
It provides vocational training	144 (56%)
It supports a Child Friendly Space and children activities	97 (38%)
It provides psycho-social support	82 (32%)
It provides information on registration	71 (28%)
It provides health and hygiene sessions	62 (24%)
It provides information about other agencies/service providers	42 (16%)
It supports outreach worker to visit HH to provide information on CC	37 (15%)
It provides support to refugees pnly	20 (8%)
Others	11 (4%)
Do not wish to answer	3 (1%)

Figure 3 Level of knowledge about the services of TRCS Community Centre (# and % of answers)

The regular interaction with and use of Community Centres by respondents is high. 53% of all respondents among those who knew about the centre, visit and use the services regularly. Nearly 24% have sometimes visited while 23% of the respondents have not visited or used the services at all. FGD with Turkish women reports, that they are content with the services of Community Centre and consider it a safe place for their children.

The level of interaction and use of the centre varies among refugees and host community members and with gender and age. In general, more women (nearly 80.49% respondents) use the Community Centre than men (71.42% respondents) and overwhelmingly, more refugees (86% respondents) visit the centre compared to the local communities (43% respondents).

Do you use the CC?

Yes, regularly	136 (53%)
Yes, sometimes	61 (24%)
No, I don't use at all	58 (23%)
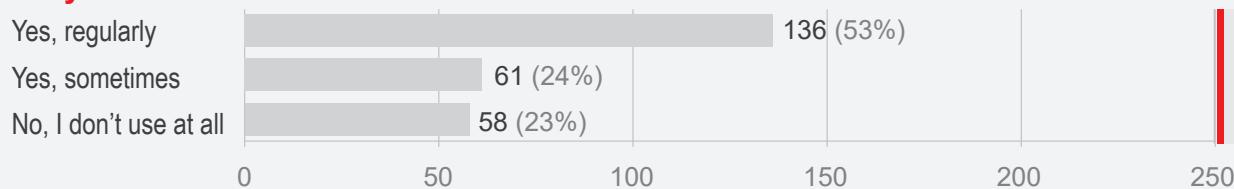
Figure 4 Frequency of using the Community Centre (# and % of answers)

Do you use the CC?
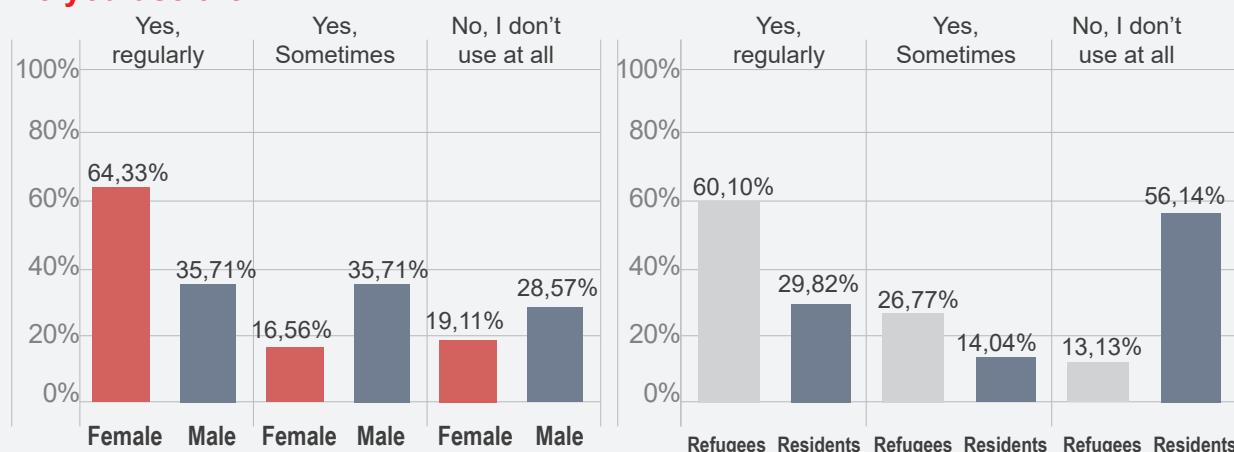
Figure 5 Frequency of using the Community Centre (% of answers), by gender and status

Among those using the centre, 55% respondents attend language courses and 51% attend vocational trainings. Others (nearly 51% respondents) participate in social and cultural activities, youth and health activities and receive psychosocial support. Only around 6% respondents use services such as protection, restoring family links, Special Needs Fund (SNF) and referrals.

If you use the CC, what services do you access there?
multiple choice question, number of answers will not sum up to the number of respondents
# of answers (% of "Yes, regularly" or "Yes, sometimes" answers to the previous question)

Service	# (%)
Language courses	108 (55%)
Vocational training	100 (51%)
Social and cultural activities	32 (16%)
Volunteers activities	30 (15%)
Health activities	22 (11%)
Psycho-social support	17 (9%)
Other	11 (6%)
Do not wish to answer	3 (2%)

Figure 6 Types of services used, (# and % of answers)

FGDs with refugee and local women report that they attend vocational courses, use Child Friendly Spaces (CFS) and psychosocial support (PSS) services regularly. They inform vocational courses such as sewing courses and PSS consultation have been particularly useful for them and their children. Such training courses have helped local community to find livelihood and produce income.

FGDs with respondent report that the majority of the refugee men attend language courses in the evening while others attend vocational courses. Few Turkish men take part in vocational courses although most have not visited the centre. From the survey findings, it is only the vocational courses that is mostly used by local community (37% respondents) compared to other services.

FGDs with youth report refugee children participate in language and vocational courses and youth activities, although the level of participation varies in different places and by gender. Survey results show 20% boys take part in youth activities compared to 13% girls. This resembles the lower engagement of female youth due to cultural barriers. Participation of Turkish youth in similar activities is lower, mainly due to lack of knowledge about the centre and its activities.

Picture 2 FGD with refugee women in Hatay

If you use the CC, what services do you access there?

	Female	Male
Language courses	57%	51%
Vocational training	61%	33%
Social and cultural activities	18%	13%
Health activities	13%	9%
Child / Volunteers activities	13%	20%
Psycho-social support	9%	7%
Other	0%	16%
Do not wish to answer	2%	1%
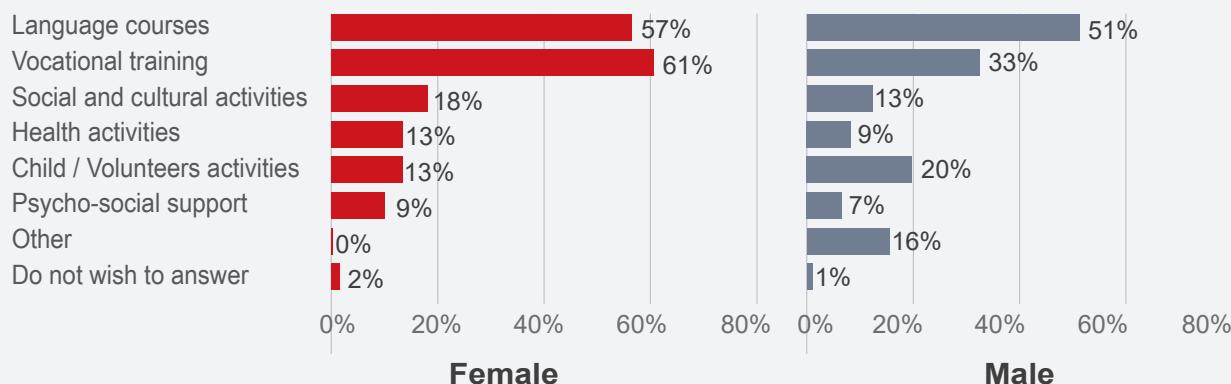
Figure 7 Types of services used (% of answers), by gender

If you use the CC, what services do you access there?

	Refugees	Residents
Language courses	53%	7%
Vocational training	40%	37%
Social and cultural activities	14%	7%
Health activities	10%	4%
Child / Volunteers activities	14%	5%
Psycho-social support	7%	5%
Other	6%	0%
Do not wish to answer	1%	2%
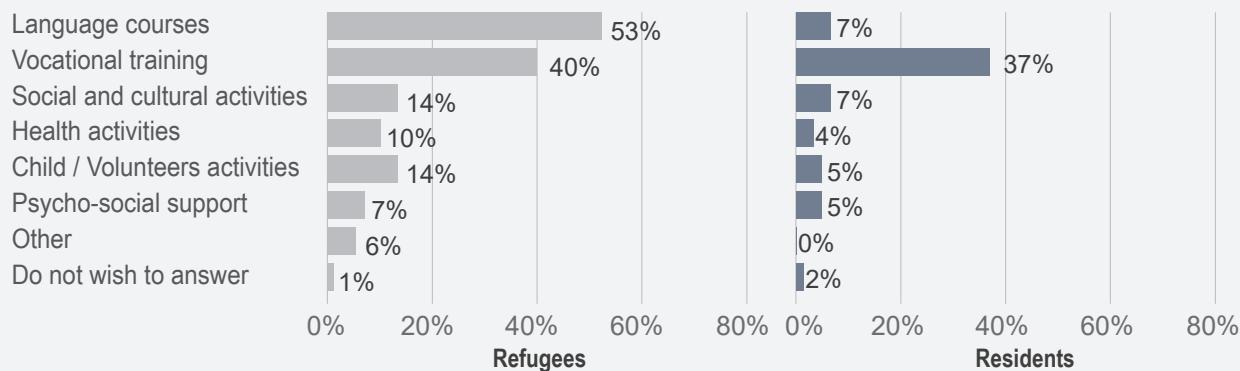
Figure 8 Types of services used (% of answers), by status

For refugee men, the challenge remains for them to take part in Community Centre activities during the day as most are out to work. TRCS staff report challenges of engaging youth in Community Centre activities during or after school hours. Many Turkish children prefer to participate only during summer vacation, while others suggest TRCS to organise activities at schools.

Respondents receive various information directly from the centre about its services and other issues. The majority receive information about language and vocational courses, updates on the services by TRCS, registration processes and other agencies. Nearly 35% respondents inform about receiving life-saving messages on health and hygiene, children and pregnant mothers. In Adana, for example, refugees in FGDs mention about health seminars organised by health volunteers where brochures, visual materials and videos are used. Around 14% respondents receive other information about employment, legal rights, services to handicapped persons, SNF and protection issues and advisory committee meetings. Survey results also show 86% men seek information on language courses, registration services and employment compared to 67% women. Women seek more information on updates about Community Centre activities, vocational courses, hygiene, mother child care and advisory committee meetings. While respondents receive this information upon visiting the centre, staff also calls or sends SMS to provide updates.

What information do you receive directly from CC?

multiple choice question, number of answers will not sum up to the number of respondents
# of answers (% of "Yes, regularly" or "Yes, sometimes" answers to the "Do you use the CC?" question)

Language Course and how I can participate	50% (99)
Updates on CC activities	38% (75)
Vocational courses and how I can participate	34% (67)
How to maintain health ang hygiene	26% (51)
Registration and information on other agencies	18% (36)
How to take care of my child	7% (13)
How to find a job	5% (10)
Others	4% (8)
Do not wish to answer	4% (7)
How to participate in advisory councel meetings to share my feedback	3% (5)
How to share feedback about CC service	2% (4)
How to take care of new/pregnant mothers	2% (4)
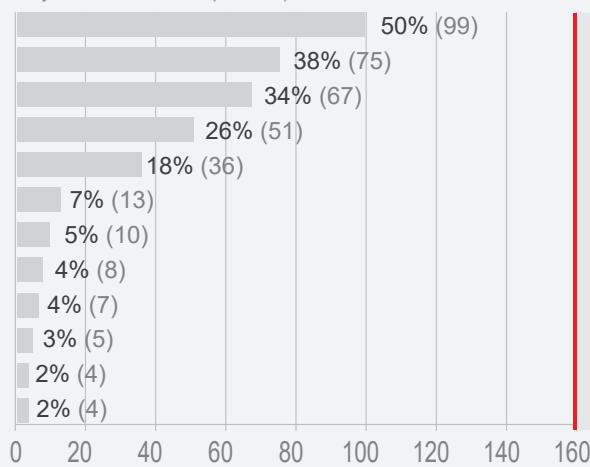
Figure 9 Types of information received at the Community Centre (# and % of answers)

What information do you receive directly from CC?

	Female	Male
Language Course and how I can participate	48%	54%
Updates on CC activities	44%	27%
Vocational courses and how I can participate	37%	29%
How to maintain health ang hygiene	29%	20%
Registration and information on other agencies	14%	26%
How to take care of my child	9%	1%
How to find a job	5%	6%
Others	3%	6%
Do not wish to answer	6%	0%
How to participate in advisory councel meetings to share my feedback	4%	0%
How to share feedback about CC service	3%	0%
How to take care of new/pregnant mothers	3%	0%

Figure 10 Types of information received at the Community Centre (% of answers), by gender

The information provided by the centre is easy to understand and useful (94% respondents). Only around 5% respondents feel the information provided is not useful or easy to understand, mainly due to language barriers.

Out of 255 respondents who informed that they were aware about the Community Centre, nearly 51% of respondents in the survey report that they heard about the centre from friends and neighbours, 22% from family members and 21% from TRCS CC, Red Crescent volunteers and outreach workers/staff. 7% learned about it from social media such as Facebook, Instagram, LinkedIn and Twitter and other sources like radio and SMS. This indicates that, despite the TRC CC social media pages, not many are using them, mainly due to lack of knowledge and language barriers. 12% respondents mention about mixed sources such as other agencies, teachers, children, hospitals and physically passing by the centre. Although brochures are distributed in metro stations and booths across the cities, in the survey, only 3% mentioned about it as a source of information.

How did you learn about TRCS Community Centres?

multiple choice question, number of answers will not sum up to the number of respondents

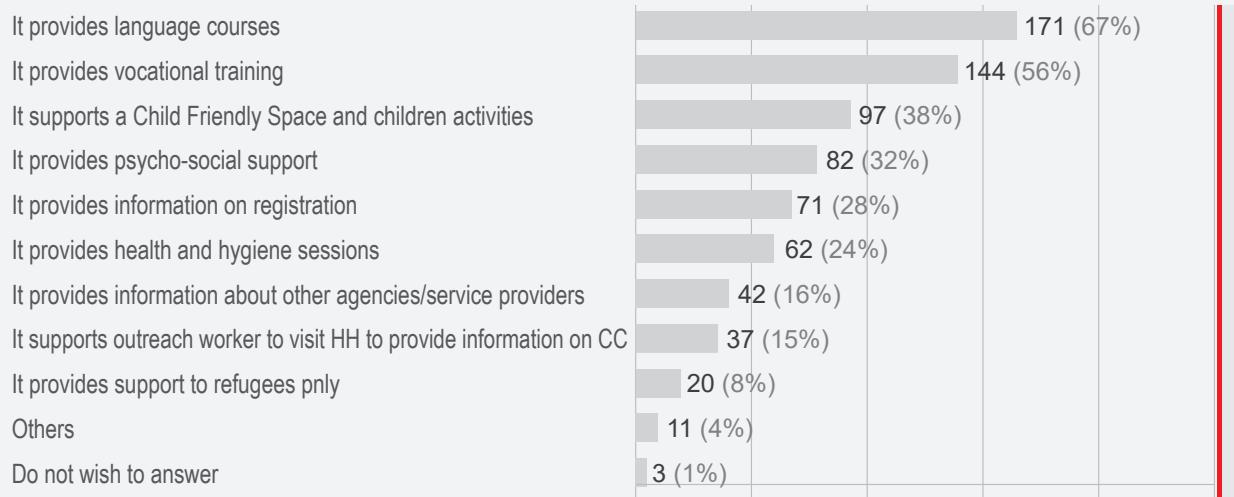**# of answers** (% of "Yes" or "Moderately" answers to the "Do you know anything about the TRCS CC?" question)

Friends and neighbors	129 (51%)
Family	57 (22%)
TRCS Community Centre	38 (15%)
Others	30 (12%)
RC volunteers or staff	16 (6%)
Do not wish to answer	9 (4%)
Facebook	8 (3%)
Brochures and posters	7 (3%)
Government	5 (2%)
SMS	4 (2%)
Twitter	3 (1%)
Radio	2 (1%)
Instagram	1 (0%)
LinkedIn	1 (0%)
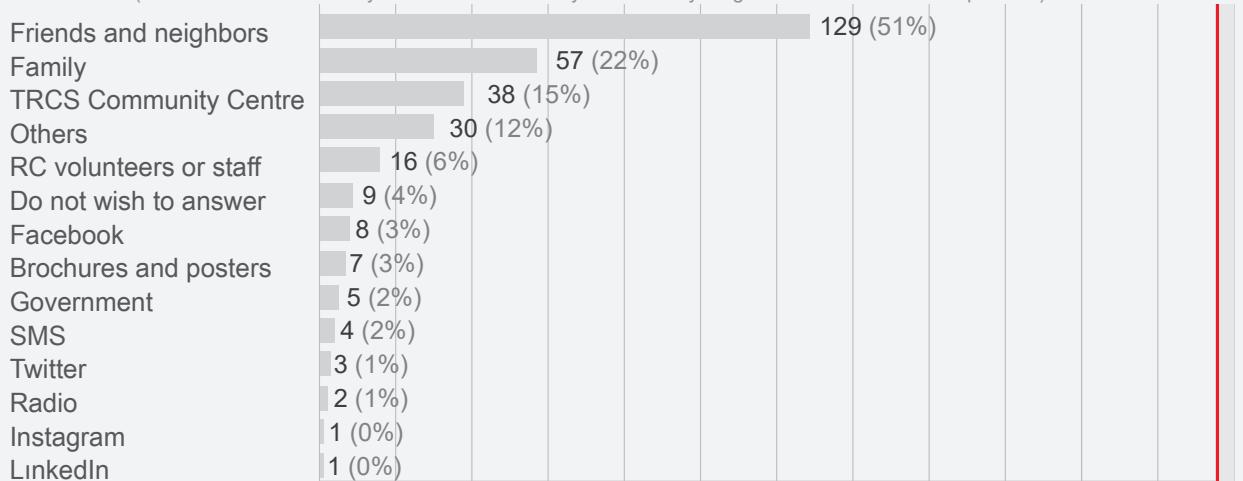
Figure 11 Sources of information about Community Centre (# and % of answers)

Refugees suggest that having outreach workers visiting homes to share information is not enough and that multiple channels should be used. In Hatay for example, children did not hear about the centre at all. While local children in other cities learned about it from schools, they felt it was important that their parents were also informed.

Nearly 74% respondents believe information about the centre is well communicated. Others, around 21% do not think the centre is clearly communicated or advertised. This is greatly felt by local community (39.28% respondents).

FGDs with respondents suggest that there needs to be wider dissemination of information about the centre, especially in places like Provincial Migration Management Office and in the streets. Some recommend hanging signs in the streets to show directions to the Community Centre.

How well do you think information about the CC is communicated to the community?

Very well communicated	121 (47%)
Wel communicated	70 (27%)
Not at all advetised	35 (14%)
Not clearly communicated	17 (7%)
Do not wish to answer	11 (4%)
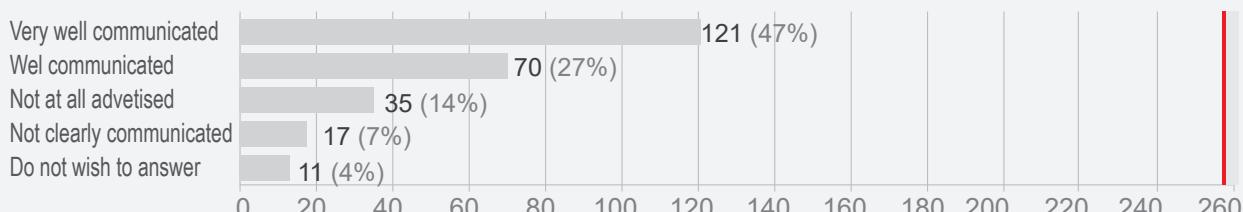
Figure 12 How well information about the centre is communicated with communities (# and % of answers)

	Very well communicated	Well communicated	Not clearly communicated	Not at all advetised	Do not wish to answer
Refugees	53,03%	29,29%	5,56%	9,60%	2,53%
Residents	28,57%	21,43%	10,71%	28,57%	10,71%
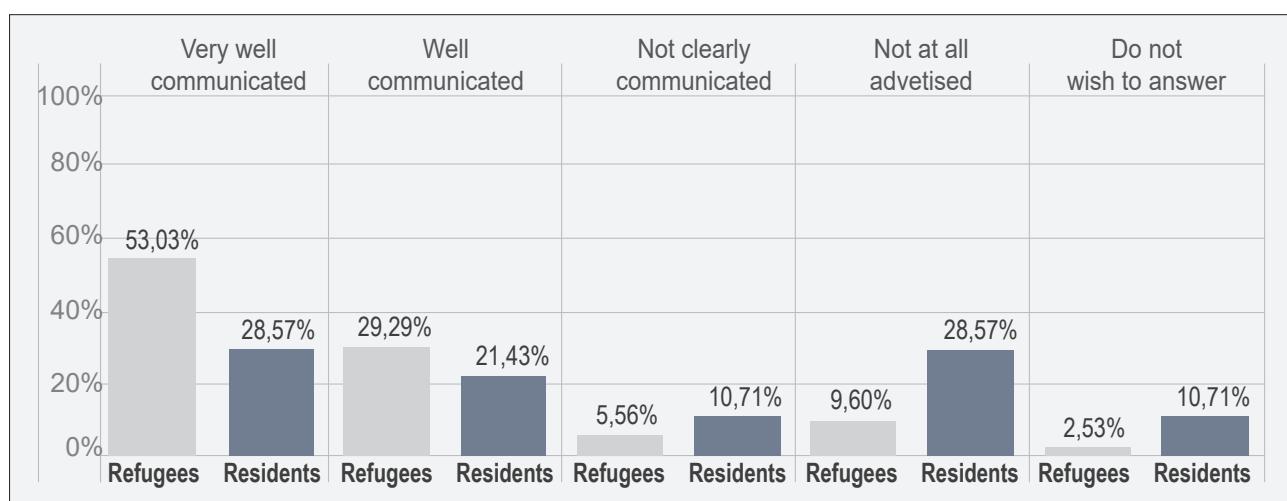
Figure 13 How well information about the centre is communicated with communities (% of answers), by status

50% respondents suggest meeting at Community Centre either individually or collectively as the most preferred channel for receiving information. This is also supported by FGD reports. Other channels accessible and preferred include mobile phones (33%), meetings at home (29%) and social media (37%) such as Face book, WhatsApp, YouTube, Instagram, LinkedIn and websites. 26% respondents prefer SMS, brochures to be distributed in the centres and schools, videos, notice boards, call centre, TRCS staff/volunteers and religious leaders. The findings are similar for men and women respondents.

For those who cannot read or write, in addition to meeting at the centre or speaking to TRCS over phone, WhatsApp is a preferred choice to communicate as it can share recorded voice message. Children are interested to receive information from schools and social media. They are also interested in street drama/mobile cinema and radio programmes.

Refugees suggest for physically challenged persons, sign language or brochures in braille can be quite useful. Local Imams during the FGD in Adana inform that they can play an important role to share information about the centre in the mosques.

Picture 3 FGD with local women in Sultanbeyli, Istanbul

If we wanted to provide you with information about our services in TRCS CC or other topics - how would you prefer to receive it?

multiple choice question, number of answers will not sum up to the number of respondents

Channel	Value
Face to face meeting at CC	195 (46%)
Mobile phone	138 (33%)
Face to face at home	121 (29%)
Whatsapp	51 (12%)
Facebook	48 (11%)
SMS	33 (8%)
Brochures and posters	32 (8%)
Instagram	20 (5%)
TV screens at CC/Video	19 (5%)
Twitter	17 (4%)
Community meetings at CC	16 (4%)
Website	13 (3%)
Community meetings at our locality	11 (3%)
Youtube	9 (2%)
Do not wish to answer	6 (1%)
Notice abroads	6 (1%)
RC volunteers on staff	6 (1%)
Call centre	5 (1%)
TV	5 (1%)
Mosques/religious leader	4 (1%)
LinkedIn	2 (0%)
Community leaders	1 (0%)
Government	1 (0%)
Merhabá Umut - mobile app	1 (0%)
Others	1 (0%)

Figure 14 Channels preferred by respondents to receive information about Community Centre and other issues

For respondents, among the most trusted sources of information are family and friends (56% respondents), TRCS Community Centre, its staff and volunteers (42% respondents). 16% respondents suggest government and 29% mention about social media, television, videos and brochures as the trusted sources of information. Around 5% do not trust any sources of information. The findings are similar for men and women respondents.

Communities need information about health services and behavioural issues such as mother child care, pre and post-natal care, nutrition, personal and menstrual hygiene and HIV. This represents 50% response in the survey. Regarding health, refugees need information on various health services and contacts to support physically challenged persons. They suggest TRCS to produce brochures with contact details for specific health issues and hospitals. Women would like to learn about female health issues and motherhood through seminars.

22% respondents ask for information/messages on protection issues such as gender-based violence, child marriage, trafficking and psycho social support. The need for such information are higher for female (60%) than male respondents (21%). Turkish female respondents emphasized on learning about raising children and child communication.

What are the main issues that you/your family need information on right now?

Category	Value
TRCS Program	164 (39%)
Behaviour/Life saving	97 (23%)
Information on health	113 (27%)
Protection information	93 (22%)
Legal rights for refugees	91 (22%)
Education for my children	59 (14%)
How to find work	62 (15%)
General news (what is happening here)	51 (12%)
Registration services	51 (12%)
Public services	48 (11%)
First Aid	35 (8%)
Need no information	49 (12%)
How to find housing	28 (7%)
Information on personal hygiene	17 (4%)
Do not wish to answer	31 (7%)
Information about safe internet use for children	15 (4%)
Information on missing family member	17 (4%)
Other	11 (3%)
Weather forecasts	7 (2%)

Figure 15 Information needs of refugees and host community members (# and % of answers)

What are the main issues that you/your family need information on right now?

multiple choice question, number of answers will not sum up to the number of respondents top ten answers highlighted

Category	Female	Male
TRCS Program	41%	36%
Behaviour/Life saving	33%	7%
Information on health	31%	20%
Protection information	27%	14%
Legal rights for refugees	22%	20%
Education for my children	17%	10%
How to find work	15%	14%
General news (what is happening here)	15%	8%
Registration services	12%	12%
Public services	12%	10%
First Aid	10%	5%
Need no information	10%	14%
How to find housing	9%	2%
Information on personal hygiene	6%	1%
Do not wish to answer	5%	10%
Information about safe internet use for children	5%	2%
Information on missing family member	3%	6%
Other	3%	2%
Weather forecasts	2%	1%

Figure 16 Information needs of refugees and host community members (% of answers), by gender

Nearly 39% of the respondents wanted to know more about the services of TRCS CCs and other programmes like Emergency Social Safety Net (ESSN), CCTE, first aid and feedback mechanisms. This data is supported by FGD reports in all the groups. Many suggest TRCS to open separate Instagram and Facebook accounts for the centre of the respective city.

Refugees in FGD inform that they need information about translation services; having no translators at the hospitals are a challenge. Children, particularly the locals, mentioned they would like to learn more about TRCS CC youth activities, counselling programmes, computer courses at the centre and how refugees live in Turkey.

Survey results and FGD reports show communities also need information on legal rights, humanitarian aid, family planning, employment, registration services, education facilities for children, awareness on drug abuse, housing, travel permits, social rights such as marriage and divorce. Legal procedures in Turkey are different and most respondents do not have information about issues such as divorce or house renting or employment. 4% respondents wanted to know about missing family members.

Staff discuss in FGDs that information boards and animations can be used at the centre to promote information about CC services. Information kiosks at different locations of the city or organising promotional events can be effective to inform large numbers of people. Beneficiaries often cannot tell the difference among various TRCS interventions such as relief, ESSN, CCTE and CC, and these should be discussed in community meetings.

Picture 4 Individual interview with a refugee man in Bagcilar, Istanbul

65% respondents inform that they do not encounter challenges in receiving information. However, around 34% respondents admit the inability to read, the CCs being too far away, information received not in the language spoken and being dependent on family members to receive information. Respondents mention language barriers often make it difficult to access services from hospitals or police stations.

Does anything stop you now or anything that make it difficult for you to get information?

multiple choice question, number of answers will not sum up to the number of respondents

Barrier	Value
Nothing stops me	274 (65%)
Ability to read	73 (17%)
Information not in local language	42 (10%)
Other	12 (3%)
Do not wish to answer	11 (3%)
Dependent on another family member	10 (2%)
Cost of charging equipment	8 (2%)
I don't have time to get information	5 (1%)
Do not own any equipment eg radio	4 (1%)
Information inaccessible (visualy impaired, disabled, etc.)	3 (1%)
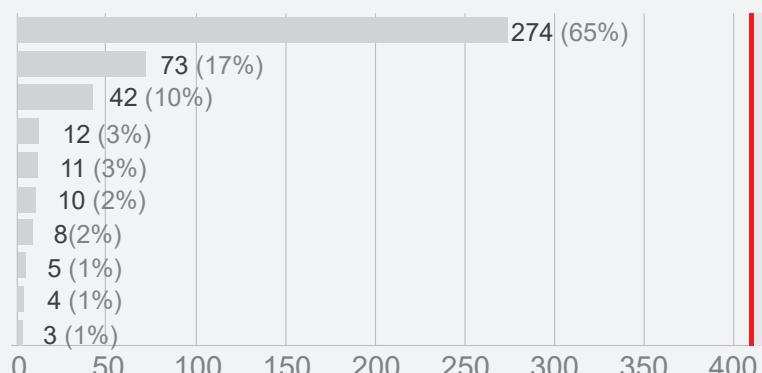
Figure 17 Barriers to receiving information (# and % of answers)

Regarding the preference of language to communicate and receive information from TRCS both in writing and speaking, nearly 69% respondents suggest Arabic and 45-46% Turkish. Around 7-8% would like to receive information in English, Kurdish and Farsi.

In what language do you prefer to communicate and recieve information - *written*?

multiple choice question, number of answers will not sum up to the number of respondents

Language	Value
Arabic	288 (69%)
Turkish	195 (46%)
English	26 (6%)
Other	4 (1%)
Do not wish to answer	2 (0%)
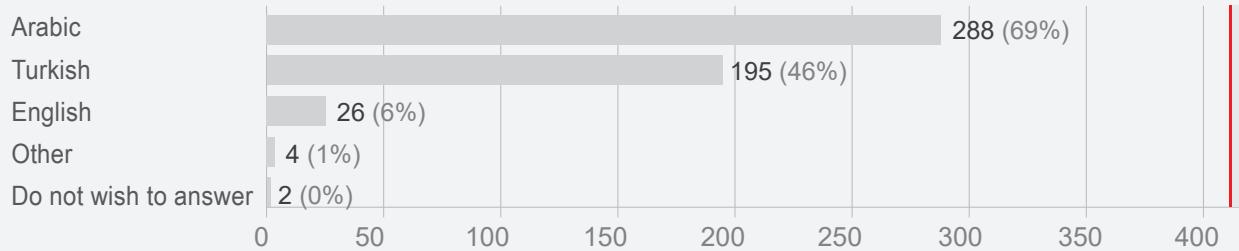
Figure 18 Preferred written language for communication (# and % of answers)

In what language do you prefer to communicate and recieve information - *spoken*?

multiple choice question, number of answers will not sum up to the number of respondents

Language	Value
Arabic	290 (69%)
Turkish	191 (45%)
English	25 (6%)
Other	8 (2%)
Do not wish to answer	1 (0%)
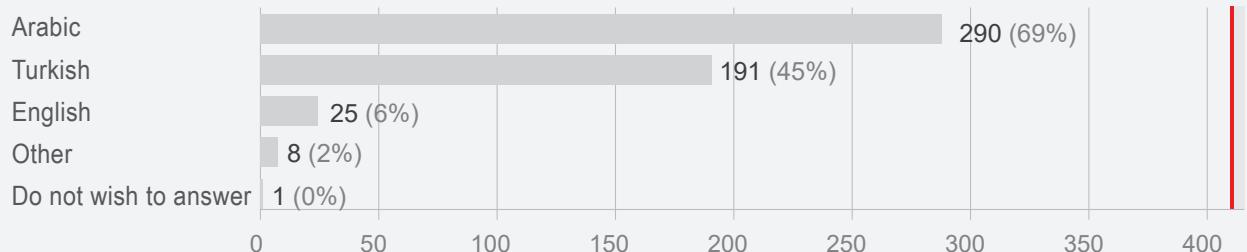
Figure 19 Preferred spoken language for communication (# and % of answers)

Picture 5 Individual interview of refugee man in Bagcilar, Istanbul

Around 23% respondents inform there are rumours both among local and refugee communities. Rumours are related to cash programmes and government's support to refugees, deportation, employment, travel permits and education.

Are there any rumour spreading?

No	324 (77%)
Yes	96 (23%)

0   50   100   150   200   250   300   350   400
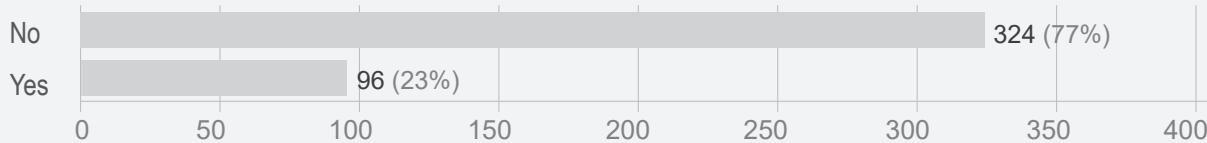
Figure 20 Spread of rumours within communities (# and % of answers)

Based on the survey and FGD reports, the various types of rumours gathered from local community and refugees are listed below:

Topics	Rumours by refugees and host community members
Cash programmes and government's support to refugees	- Syrian families are receiving 100TL from the government and government pays the house rent for Syrians - Refugees are receiving money from the state - The Germans are giving money to TRCS and Syrian people - The European community supports the TRCS for assisting the refugees - ESSN project will phase out soon - Syrians are rich
TRCS CC	- Community Centres grant cash to the participants of the courses - The Community Centre is meant for refugees only
Deportation	- Syrians will be sent back to their countries, particularly those who do not have ID card - After Afrin operation, Syrians will be repatriated to Afrin. - Border gates will be opened, and Syrians can go back.
Employment	- Refugees getting jobs even though the locals are unemployed
Travel permits	- Refugees need to bribe if they wanted to take travel permit from Provincial Migration Office
Education	- Syrian children can enrol at university for free - Government is granting scholarship to refugees' children which local children can not avail - 300 Syrian students will go to university without exam

Table 3 Types of rumours from refugees and host community

FGDs with Turkish women inform that misperceptions among local community are changing gradually as they interact with refugees at the centre. Without a formal mechanism to debunk the rumours, refugees or local people check the internet or ask TRCS CC outreach staff if the rumours were true. Rumours are one of the root causes of misperceptions among local and refugee communities that result in discrimination and conflict. Both locals and refugees emphasize the need for developing a systematic rumour tracking mechanism to provide communities with true information.

Staff at the centre inform it is challenging to respond to rumours given no formal mechanism. The rumours are not recorded or responded systematically. Refugees have also suggested that TRCS can respond to rumours through social media. Government should be involved, to prevent the spread of rumours as well. Rumours against refugees are often generalized by the locals creating negative perception.
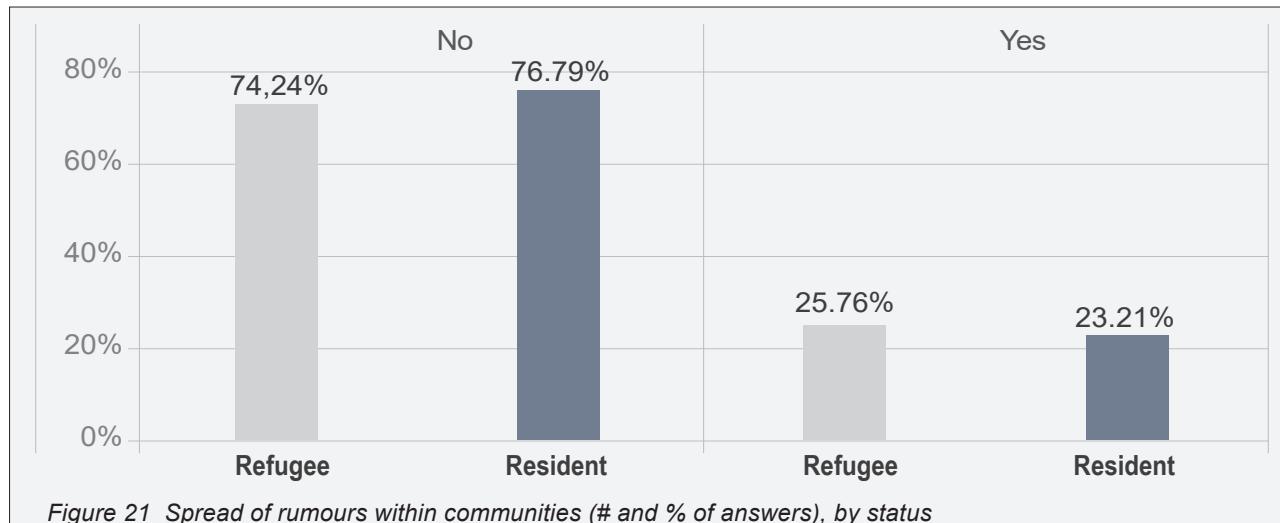
Figure 21 Spread of rumours within communities (# and % of answers), by status

Communication Channels

88% respondents have access to and use mobile phones, while 4% respondents do not own a phone, but their family has one. 4.26% female respondents have family members with a phone compared to 2.47% male respondents. Turkcell is the most widely used service provider by the community (70% respondents). Others use Turk Telecom (15% respondents) and Vodaphone (12% respondents).

Do you own a mobile phone?
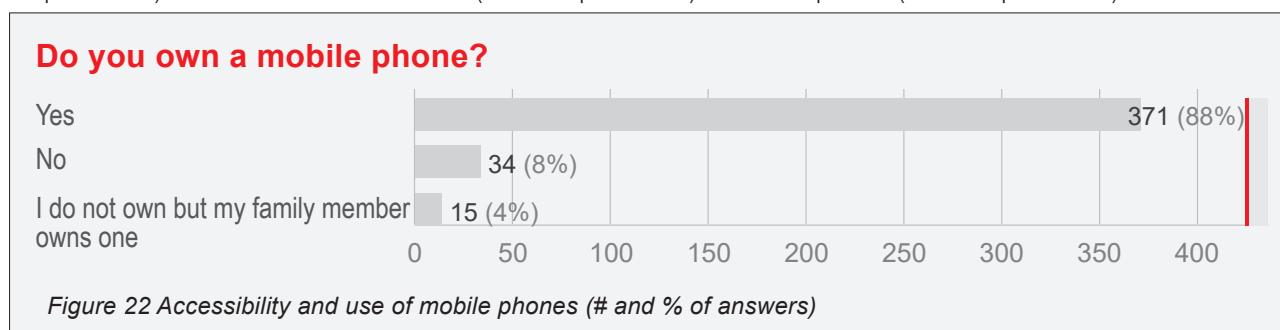
Figure 22 Accessibility and use of mobile phones (# and % of answers)

Do you own a mobile phone?
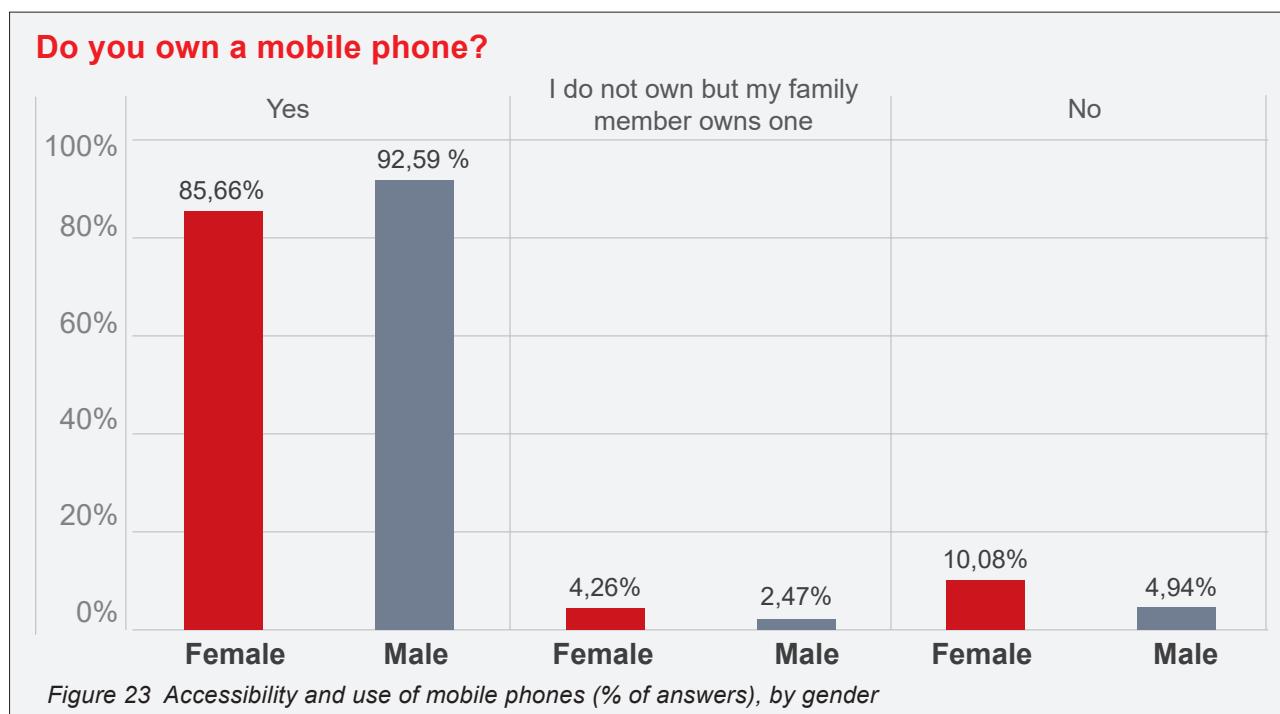
Figure 23 Accessibility and use of mobile phones (% of answers), by gender

What mobile service provider do you use?
multiple choice question, number of answers will not sum up to the number of respondents
# of answers (% of positive answers to the previous question)

Turkcell	269 (70%)
Turk Telekom	57 (15%)
Vodafone	47 (12%)
Others	14 (4%)
Do not wish to answer	4 (1%)
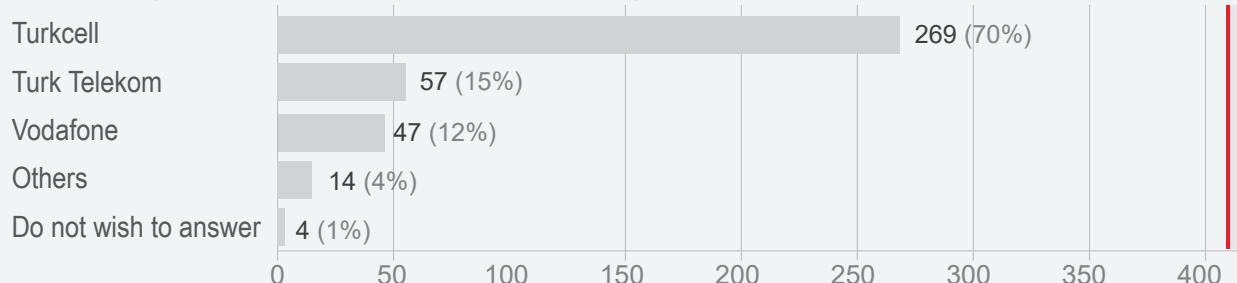
Figure 24 Type of Service Providers used by respondents (# and % of answers)

70% respondents use phones to make calls and use social media such as WhatsApp (66% respondents), Facebook (36% respondents), Instagram (18% respondents), Twitter (9% respondents) and LinkedIn (1% respondents). Only 19% respondents use YouTube and 12% use SMS services. Survey results show 71% female respondents use WhatsApp compared to 58% of male respondents. On the contrary, 42% male respondents use Facebook compared to 32% female respondents. FGD reports inform that children have email accounts, which they use in their phones.

What do you use most with your phone?
multiple choice question, number of answers will not sum up to the number of respondents
# of answers (% of positive answers to the first question)

Pivot Field Names

Voice calls	272 (70%)
Whatsapp	253 (66%)
Facebook	139 (36%)
Use Internet	75 (19%)
Instagram	68 (18%)
Youtube	67 (17%)
SMS	46 (12%)
Twitter	36 (9%)
Use applications	19 (5%)
Watch videos	9 (2%)
Others	6 (2%)
Pinterest	6 (2%)
LınkedIn	5 (1%)
Listen to radio	3 (1%)
Do not wish to answer	2 (1%)
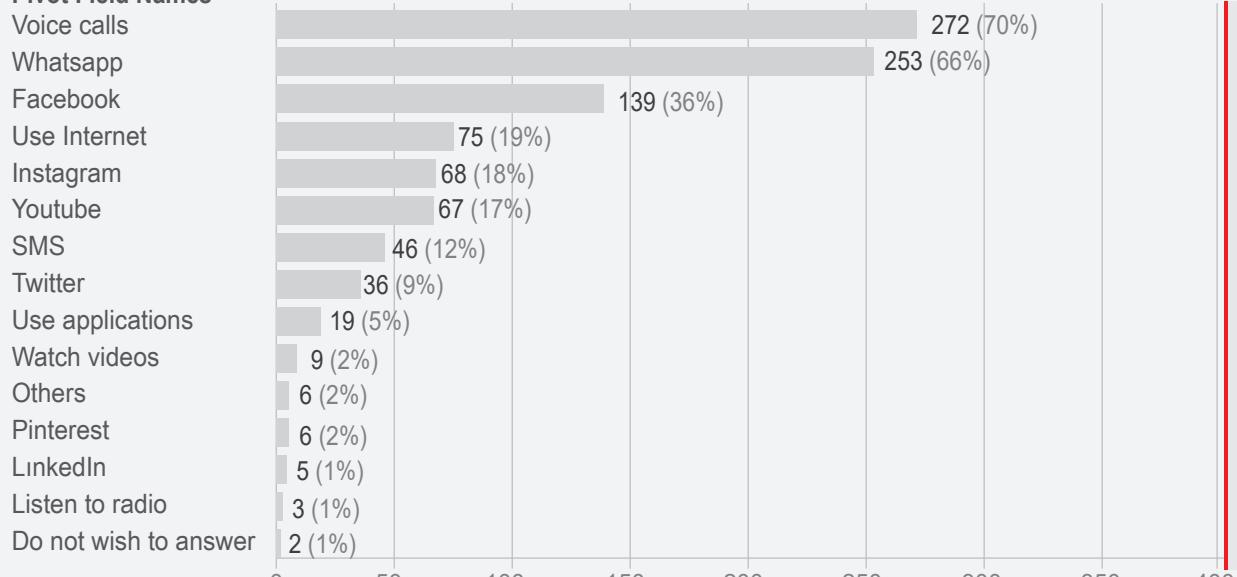
Figure 25 How mobile phones are used (# and % of answers)

TRCS in partnership with Turkcell launched the application "Hello Hope" also known as Merhaba Umut to provide instant Turkish – Arabic translation and practical information about TRCS Community Centres and the ESSN programme. Refugees can learn the words used the most in Turkish both verbal and written. Users can benefit from simultaneous verbal translation apart from learning a language. The app offers an access to critical information and practical information in daily life such as how to access health services, how to register, where the nearest service points are located, etc. Moreover, users can call Turkcell Arabic call centre if they face any problems.

What do you use most with your phone?
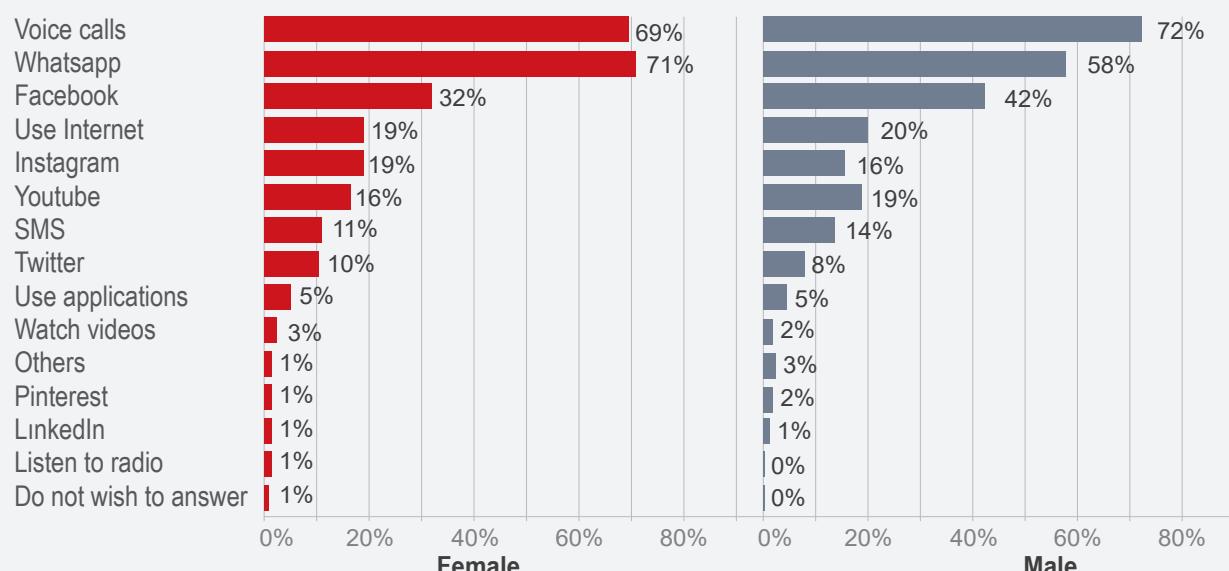
Figure 26 How mobile phones are used (% of answers), by gender

Have you used *Merhaba Umut* application in your phone?
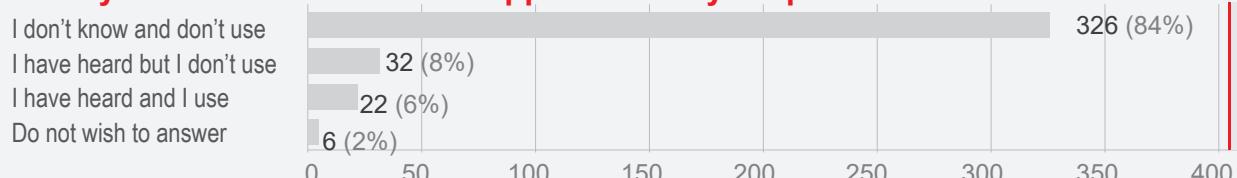
Figure 27 Use of 'Merhaba Umut' or 'Hello Hope' application (# and % of answers)

Overwhelmingly, 84% respondents do not know and do not use Hello Hope or Merhaba Umut application. Only around 8% of the respondents have heard about it but they too do not use the application. The lack of knowledge on the application is higher for Turkish (90.99%) respondents than refugees (81.82%). Although staff in the Sultanbeyli Community Centre inform that brochures regarding the application was advertised initially, awareness on the application needs to be further enhanced in all the centres. Brochures on the application should be distributed in schools and public places. FGDs with locals and refugees inform the application is useful but needs to be improved with more information on health. Additionally, the application should have more words and be able to translate sentences.

Have you used *Merhaba Umut* application in your phone?
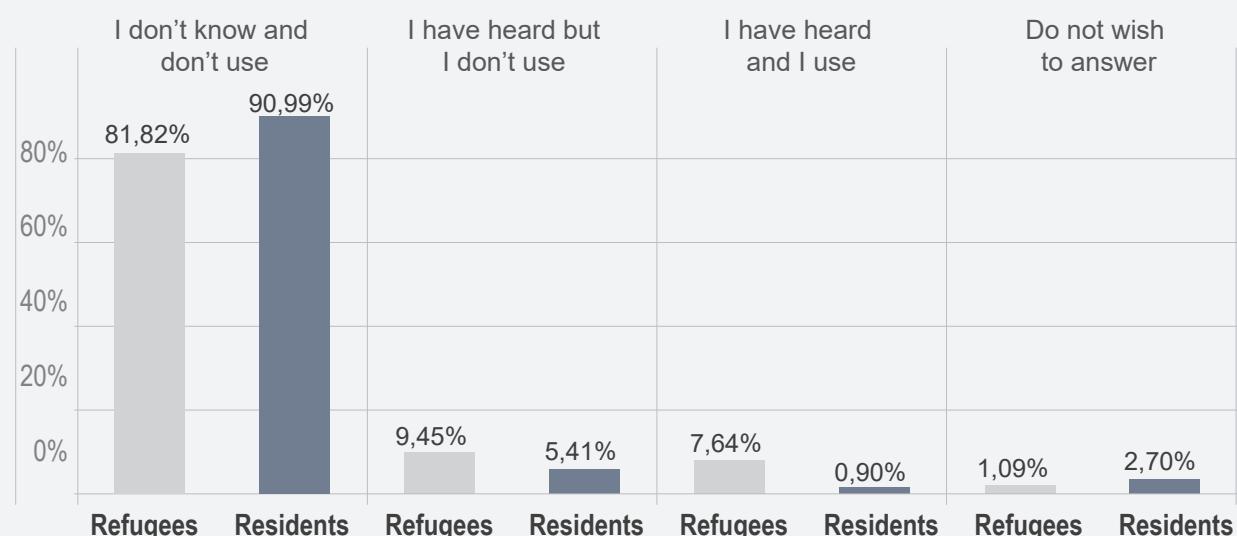
Figure 28 Use of 'Merhaba Umut' application (% of answers), by status

76% of the respondents are not familiar and have not visited the TRCS social media pages. Only 21% respondents have regularly or sometimes visited the pages. 87.39% of Turkish respondents compared to 70.91% refugees are not aware and have not visited the TRCS social media pages. Staff at the centre inform there are free standing boards with link to social media accounts. However, it is not clear how well they are communicated to communities. Local community and refugees are interested to learn more about these social media pages.

Among those who visit the social media sites of the TRCS CC, Facebook is most popular (88% respondents). General feedback regarding TRCS Facebook pages was to improve the site with regular updates of activities, information about the centre along with contact of a dedicated call line so that everyone is informed and able to contact TRCS when needed. The pages should also be translated into Arabic. Fewer respondents visit TRCS Instagram account (35% respondents), Twitter (7% respondents) and You Tube channels (11% respondents).

Have you visited TRC Community Center in Social Media?
*eg. Facebook, Twitter, Instagram, Youtube

No I don't know and don't visit	292 (76%)
Yes, I visit regularly	41 (11%)
Yes, sometimes	38 (10%)
Do not wish to answer	11 (3%)
Yes, I visited but it is not in my language	4 (1%)
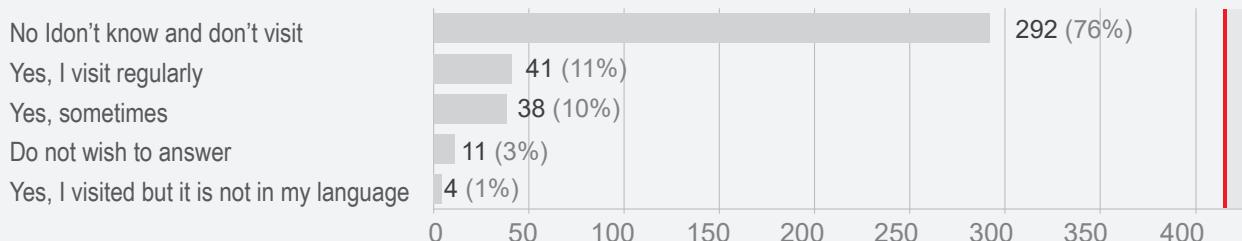
Figure 29 Level of knowledge and use of TRCS Social Media (# and % of answers)

Have you visited TRC Community Center in Social Media?

	No, I don't know and don't use	Yes, I visit regularly	Yes, sometimes	Do not wish to answer	Yes, I visited but it is not in my language
Refugees	70.91%	13,45%	10,91%	3,27%	1,45%
Residents	87.39%	3,60%	7,21%	1,80%	

Figure 30 Level of knowledge and use of TRCS Social Media (% of answers), by status

Which social media do you use most for CC?
multiple choice question, number of answers will not sum up to the number of respondents

# of answers (% of positive answers to the previous question)

Facebook	73 (88%)
Instagram	29 (35%)
Youtube	9 (11%)
Twitter	6 (7%)
Do not wish to answer	3 (4%)
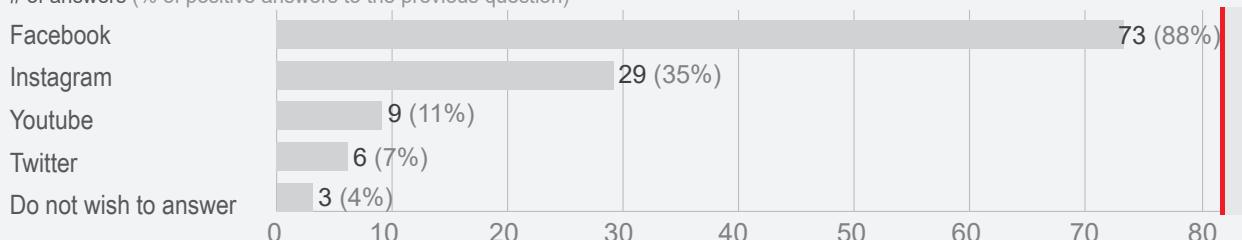
Figure 31 Most used TRCS Social Media (# and % of answers)

Radio is not popular among the respondents. Only 12% respondents listen to the radio and 7% respondents used to listen back in their countries. Radio is more popular among young children than adults. Channels such as TRT Arabic, Joy Turk, NR1 are popular. Hence, although there might have been a culture of listening to radio in Syria, the main reason for not listening in Turkey is the language barrier. This is also why survey results show more locals (20.72% respondents) listening to the radio compared to refugees (7.27% respondents).

Do you listen to radio?

No	334 (80%)
Yes	49 (12%)
I used to listen to radio in my country	28 (7%)
Do not wish to answer	9 (2%)
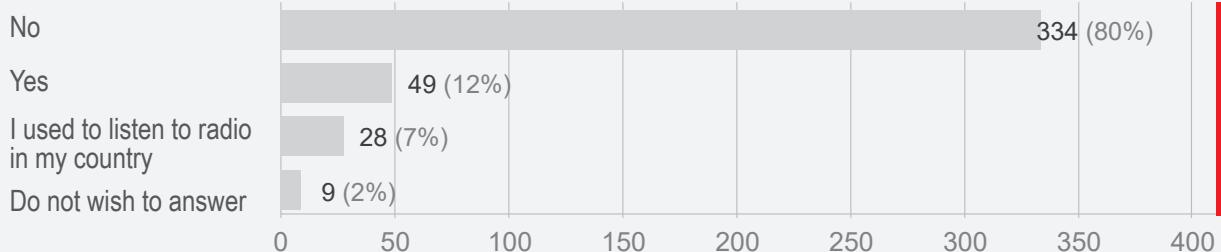
Figure 32 Use of radio by respondents (# and % of answers)

Do you listen to radio?

	No		Yes		I used to listen to radio in my country	Do not wish to answer	
	Refugees	Residents	Refugees	Residents	Refugees	Refugees	Residents
	81,09%	78,38%	7,27%	20,72%	8,73%	2,91%	0,90%
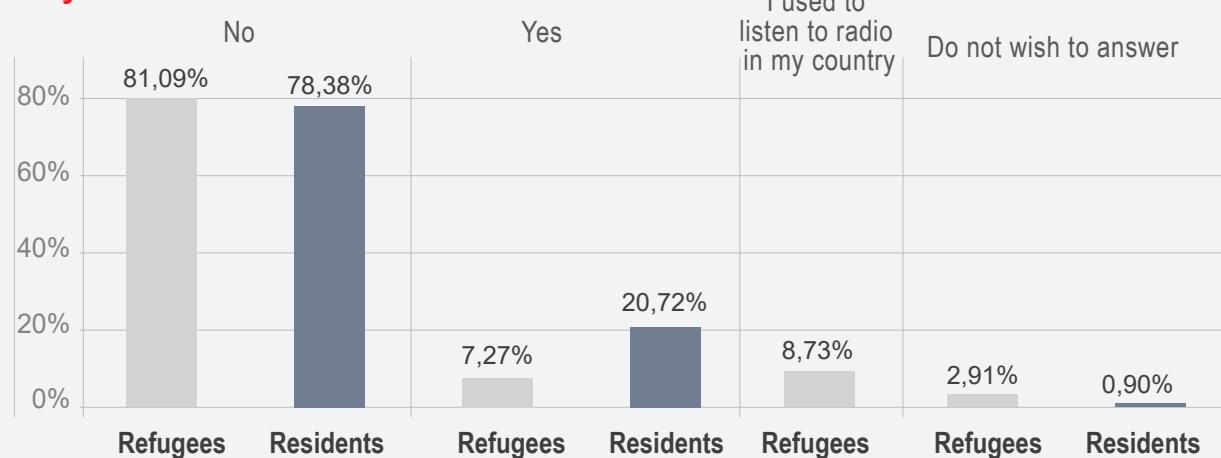
Figure 33 Use of radio by respondents (% of answers), by status

Other communication channels used by respondents are television (73%) and computers (22%). 14% respondents use mobile phones which is recorded in the 'others' category. FGD reports inform that television channels such as TRT is popular among the refugees but most of them do not understand language.

Do you use other communication channels?

multiple choice question, number of answers will not sum up to the number of respondents

TV	308 (73%)
Computer	94 (22%)
Others	58 (14%)
Tablet	45 (11%)
Newspaper	23 (5%)
I don't use anything else	21 (5%)
Do not wish to answer	11 (3%)
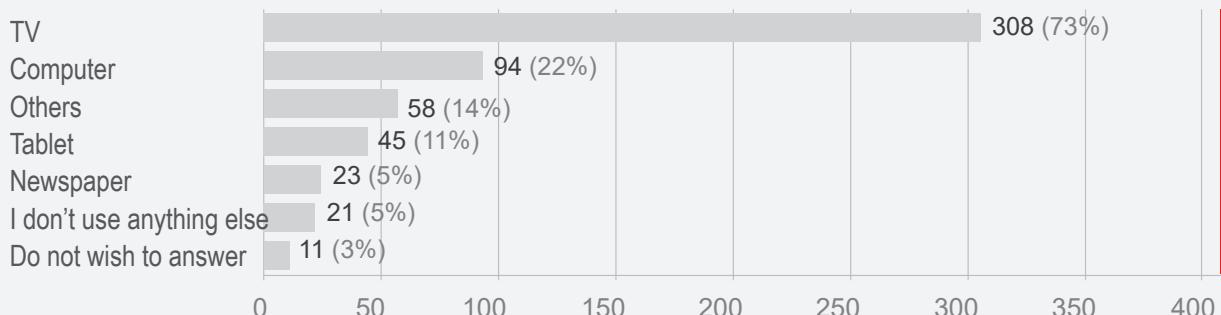
Figure 34 Other communication channels (# and % of answers)

Community Structure, Social Cohesion and Behaviour

Community Structure

Among the refugee community, there is not a strong collective decision-making process. 43% of the respondents inform that decisions are not made collectively or do not know how they are made. 14% of the respondents inform they make their own decisions through consulting with family members or the head of the household.

How are decisions made in your community?
multiple choice question, number of answers will not sum up to the number of respondents
questions for refugees only

I don't know	76 (25%)
Through community meetings	74 (25%)
No decisions are made	53 (18%)
Other	41 (14%)
Through a community committee	25 (8%)
Do not wish to answer	19 (6%)
By our community leaders	16 (5%)
Through the advisory committee in the TRC CC	5 (2%)

Figure 35 Ways through which refugee community make decisions (# and % of answers)

Around 33% respondents inform that decisions are made through community meetings or community committees. While most of these meetings are held informally in the locality either in refugee's homes (35% respondents) and the market place (6%), few respondents (2%) mention decisions are collectively made in formal settings such as advisory committee in Community Centres or NGO offices. Decisions are also made through community leaders (5% respondents), who share information or updates among refugees.

Do you have any community meetings within your community?
If yes, where are they held?
questions for refugees only

No, there are no community meetings	128 (42%)
Yes, in our homes	107 (35%)
Do not wish to answer	21 (7%)
Yes, in a market place	19 (6%)
Yes, we use the TRC CC	15 (5%)
Yes, others	13 (4%)
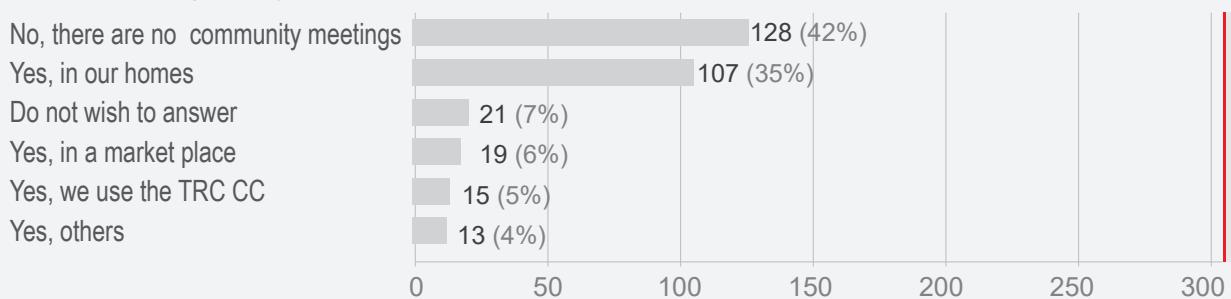
Figure 36 Community meetings and its location within refugee community (# and % of answers)

Do you take part in those meetings?
# of answers (% of positive answers to the previous question)

Sometimes	95 (62%)
Yes, very often	49 (32%)
Do not wish to answer	15 (10%)
Never	12 (8%)
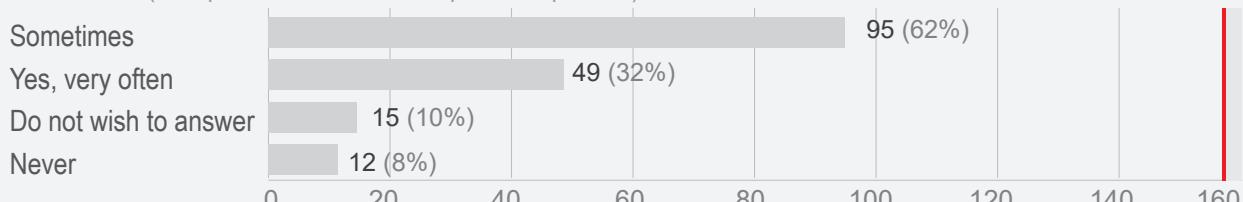
Figure 37 Frequency of refugees taking part in community meetings (# and % of answers)

Adana	Sometimes	12
	Yes, very often	9
	Never	1
Ankara	Sometimes	8
	Yes, very often	7
	Never	4
Bağcılar, İstanbul	Sometimes	22
	Yes, very often	13
	Do not wish to answer	2
	Never	3
Hatay	Sometimes	17
	Yes, very often	2
	Do not wish to answer	2
Izmir	Sometimes	13
	Yes, very often	13
	Do not wish to answer	1
	Never	1
Sultanbeyli, Istanbul	Sometimes	23
	Yes, very often	5
	Do not wish to answer	10
	Never	3

Figure 38 Frequency of refugees taking part in community meetings (# of answers), by location

How important is it to you that you are involved in decisions about your community?

questions for refugees only

Important	113 (37%)
Very important	100 (33%)
Not important	51 (17%)
I don't know	28 (9%)
Do not wish to answer	10 (3%)
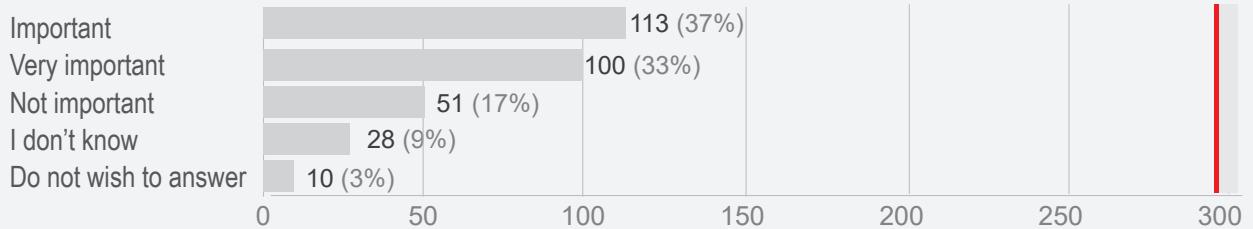
Figure 39 Importance of being involved in decision making for own community (# and % of answers)

FGDs with refugee women in Hatay, and in Sultanbeyli, Istanbul report that there are community committees and leaders. In Sultanbeyli, there are separate committees for men and women. The community leader is usually selected based on the seniority of age. The committee is responsible for discussing issues affecting them. Members of the committee share their opinions and the decisions are taken together with the leader. Although in other cities, refugees do not have a leader as such, they do feel the need of having one.

Within the families, decisions are made through consulting with the elders or head of the household. In Sultanbeyli, refugee women inform, men are usually decision makers at home.

In Turkish communities, the Muhtar is the head of the local community/municipality. Although the Turkish community attempts to resolve issues on their own, they generally approach the local municipality in case of larger problems. The Muhtar is responsible for listening and resolving issues affecting them.

The relationship between the Muhtar and refugees is not equally strong in all the cities. FGDs with staff in Adana inform they plan to invite the Muhtar in their advisory committee meetings to raise awareness and build rapport.

Picture 6 FGD with youth group in Sultanbeyli, Istanbul Community Centre

How do people share information in your community?

multiple choice question, number of answers will not sum up to the number of respondents
questions for refugees only

Through mobile phones	139 (46%)
Through social media	71 (24%)
No information is shared	39 (13%)
Others	39 (13%)
Through community committee	25 (8%)
Through community leader	19 (6%)
Do not wish to answer	14 (5%)
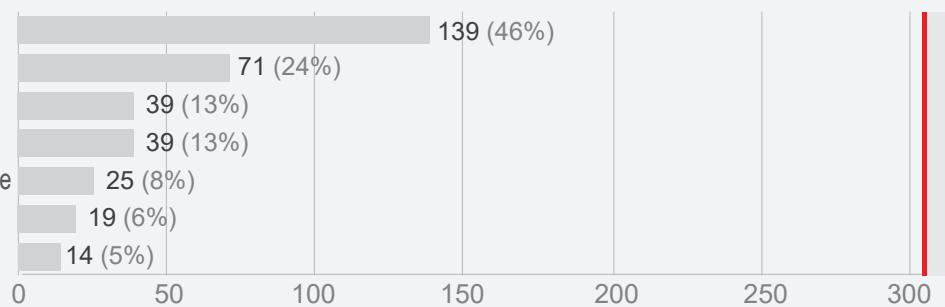
Figure 40 Ways through which refugees share information within its own community (# and % of answers)

The refugee community shares information among themselves or with other refugees through mobile phones (46% respondents), social media such as WhatsApp (24% respondents) and meeting face to face (13% respondents). Survey results and FGDs in Sultanbeyli suggest refugees also connect through community committees and community leaders. This is also how local communities share information. FGDs with local women report they meet other women at Community Centres and schools. Refugee children share information with each other and local children through mobile phones, social media (WhatsApp and Facebook), cultural visits and physically at schools.

Picture 7 FGD with youth group in Ankara Community Centre

Social Cohesion

How do the refugee community live in the cities?

multiple choice question, number of answers will not sum up to the number of respondents
questions for refugees only

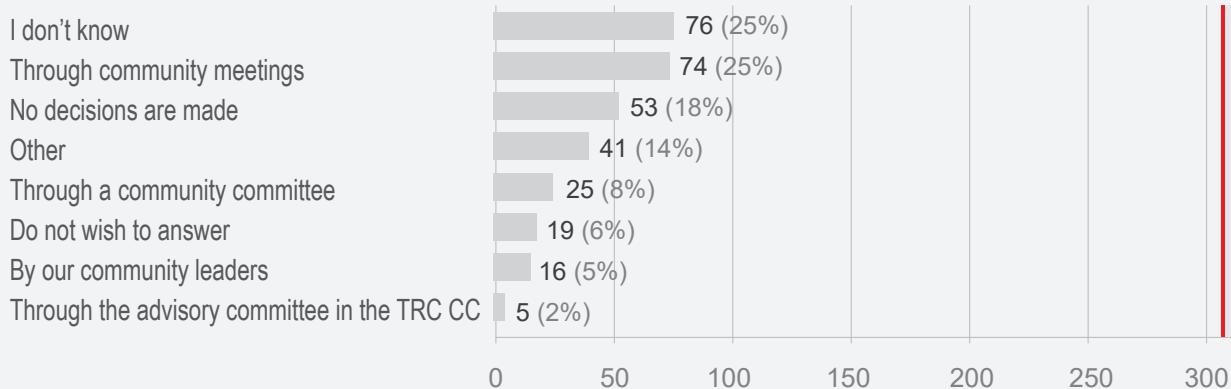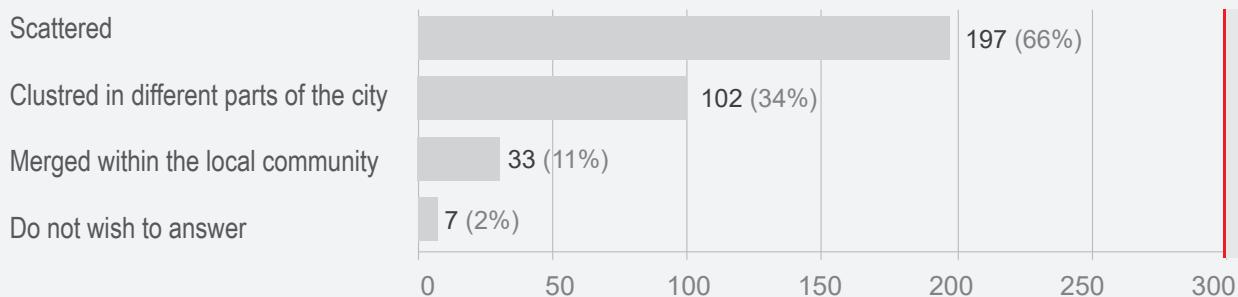*Figure 41 Living patterns of refugees (# and % of answers)*

66% refugees live scattered[9] in different parts of the cities, 34% live clustered[10] and 11% merged[11] within local community. The living patterns of refugees vary from one city to the other. The highest number of refugees live scattered in Adana, clustered in Ankara and merged within local community in Bagcilar, Istanbul.

40% respondents inform refugees and local community interact in shops and health centres, 40% at work places and 18% informed at TRCS Community Centre. Around 9% interact at schools, universities, neighbourhood, streets, homes, mosques, community projects, social and cultural events organised by the centres. The level of interaction varies in different cities.

Where do you interact with host community/refugee community?
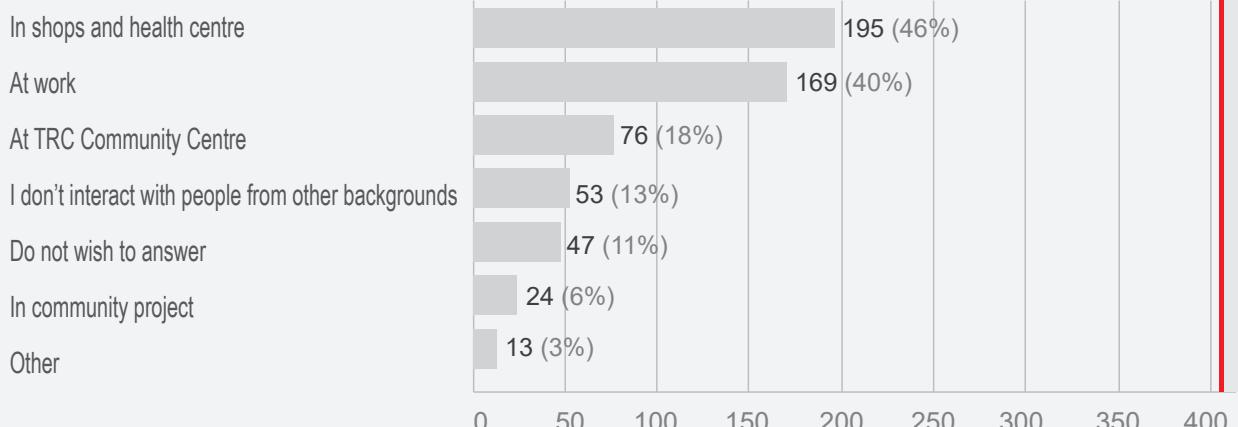
Figure 42 Locations where refugee and host community members interact (# and % of answers)

In Hatay, for example, the level of interaction among refugees and host community members is highest, where 15-20% respondents inform they interact with each other in TRCS Community Centre, 75-80% interact at work and 86-95% in shops and health centres. On the contrary, 25-36% of the respondents in Ankara, inform that they do not interact with people from other nationalities.

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9 Scattered meaning in different parts of the city and not necessarily living side by side to the local community. The choices for accommodation for refugees generally depend on the place of employment and low living costs.

10 Clustered meaning that refugee families living together or within the same location.

11 Merged meaning refugees living in close proximity with the local community.

Where do you interact with host community/refugee community?

		Residents	Refugees
Adana	At TRC Community Centre	5 (25%)	11 (22%)
	At work	9 (45%)	13 (26%)
	Do not wish to answer	1 (5%)	5 (10%)
	I do not interact with people from oth..	3 (15%)	7 (14%)
	In community project	0 (0%)	1 (2%)
	In shops and health centre	12 (60%)	37 (74%)
	Other	0 (0%)	1 (2%)
Ankara	At TRC Community Centre	2 (10%)	2 (4%)
	At work	4 (20%)	11 (22%)
	Do not wish to answer	6 (30%)	15 (30%)
	I do not interact with people from oth..	5 (25%)	18 (36%)
	In community project	1 (5%)	0 (0%)
	In shops and health centre	2 (10%)	10 (20%)
Bağcılar, Istanbul	At TRC Community Centre	5 (25%)	17 (34%)
	At work	9 (45%)	16 (32%)
	Do not wish to answer	1 (5%)	3 (6%)
	I do not interact with people from oth..	4 (20%)	7 (14%)
	In community project	0 (0%)	6 (12%)
	In shops and health centre	1 (5%)	12 (24%)
	Other	1 (5%)	4 (8%)
Hatay	At TRC Community Centre	3 (15%)	10 (20%)
	At work	15 (75%)	40 (80%)
	Do not wish to answer	2 (10%)	1 (2%)
	I do not interact with people from oth..	0 (0%)	1 (2%)
	In community project	0 (0%)	6 (12%)
	In shops and health centre	19 (95%)	43 (86%)
Izmir	At TRC Community Centre	3 (15%)	3 (6%)
	At work	5 (25%)	14 (28%)
	Do not wish to answer	1 (5%)	8 (16%)
	I do not interact with people from oth..	2 (10%)	3 (6%)
	In community project	2 (10%)	4 (8%)
	In shops and health centre	10 (50%)	26 (52%)
	Other	0 (0%)	2 (4%)
Sultanbeyli, Istanbul	At TRC Community Centre	4 (20%)	11 (22%)
	At work	10 (50%)	23 (46%)
	Do not wish to answer	0 (0%)	4 (8%)
	I do not interact with people from oth..	0 (0%)	3 (6%)
	In community project	1 (5%)	3 (6%)
	In shops and health centre	7 (35%)	16 (32%)
	Other	3 (15%)	2 (4%)

Figure 43 Locations where refugee and host community members interact (# and % of answers), by location

Local community communicate with refugees through mobile phones, WhatsApp group and in advisory committee meetings. Although in most cases, only few local community members take part in advisory committee meetings, for those who participate, such as in Adana, tend to speak less as it is perceived that the forum is meant for the refugees only. The advisory committee meeting is also a feedback forum, where refugees and local community share information and opinion about the services of the centre. The topic for discussion at the centre is decided jointly together with TRCS. In the meeting, the limitations of TRCS is clearly explained to prevent false expectation.

Turkish women bring their children to various social events organised by the centre and meet refugee families. Such events and positive interaction among children have reduced bullying in the community. FGD reports show relationship among refugee and local children is better compared to adults. Local children are interested to organise events for refugees and are willing to learn about their culture and ways of life.

For Turkish women, attending vocational courses with refugees has changed negative perceptions about them. Religion happens to be an effective means for social cohesion. During Ramadan, *iftar* (or breaking fast) are attended by both refugees and local community together. Such interaction contributes to developing mutual trust.

Largely, however, locals perceive the refugees to be violent, dirty and polluting the environment. Language and cultural differences impact the integration of refugees in the society. Many hope the war in Syria to stop so that refugees can return.

Local men inform that refugee children are currently enrolled in the same school as their children. They suggest for refugee children to be enrolled into separate schools, although the reason for this was not very clear. They admit that refugees cannot find employment due to discrimination by local community. Local people are not fully aware of how humanitarian assistance is provided to refugees through cash programmes, and this again creates misperception.

Survey results show local communities and refugees rate relationships differently in different cities. Except in Hatay, residents in Adana, Ankara, Izmir, Bağcılar and Sultanbeyli of Istanbul rate relationship with refugees as mostly poor. On the contrary, refugees in all cities rate relationship with locals as good or fair. Although the reasons behind this are not clear, this is something to take note of in future assessments.

Rate the relationship between refugees and host communities in your location

Location	Rating	Residents	Refugees
Adana	Good	3 (15%)	30 (60%)
	Fair	8 (40%)	12 (24%)
	Poor	9 (45%)	4 (8%)
	Hostile	0 (0%)	4 (8%)
Ankara	Good	1 (5%)	18 (36%)
	Fair	2 (10%)	20 (40%)
	Neutral	2 (10%)	7 (14%)
	Poor	12 (60%)	4 (8%)
	Hostile	3 (15%)	1 (2%)
Bağcılar, Istanbul	Good	5 (25%)	28 (56%)
	Fair	4 (20%)	8 (16%)
	Neutral	0 (0%)	7 (14%)
	Poor	7 (35%)	6 (12%)
	Hostile	3 (15%)	1 (2%)
	Do not wish to answer	1 (5%)	0 (0%)
Hatay	Good	12 (60%)	39 (78%)
	Fair	3 (15%)	2 (4%)
	Neutral	1 (5%)	0 (0%)
	Poor	4 (20%)	7 (14%)
	Hostile	0 (0%)	1 (2%)
	Do not wish to answer	1 (5%)	0 (0%)
Izmir	Good	3 (15%)	12 (24%)
	Fair	6 (30%)	25 (50%)
	Neutral	4 (20%)	4 (8%)
	Poor	7 (35%)	4 (8%)
	Hostile	1 (5%)	4 (8%)
Sultanbeyli, Istanbul	Good	5 (25%)	31 (62%)
	Fair	5 (25%)	15 (30%)
	Neutral	2 (10%)	2 (4%)
	Poor	7 (35%)	2 (4%)
	Hostile	1 (5%)	0 (0%)

0% 20% 40% 60% 80%   0% 20% 40% 60% 80% 100%

Residents   Refugees
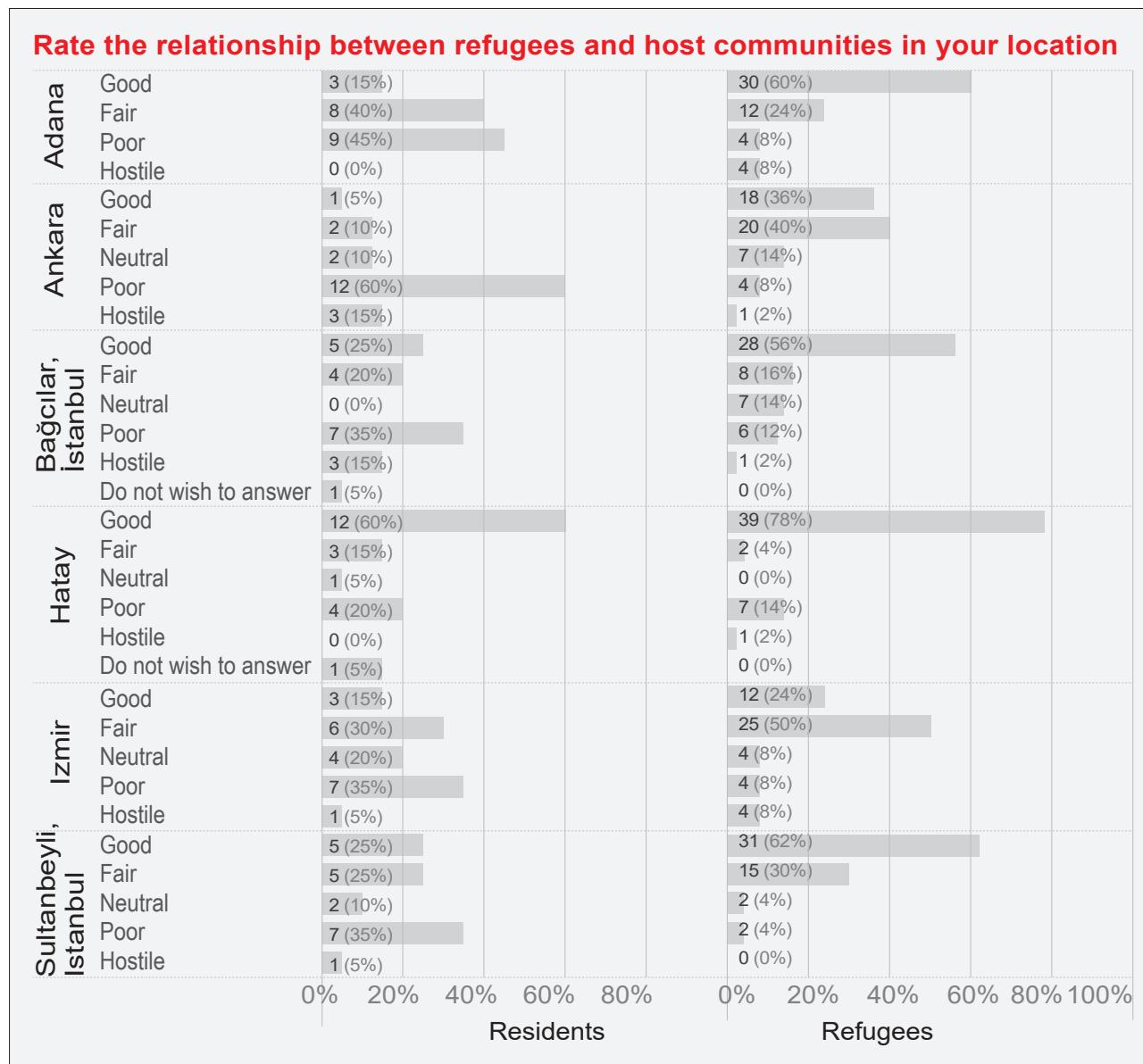
Figure 44 Relationship among refugee and local communities (# and % of answers), by location

12% respondents inform there have been several conflicts between host community members and refugees in the last 3 months, which largely relate to cultural differences (56% respondents), peer bullying at schools (21% respondents) and less or unequal pay at work place (10% respondents). The conflicts were higher in Ankara compared to other cities where cultural difference appears to be the main reason for tension.

Were there any conflicts here in this location between host and refugees in the last 3 months?

	# and %
No	368 (88%)
Yes	49 (12%)
Do not wish to answer	3 (1%)

Figure 45 Conflicts among refugee and local communities in last three months (# and % of answers)

Were there any conflicts here in this location between host and refugees in the last 3 months?

		Residents	Refugees
Yes	Adana	3 (15%)	10 (20%)
	Ankara	9 (45%)	10 (20%)
	Bağcılar, İstanbul	4 (20%)	1 (2%)
	Hatay	2 (10%)	0 (0%)
	İzmir	1 (5%)	4 (8%)
	Sultanbeyli, İstanbul	3 (15%)	2 (4%)
No	Adana	17 (85%)	39 (78%)
	Ankara	11 (55%)	40 (80%)
	Bağcılar, İstanbul	15 (75%)	49 (98%)
	Hatay	19 (95%)	49 (98%)
	İzmir	20 (100%)	44 (88%)
	Sultanbeyli, İstanbul	17 (85%)	48 (96%)
Do not wish to answer	Adana	0 (0%)	1 (2%)
	Bağcılar, İstanbul	1 (5%)	0 (0%)
	İzmir	0 (0%)	1 (2%)

Figure 46 Conflicts among refugee and local communities (# and % of answers), by location and status

What are the reasons of the conflicts you are aware of?
multiple choice question, number of answers will not sum up to the number of respondents
# of answers (% of positive answers to the previous question)

	# and %
Cultural difference	29 (56%)
Do not wish to answer	6 (12%)
Employers hire refugees fors with less pay	5 (10%)
Others	5 (10%)
Peer bullying at school among children	11 (21%)

Figure 47 Reasons for conflicts among refugee and local communities (# and % of answers)

What are the reasons of the conflicts you are aware of?

multiple choice question, number of answers will not sum up to the number of respondents
# of answers (% of positive answers to the previous question)

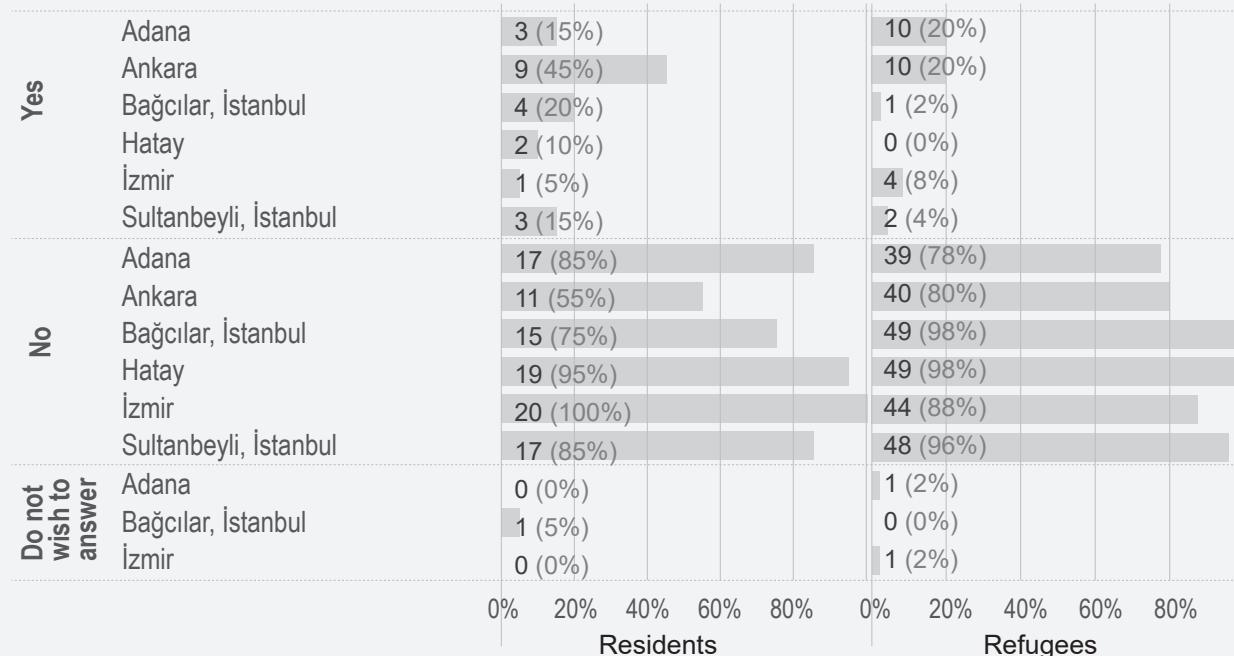| Pivot Field Name	Location (City)		
Cultural difference	Adana		8 (15%)
	Ankara		10 (19%)
	Bağcılar, İstanbul		5 (9%)
	İzmir		3 (6%)
	Sultanbeyli, İstanbul		3 (6%)
Do not wish to answer	Ankara		4 (8%)
	İzmir		1 (2%)
	Sultanbeyli, İstanbul		1 (2%)
Employers hire refugees for jobs with less pay	Adana		1 (2%)
	Ankara		1 (2%)
	Hatay		2 (4%)
	İzmir		1 (2%)
Others	Adana		3 (6%)
	Ankara		1 (2%)
	Bağcılar, İstanbul		1 (2%)
Peer bullying at school among children	Adana		3 (6%)
	Ankara		4 (8%)
	Bağcılar, İstanbul		1 (2%)
	İzmir		2 (4%)
	Sultanbeyli, İstanbul		1 (2%)

Figure 48 Reasons for conflicts among refugees and local community in last 3 months (# and % of answers), by location

There have also been conflicts within the refugee population (16% respondents). The main reasons behind this include personal and family issues and debt (34% respondents). Other reasons include living in crowded homes (29% respondents), competitive job markets (28% respondents) and poverty (10% respondents). Again, the conflicts were higher in Ankara compared to other cities where competitive job markets and cultural difference happens to be the main reason for tension. FGD reports inform beneficiary criteria and competition of receiving humanitarian aid can cause conflict among refugees of the same nationality but also different nationality. The lack of equal access to humanitarian services among refugees of different nationality creates tension.

Were there any conflicts here in this location among refugees in the last 3 months?

No	351 (84%)
Yes	68 (16%)
Do not wish to answer	1 (0%)

0   50   100   150   200   250   300   350   400
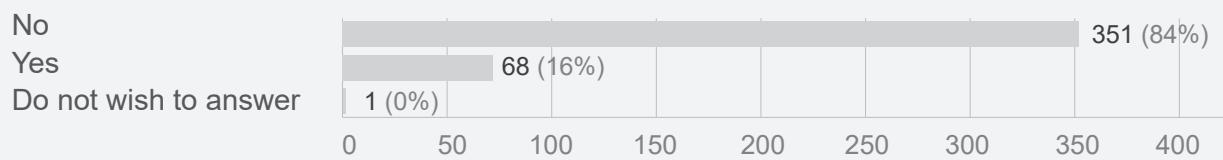
Figure 49 Conflicts among refugees in last 3 months (# and % of answers)

Were there any conflicts here in this location among refugees in the last 3 months?

		Residents	Refugees
Yes	Adana	3 (15%)	11 (22%)
	Ankara	12 (60%)	19 (38%)
	Bağcılar, İstanbul	4 (20%)	0 (0%)
	Hatay	2 (10%)	2 (4%)
	İzmir	4 (20%)	5 (10%)
	Sultanbeyli, Istanbul	1 (5%)	5 (10%)
No	Adana	17 (85%)	39 (78%)
	Ankara	8 (40%)	31 (62%)
	Bağcılar, İstanbul	16 (80%)	50 (100%)
	Hatay	19 (95%)	47 (94%)
	İzmir	17 (85%)	44 (88%)
	Sultanbeyli, Istanbul	19 (95%)	44 (88%)
Do not wish to answer	Sultanbeyli, Istanbul	0 (0%)	1 (2%)
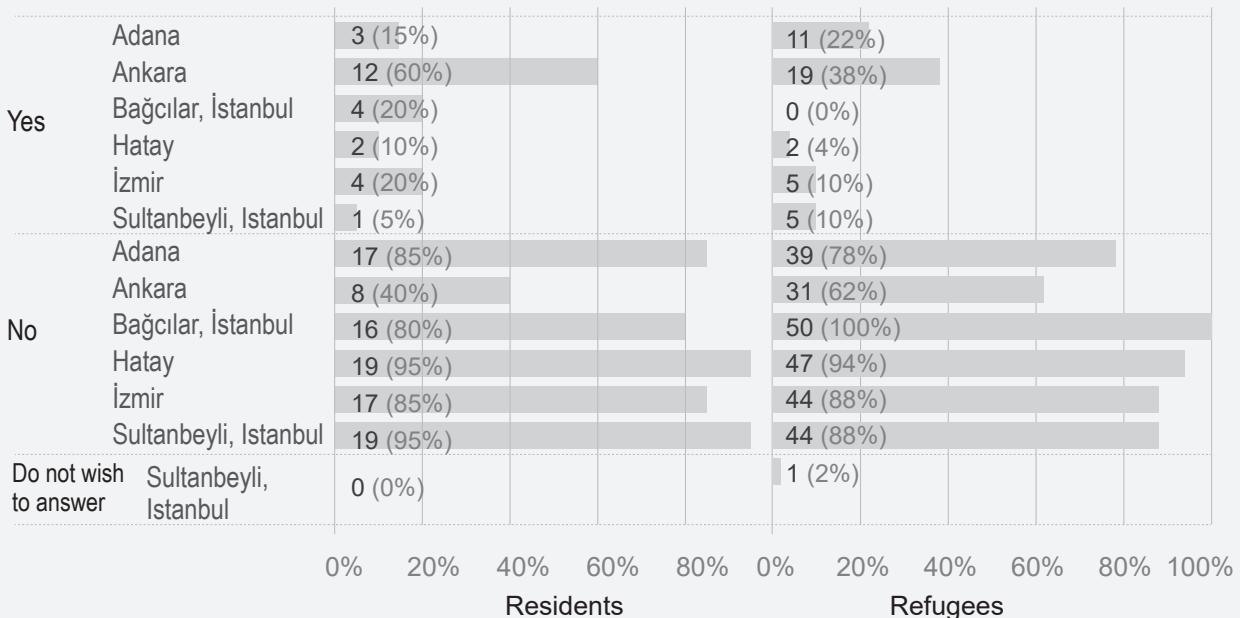
Figure 50 Conflicts among refugees in last 3 months (# and % of answers), by location and status

What are the reasons of the conflicts you are aware of?

multiple choice question, number of answers will not sum up to the number of respondents

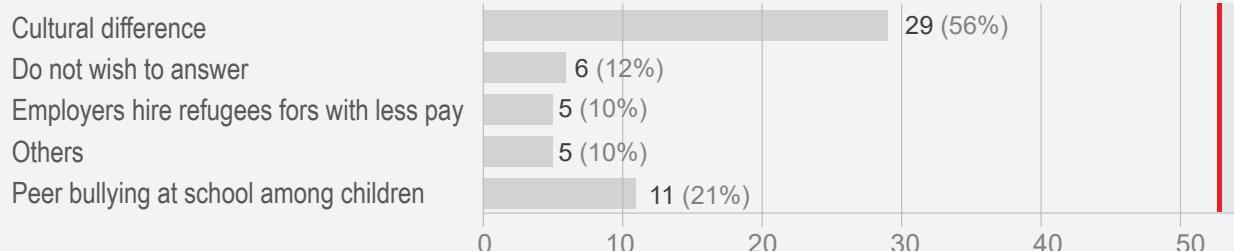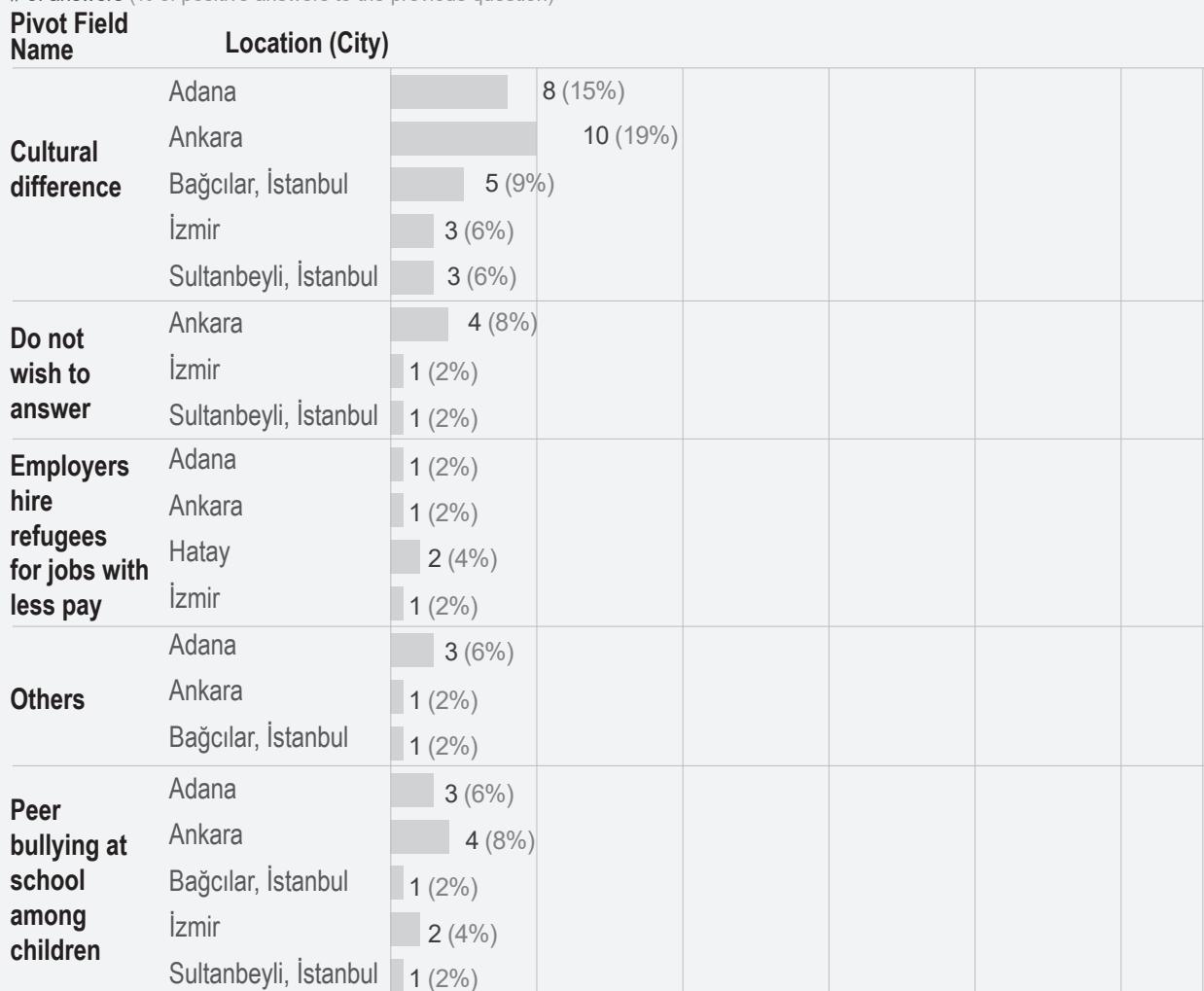# of answers (% of positive answers to the previous question)

Other	23 (34%)
Living in crowded homes	20 (29%)
Competitave job market	19 (28%)
Poverty	7 (10%)
Do not wish o answer	6 (9%)

Figure 51 Reasons for conflicts among refugees in last 3 months (# and % of answers)

Picture 8 FGD with local men in Adana Community Centre

What are the reasons of the conflicts you are aware of?

multiple choice question, number of answers will not sum up to the number of respondents
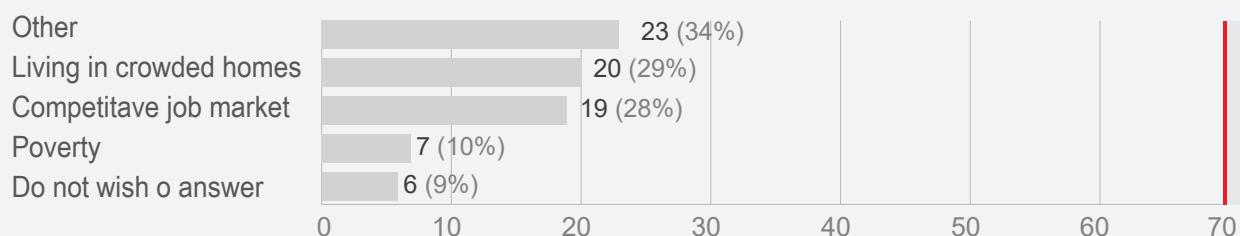# of answers (% of positive answers to the previous question)

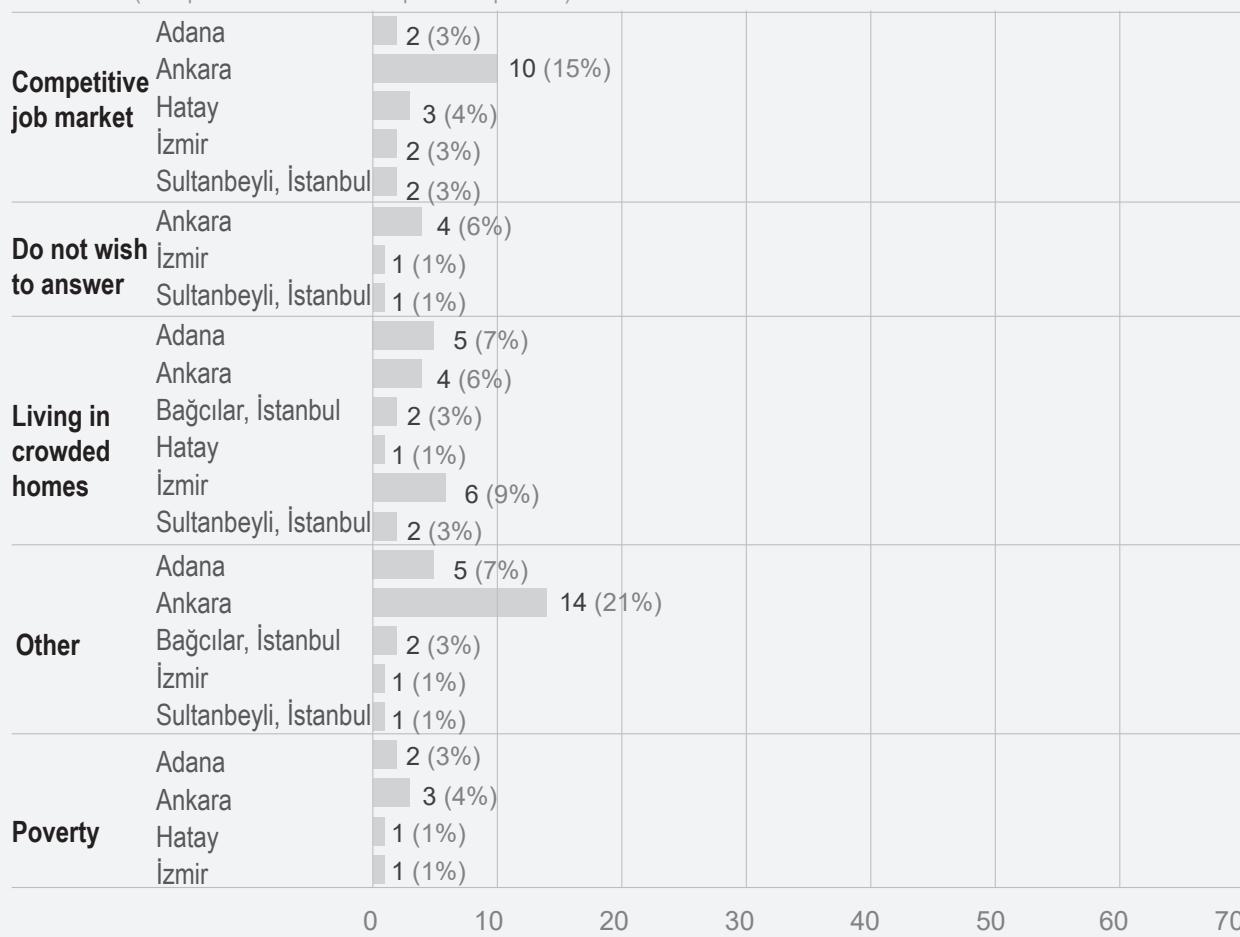|		
Competitive job market	Adana	2 (3%)
	Ankara	10 (15%)
	Hatay	3 (4%)
	İzmir	2 (3%)
	Sultanbeyli, İstanbul	2 (3%)
Do not wish to answer	Ankara	4 (6%)
	İzmir	1 (1%)
	Sultanbeyli, İstanbul	1 (1%)
Living in crowded homes	Adana	5 (7%)
	Ankara	4 (6%)
	Bağcılar, İstanbul	2 (3%)
	Hatay	1 (1%)
	İzmir	6 (9%)
	Sultanbeyli, İstanbul	2 (3%)
Other	Adana	5 (7%)
	Ankara	14 (21%)
	Bağcılar, İstanbul	2 (3%)
	İzmir	1 (1%)
	Sultanbeyli, İstanbul	1 (1%)
Poverty	Adana	2 (3%)
	Ankara	3 (4%)
	Hatay	1 (1%)
	İzmir	1 (1%)

Figure 52 Reasons for conflicts among refugees (# and % of answers), by location

Such tensions are usually resolved by police (42% respondents), local people (24% respondents) or through conversation (22% respondents). A few mention (11% respondents) community leaders and committee members support in resolving tensions.

Local community and refugees suggest that the relationship can improve through community dialogue (46% respondents), cultural activities (43% respondents), promoting non-discriminatory attitudes (18% respondents) and access to employment (6% respondents). Around 6% emphasize on joint interventions by locals and refugees at schools to stop peer bullying. Others (18% respondents) suggest opening more language courses, enhancing participation of host communities in the Community Centres and raising awareness on their legal rights. Respondents in FGDs discuss the idea of organizing a fair in the city to exhibit life and work at Community Centres. This is also where they can share experience and showcase products produced by local community and refugees. This will promote visibility of TRCS and Community Centres.

Local children are interested in engaging in youth activities and organizing events at school for children and refugee communities. Organising events such as empathy seminars at school can reduce bullying and discrimination. Children suggest TRCS organise parent-teacher meetings at schools to raise awareness on the services by TRCS Community Centres, how children can participate in youth activities and thereby reduce bullying at schools. FGD with children suggest that courses in English and Arabic for example can be beneficial for them. They suggest TRCS to organize a forum where they can make decisions about the activities in the Community Centre.

How can the relationship be improved among host and refugee communities?

|	
Through community dialogues	195 (46%)
Through cultural activities	180 (43%)
Awareness raising among host and refugee communities on non discrimination	77 (18%)
Others	76 (18%)
Do not wish to answer	28 (7%)
Joint interventions by refugee and host community children at school to stop peer bullying	27 (6%)
Awareness among teachers and parents to stop bullying	26 (6%)
Promoting access to employment	24 (6%)
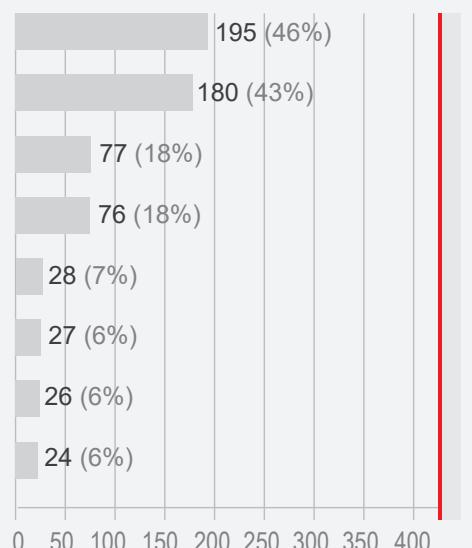
Figure 53 Ways to improve relationship between refugee and local community (# and % of answers)

It is important for refugees and local community to understand each other's culture. Respondents from local community in the FGDs showed a positive attitude to supporting the refugees. As a self-initiative, local Imams are delivering Khutba[12] or sermons during Friday prayers to sensitize people to be compassionate towards the refugees. Refugees in FGD in Sultanbeyli and Adana suggest TRCS produce videos about the lives of refugees to reduce prejudice of Turkish people towards them.

Staff at the centre inform it is important to enhance and shape social cohesion activities to strengthen relationship between the two. Presently many refugees are providing voluntary service in the centres to support the humanitarian interventions of TRCS. This contributes to social integration of refugees in the local community.

Social Behaviour

Child Marriage

FGDs with local women report that there were child marriage cases earlier among the Turkish community. This is less prominent now and girls are not married before the age of 18. However, they mention cases where Turkish men marry girls as young as 14. Child marriage is higher among refugee communities living in Turkey. FGD in Adana with local women report few mixed marriages of Turkish men marrying Syrian women. Although the implications of such situations were not explored in depth in this assessment, this can be considered while conducting future assessments.

FGDs with refugee report to have mixed opinion regarding child marriage. According to them, the marriage age for girls is between 17 to 22 while for boys it is between 20 to 24. Youth groups inform many girls who have dropped out of school are married off through Imams as Turkish law does not permit marriage for girls before 18. This is also supported by outreach workers at the Community Centre. The reasons for child marriage, as informed by refugees in the FGD, are lack of income in the families, perception of security and prospects of a better life if the child was married. Others, however state, child marriage was common in certain regions of Syria and therefore it is cultural. Whichever the case, some in the FGD with refugees believe there are negative consequences of child marriage.

While TRCS refers such cases to Ministry of Family and Social Policy (MoFSP) when identified, there is a need felt by locals and refugees to increase awareness among communities on the issue of child marriage. The situation also indicates the importance to work with Imams and engaging them in discussions on child marriage either through community meetings or Friday prayer Khutbahs.

12　Khutbah serves as the primary formal occasion for public preaching in the Islamic tradition. Such sermons occur regularly, as prescribed by the teachings of all legal schools. The Islamic tradition can be done formally at the dhuhr (noon) congregation prayer on Friday.

Many families have 2-3 children and find it hard to run large families. Families which have lost or left their male head of household in Syria, marry off their children for security reason. If a girl gets pregnant under 18, it can be a problem if she goes to hospital because marriageable age is not below 18 in Turkey. Wedding by Imams 'solves' the problem of teenage pregnancy as government does not recognize or accept the marriage option for those below 18. In the survey, respondents inform there were few seminars on child marriage at the centres, and no agency has discussed broadly on this matter. Staff seek technical support to raise awareness among communities on this issue. They suggest organising events on Girl Child day and developing videos/animations which can be useful for seminars.

Peer Bullying

FGD with local community and refugees report that peer bullying among children at school result into conflicts. The reasons behind peer bullying are again cultural differences and language barriers. Peer bullying is one reason why children do not want to go to school. Syrian children experience bullying by local children, especially when local parents perceive refugees negatively. FGDs with children, in Adana for example, suggest arranging a separate education system to prevent peer bullying.

Psychosocial support is important for children to address such issues. At the same time, organizing meetings/activities with children, parents and teachers are crucial. Refugees inform that social activities at the centre have helped children to socialise and interact.

Child Labour

Due to poor economic conditions, refugee children drop out of school and work in the agricultural sector or factories. FGD reports suggest that to prevent child labour, TRCS should raise awareness among family members through visiting homes, provide financial support to cover school expenses and psychosocial support. The education system in Turkey is different. In addition, unfriendly attitudes of some local teachers in certain schools discourage many refugee children from attending school. FGDs with refugees in Sultanbeyli, informs, while some schools are reluctant to admit Syrian children, rumour has it that Turkish people kidnap Syrian children from schools. Additionally, the amount paid through CCTE programme (55TL) must be increased. Parents need more financial support to cover transportation costs to go to school. Children without fathers or male heads of household should be prioritised for such service.

Children prefer to study over working. They mention the school hours are too long to be able to attend youth activities at the centre. Learning the Turkish language is crucial to be able to communicate effectively with local children.

Participation and Feedback

36% of the respondents inform that TRCS staff have asked for their feedback following all vocational training and language courses, group discussions and surveys and in advisory committee meetings. However, around 30% of the respondents say they were not asked their opinion or involved in any discussion related to programme design and 27% were asked sometimes.

Does TRCS CC staff ask your opinion and are you involved in any discussion related to programme decision/design?

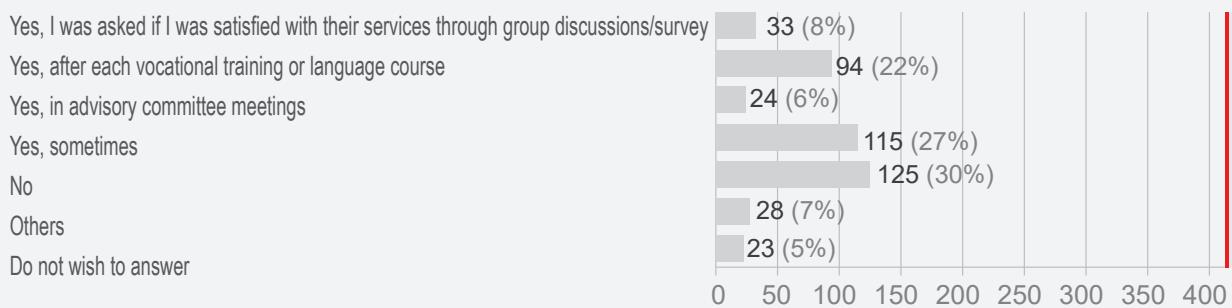| Response	Count (%)
Yes, I was asked if I was satisfied with their services through group discussions/survey	33 (8%)
Yes, after each vocational training or language course	94 (22%)
Yes, in advisory committee meetings	24 (6%)
Yes, sometimes	115 (27%)
No	125 (30%)
Others	28 (7%)
Do not wish to answer	23 (5%)

Figure 54 Communities' participation in programme design (# and % of answers)

FGDs with local women report that they have not been part of the decision making for programme design in TRCS CC. However, they are currently supporting the centre to mobilise other women to be part of the vocational courses. This implies the importance of consulting with local communities regarding design of the programme at the centre to ensure services provided through the centre are relevant for them.

Additionally, refugee men are mostly working during day and unable to attend activities until evening. Hence, they are unable to share feedback on other activities that are organised during the day.

Attending cultural activities during school hours for local children is also difficult and therefore suggest, to organise youth activities during the summer vacation or weekends. They too would like to take part in programme design or decision-making process.

FGDs with staff report that an assessment was carried out prior to opening the centres to identify the aspirations of refugees. Based on their needs, activities in the centre was designed accordingly. The centre communicates with Muhtar to identify new arrivals and conduct household visits.

47% respondents believe CCs are open to suggestions, while 30% respondents feel TRCS is somewhat open and 5% do not think TRCS accepts any suggestions. Around 14% of the respondents have not made any suggestions to CCs to date. This complements the discussion with refugees and locals which indicates there is need to raise awareness among communities about sharing feedback and the channels available to do so. FGD with local women in Sultanbeyli, Istanbul, report that they are not aware of the advisory committee in the centre and hence do not participate. This indicates, participation of locals needs to be increased in the advisory committees to ensure they take part in the decision-making for programmes along with the refugees and share feedback to improve the services.

Do you feel Community Centre is open to your suggestions for improving existing services or making additional services available?

Yes, they are very open to suggestions	197 (47%)
Yesi they are somewhat open	124 (30%)
I have not made any suggestion to the CC	60 (14%)
No, they do not accept our suggestion	20 (5%)
Do not wish to answer	19 (5%)
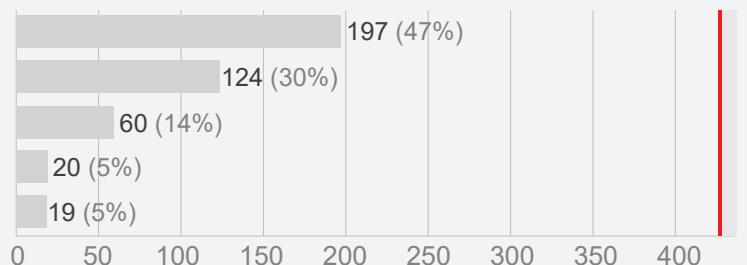
Figure 55 Community Centre's flexibility to receiving and responding to communities' opinion (# and % of answers)

60% respondents are aware that they can contact the TRCS Community Centre by physically visiting and 50% respondents inform through mobile phones. 8% respondents mention about the social media (WhatsApp, Facebook, Instagram), SMS and attending meetings at the centre. Around 11% of the respondents are not aware of how to contact the centre at all. These results complement with how communities contact the centre. 56% respondents contact the centre **by physically visiting and 48% respondents contact through mobile phones.** 10% respondents contact the centre through social media (WhatsApp), SMS, interpreters, TRCS call centre, complaints box and by attending meetings at the centre. Around 13% of the respondents do not contact the centre at all.

FGD with staff reports that there is no standard feedback mechanism. Communities share feedback with centre staff or the manager, which is often not recorded. In Adana, for example, staff develop an 'Information Note' which is shared with centre managers, for necessary response. Many share their opinions with translators as they are the first person of contact for refugees.

Do you know how to communicate with TRC CC for question or feedback about its services and staff?

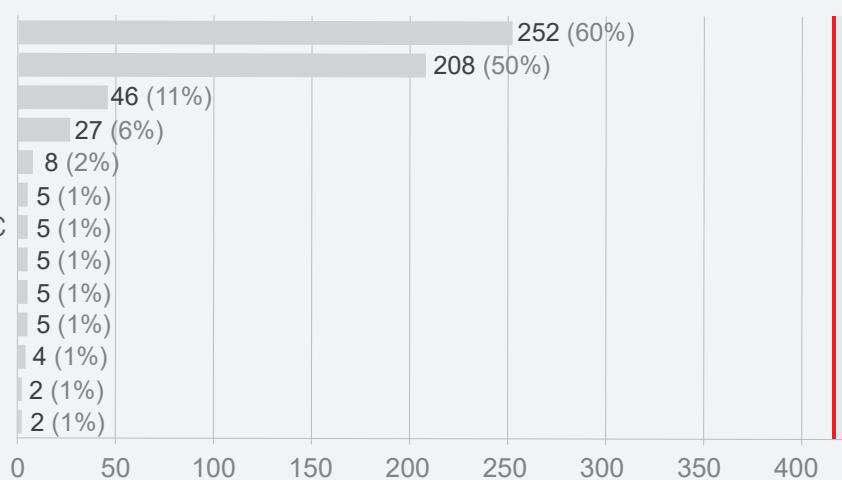| Category	Value
Yes, by visiting the CC	252 (60%)
Yes, through mobile phone	208 (50%)
No, I do not know	46 (11%)
Whatsapp	27 (6%)
By SMS	8 (2%)
168 cal centre	5 (1%)
Attending community meeting at TRC	5 (1%)
By Email	5 (1%)
Do not wish to answer	5 (1%)
Others	5 (1%)
Facebook	4 (1%)
Instagram	2 (1%)
Through Complaint box at TRC CC	2 (1%)

Figure 56 Community's knowledge to contact with TRCS CC (# and % of answers)

How do you contact TRC CC for question or share feedback about its services and staff?

Category	Value
In person by physically visiting the CC	236 (56%)
Mobile phone	194 (46%)
I do not contact	53 (13%)
Others	13 (3%)
Whatsapp	13 (3%)
Do not wish to answer	9 (2%)
Attending community meetings at TRC	5 (1%)
168 cal centre	4 (1%)
SMS	4 (1%)
Complaints box at TRC CC	2 (0%)
Email	1 (0%)
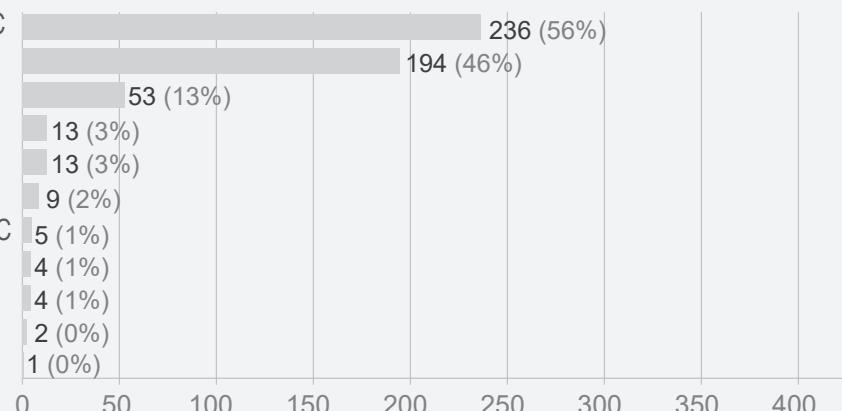
Figure 57 Channels through which community contact TRCS CC (# and % of answers)

86% of the respondents are not aware and have not seen any complaints box in the centre. 4% respondents have seen the box but have not used it. Only 6% of the respondents have sometimes used the box. This complements the discussion with staff and volunteers as they rarely receive any feedback through the box. The reasons behind this are lack of awareness among communities on the feedback channels and how to use the box to share complaints/feedback.

Have you used the complaint box in TRC CC?

Category	Value
No, I have not seen any box	248 (59%)
No, I am not aware	114 (27%)
Yes, sometimes	25 (6%)
Do not wish to answer	16 (4%)
Other, Specify	15 (4%)
Yes, many times	2 (0%)

Figure 58 Use of complaints box by communities (# and % of answers)

Communities prefer the box to be placed in Community Centres (66% respondents) or close to their homes (18% respondents). Although respondents in FGDs report, many have not used the box because they did not have any major concerns to report but also because they did not receive any response after sharing a feedback. Hence the face-to-face approach is preferred. In the assessment, it was found there were no complaint box in Sultanbeyli, Hatay and Izmir.
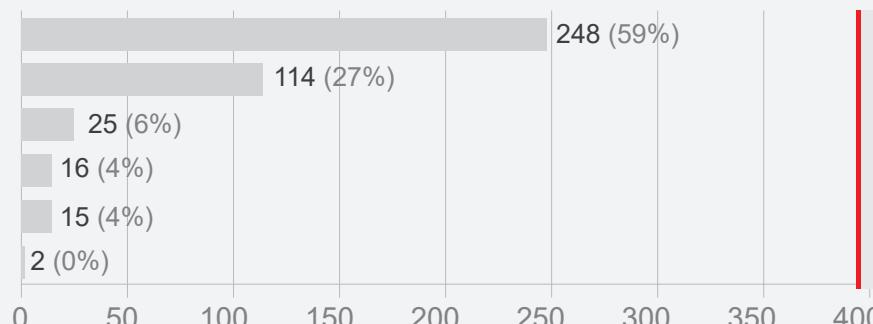

Picture 9 Complaints Box in Adana Community Centre

Have you used the complaint box in TRC CC?

Adana
- No, I have not seen any box — 21 (30%)
- No, I am not aware — 26 (37%)
- Yes, sometimes — 6 (9%)
- Do not wish to answer — 1 (1%)
- Others, Specify — 15 (21%)
- Yes, many times — 1 (1%)

Ankara
- No, I have not seen any box — 31 (44%)
- No, I am not aware — 34 (49%)
- Yes, sometimes — 4 (6%)
- Do not wish to answer — 1 (1%)

Bagcilar, Istanbul
- No, I have not seen any box — 36 (51%)
- No, I am not aware — 25 (36%)
- Yes, sometimes — 5 (7%)
- Do not wish to answer — 4 (6%)

Hatay
- No, I have not seen any box — 65 (93%)
- No, I am not aware — 1 (1%)
- Yes, sometimes — 4 (6%)

Izmir
- No, I have not seen any box — 59 (84%)
- No, I am not aware — 6 (9%)
- Yes, sometimes — 4 (6%)
- Yes, many times — 1 (1%)

Sultanbeyli Istanbul
- No, I have not seen any box — 36 (51%)
- No, I am not aware — 22 (31%)
- Yes, sometimes — 2 (3%)
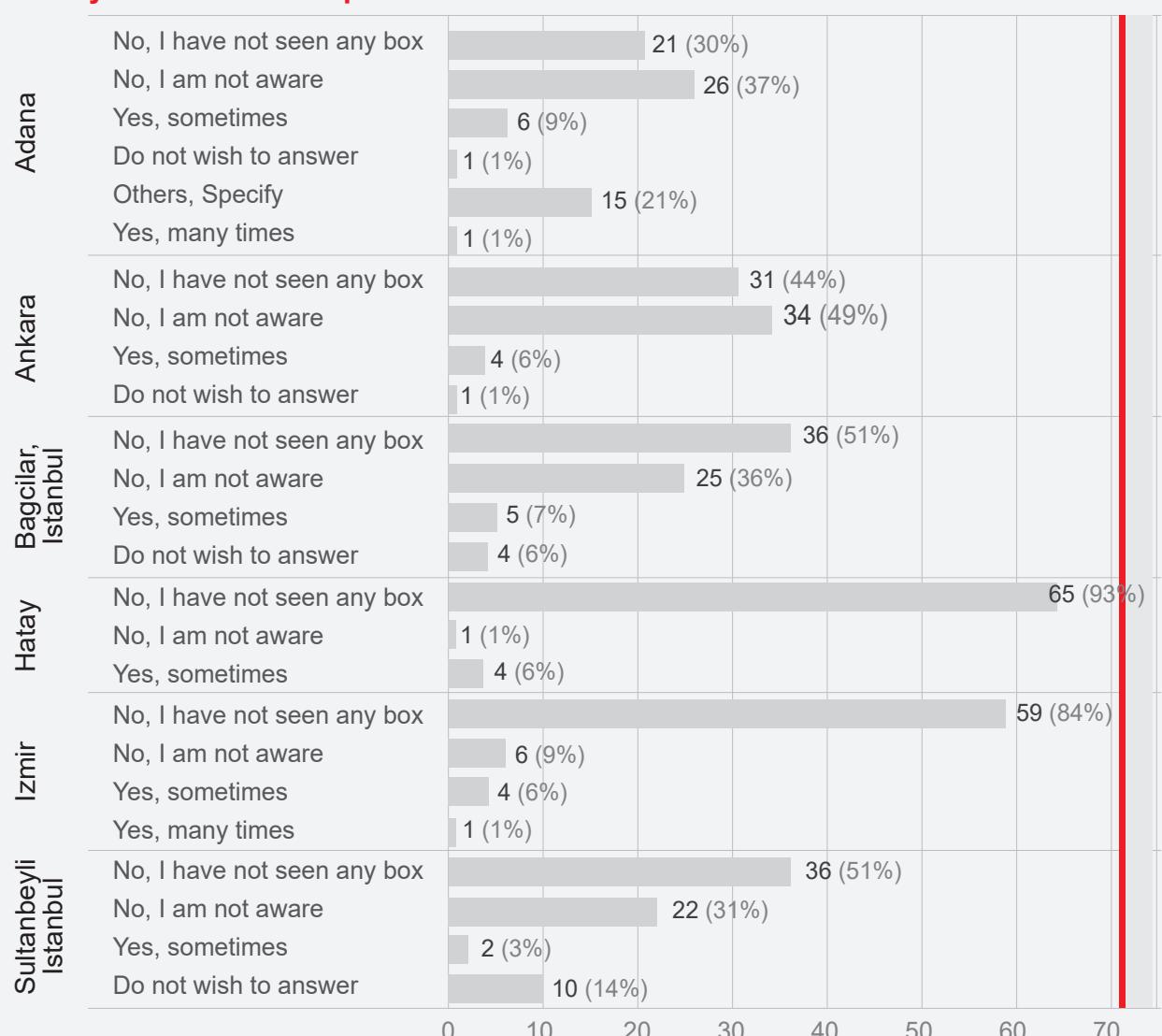- Do not wish to answer — 10 (14%)

Figure 59 Use of complaints box by communities (# and % of answers), by location

Have you called 168 call centre to ask questions or share complaint about services on CC?

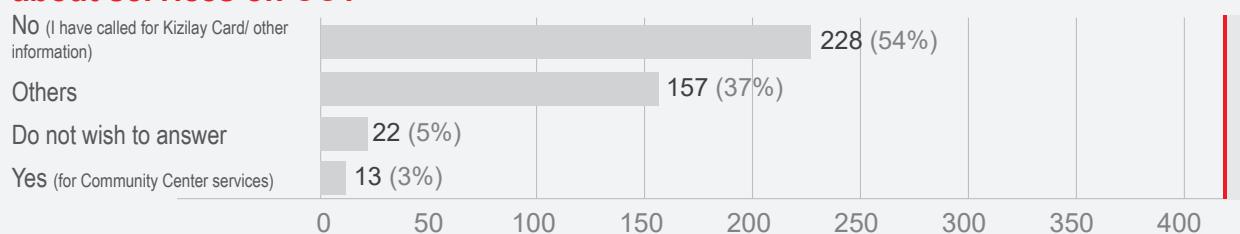|	
No (I have called for Kizilay Card/ other information)	228 (54%)
Others	157 (37%)
Do not wish to answer	22 (5%)
Yes (for Community Center services)	13 (3%)

Figure 60 Use of 168 call centre by communities (# and % of answers)

54% of the respondents have called 168 call centre to ask questions or share feedback on ESSN card or to seek other information. Around 37% respondents never called the line due to lack of knowledge and only 3% have called for Community Centre related issues. Staff at the centre reports communities are informed that the 168 call centre is available to ask questions or receive feedback on the ESSN card. **While 45% respondents feel they received a response from TRCS to their questions, complaints or feedback, around 42% inform they did not receive any response.**

Communities prefer to speak face-to-face privately in Community Centres to ask questions or share feedback (74% respondents) or to speak to TRCS representative at their homes (15% respondents). Around 15% respondents prefer to contact TRCS over phone, although few (3% respondents) prefer to make anonymous calls while contacting. 5% respondents would like to share feedback during community meetings at the centre. 2% respondents prefer to write and post suggestions in the complaints box while others from FGDs prefer SMS or websites and email. Several respondents in FGDs with refugees report that they would like to share feedback with the centre manager or a psychologist. Communities would like the feedback mechanism to be transparent and confidential. The staff FGD in Ankara informs that the feedback is not recorded systematically for understanding trend.

If you wanted to ask questions or raise complaints to TRCS about its services, how would you most likely do so?

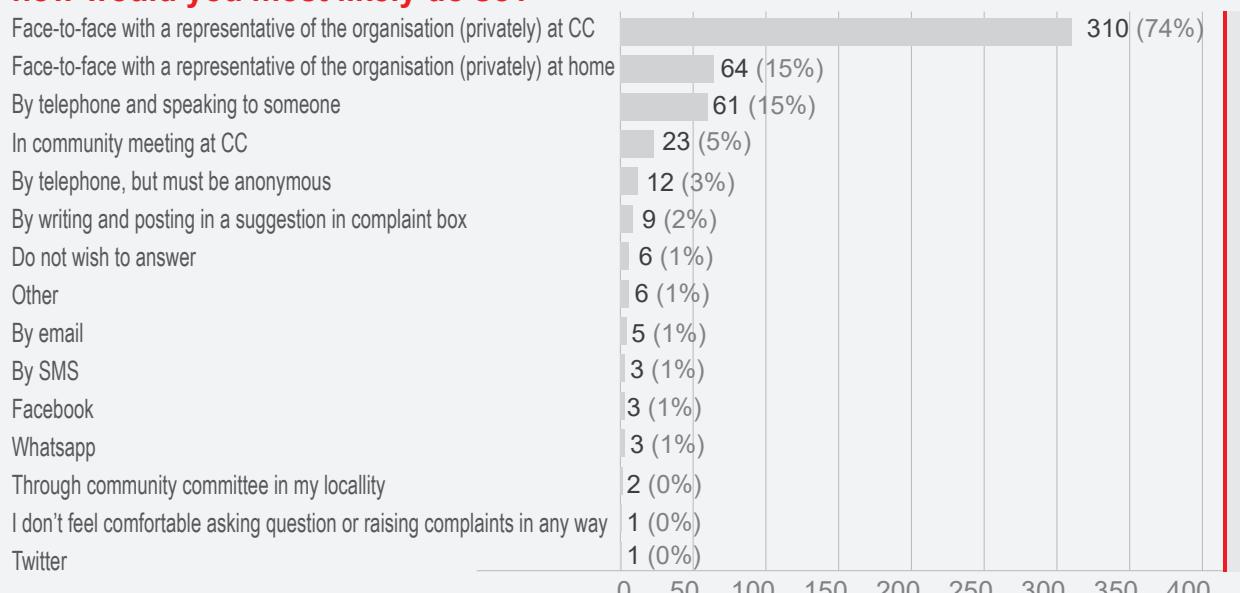|	
Face-to-face with a representative of the organisation (privately) at CC	310 (74%)
Face-to-face with a representative of the organisation (privately) at home	64 (15%)
By telephone and speaking to someone	61 (15%)
In community meeting at CC	23 (5%)
By telephone, but must be anonymous	12 (3%)
By writing and posting in a suggestion in complaint box	9 (2%)
Do not wish to answer	6 (1%)
Other	6 (1%)
By email	5 (1%)
By SMS	3 (1%)
Facebook	3 (1%)
Whatsapp	3 (1%)
Through community committee in my locallity	2 (0%)
I don't feel comfortable asking question or raising complaints in any way	1 (0%)
Twitter	1 (0%)

Figure 61 Communities' preferred channel to ask questions or share feedback (# and % of answers)

If you wanted to raise sensitive complaints to TRCS regarding staff behaviour, sexualt assault or corruption, how would you most like to do so?

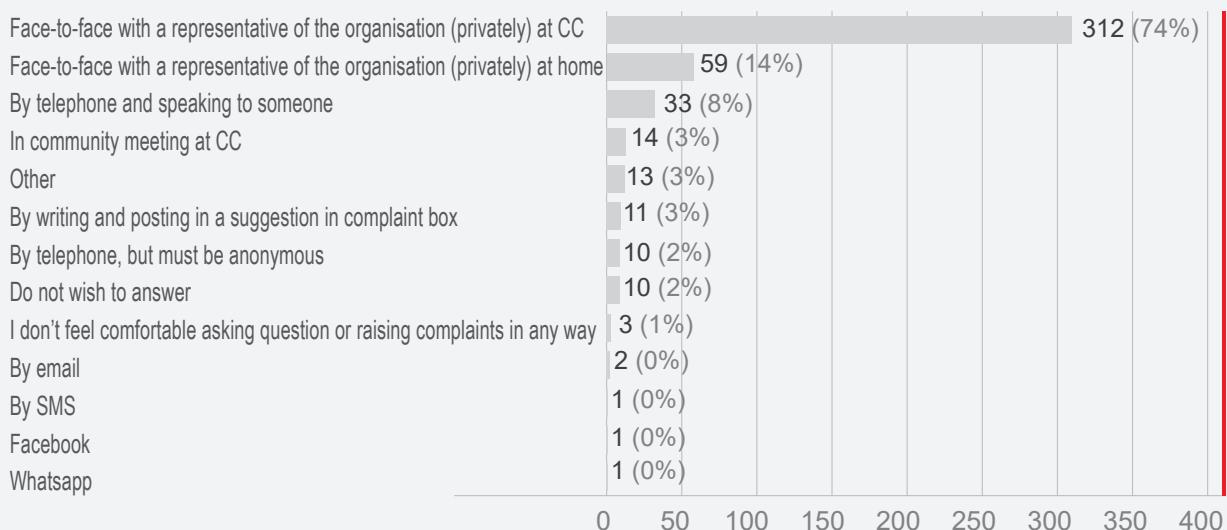|	
Face-to-face with a representative of the organisation (privately) at CC	312 (74%)
Face-to-face with a representative of the organisation (privately) at home	59 (14%)
By telephone and speaking to someone	33 (8%)
In community meeting at CC	14 (3%)
Other	13 (3%)
By writing and posting in a suggestion in complaint box	11 (3%)
By telephone, but must be anonymous	10 (2%)
Do not wish to answer	10 (2%)
I don't feel comfortable asking question or raising complaints in any way	3 (1%)
By email	2 (0%)
By SMS	1 (0%)
Facebook	1 (0%)
Whatsapp	1 (0%)

Figure 62 Communities' preferred channel to share sensitive complaints (# and % of answers)

Communities prefer to use the similar channels to share sensitive complaints. 74% respondents prefer face-to-face privately in CCs, 14% privately at home, 8% by telephone, 3% in community meetings, 2% anonymous calls and 3% through boxes. Respondents emphasize, sensitive complaints should be fast tracked and responded with confidentiality. For sensitive complaints, communities prefer to speak to any staff of TRCS (61% respondents), although 20% prefer to speak to a female staff. FGD with local women report that they prefer to write or speak to a senior TRCS staff. Refugee children and staff in Adana, for example, say refugees prefer to speak to a translator to share feedback or concerns. However, some refugees in the FGD prefer to keep silent and not visit the centre regarding sexual abuse issues.

48% respondents prefer not to make anonymous complaints. However, 26% of the respondents prefer to make complaints anonymously for all issues and 20% would like to make anonymous complaints only for sensitive issues.

A common observation was that the word 'complaint' had a negative connotation and hence the term 'feedback' is preferred.

51% respondents do not have any barriers when it comes to complaining or sharing feedback. 32% respondents feel language issues, literacy rate and political influence are some of the barriers. FGD with refugees inform some are shy about expressing emotions and may consider not sharing any feedback, particularly for sensitive issues.

Communities would like to receive response from TRCS through face-to-face meetings (73% respondents), telephone (21% respondents) and community meetings (5% respondents). Others prefer through SMS, call centre, WhatsApp or outreach workers at home.

How would you like TRC CC to respond to your complaints / feedback?

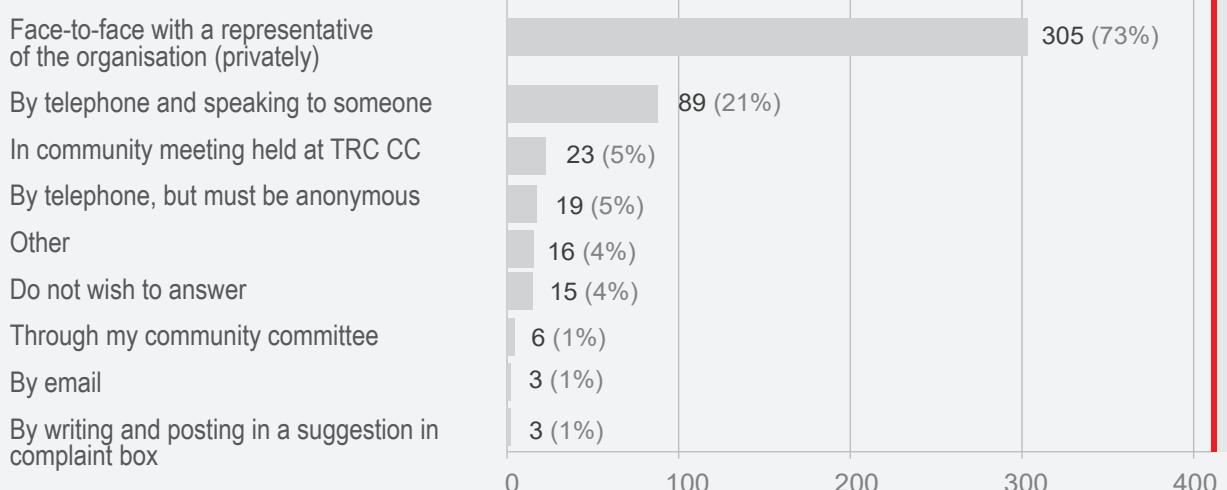|	
Face-to-face with a representative of the organisation (privately)	305 (73%)
By telephone and speaking to someone	89 (21%)
In community meeting held at TRC CC	23 (5%)
By telephone, but must be anonymous	19 (5%)
Other	16 (4%)
Do not wish to answer	15 (4%)
Through my community committee	6 (1%)
By email	3 (1%)
By writing and posting in a suggestion in complaint box	3 (1%)

Figure 63 Communities' preferred channel to receive feedback from TRCS (# and % of answers)

Communities prefer to receive a response from TRCS instantly (51% respondents), or within 1-2 weeks (39% respondents).

Around 66% of the respondents inform that they do not know the principles of the Red Cross Red Crescent (RCRC) Movement (66% respondents). Only 33% are aware of the RCRC Fundamental principles.

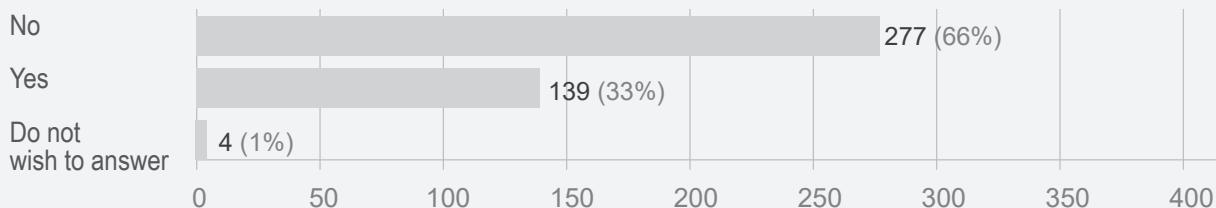### Do you know the principles of the TRCS and how they work?

No	277 (66%)
Yes	139 (33%)
Do not wish to answer	4 (1%)

Figure 64 Level of knowledge of respondents about the principles of TRCS and its work (# and % of answers)

90% of the respondents feel they are treated respectfully by TRCS staff and volunteers. However, 5% feel they are not or treated respectfully to some extent.

Are you treated respectfully by TRCS staff and volunteers?

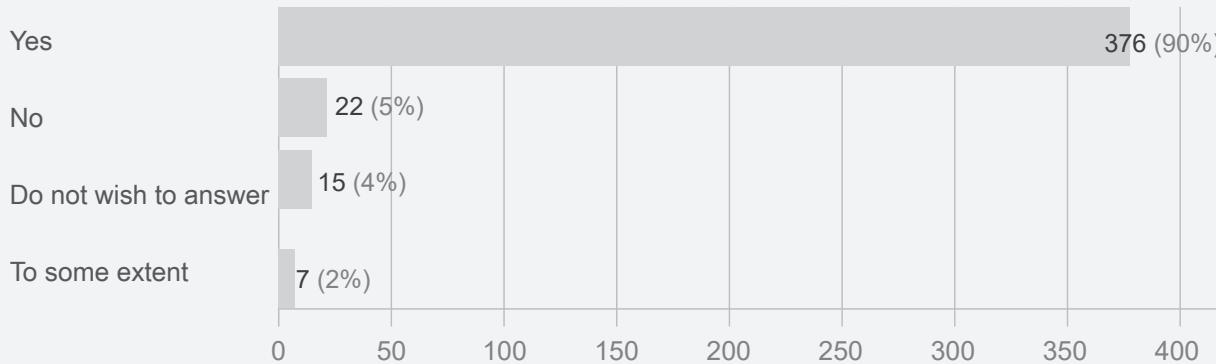|	
Yes	376 (90%)
No	22 (5%)
Do not wish to answer	15 (4%)
To some extent	7 (2%)

Figure 65 Communities' perception about attitude of staff and volunteers (# and % of answers)

Capacity Building

FGDs with staff suggest the need for an orientation/training for staff/volunteers on community engagement and understanding social cohesion and inclusion. Other trainings requested are for team building, first aid, and protection. Staff seek technical support for monitoring the effectiveness and quality of work and suggest organising debriefing sessions where they can express their opinions. The work at the centre can be stressful due to lack of human resources and the nature of work itself. Staff suggest to provision counselling sessions for those who need it. Community Centre staff are interested to learn from other National Societies the experience on Community Centre work in another context.

Staff inform there is some lack of safety while performing work in the field. However, this needs to be further understood and discussed. Staff have requested more support from the TRCS communications team in Ankara. Events such as campaigns on the prevention of child marriage and child labour are important. They seek technical support to engage refugees and local communities and improve their relationships. Regarding peer bullying, staff in Bağcilar mention that they organised a parent-teacher meeting at school. However, this needs to be scaled up in all the other centres. A peer bullying module has been developed that will be rolled out soon.

Community Centres communicate with the Muhtars for information about refugees or to advocate for issues affecting them. In Bağcılar for example, when TRCS receives food, shelter, they are usually distributed through consulting with the Muhtars. The Centre in Bağcilar has approached Imams and Muhtars to talk about child marriage and child labour. However, this needs to be promoted in other cities and followed up.

Recommendations

Short Term (now up to 6 months)

Information Needs

About Turkish Red Crescent Community Centres and Programmes

- Disseminate key information on TRCS CC services, other interventions by TRCS such as cash programmes, RCRC Movement principles and code of conduct, TRCS social media links and Hello Hope application, key behaviour and protection messages (including RFL).

- Promote and disseminate information about CC services through setting information boards in different languages at the centre, reviewing, updating brochures, developing short videos, organising information kiosks, promotional events in schools and different locations of the city and advisory committee meetings.

- Update the TRCS Facebook pages, in multiple languages, with information about the centre and promote links of TRCS social media accounts through brochures, videos, promotional events and advisory committees.

- Organise information seminars with local and refugee children, parents and teachers at school or at the centre to provide information about youth activities.

About behaviour and protection issues

- Develop key messages and IEC materials on protection and other behavioural issues including on child marriage to create awareness among communities so that they can adopt safer and healthier practices. Pocket cards, brochures and short clips can be used as communication channels.

- Develop a mini booklet, in multiple languages, with information on legal rights, employment, registration services, hospitals, education facilities for children, social rights and other issues.

- Engage Imams to promote information about TRCS services and key behaviour.

Participation and Social Cohesion

- Through re-formation of the advisory committee at each Community Centres, it will ensure it is participatory and representative of the vulnerable people who can voice concerns about the implementation of activities and interact with local stakeholders to discuss about wider issues affecting them. Participation of both local community and refugees in advisory committees needs to be increased to support collective decision-making. Functions and responsibilities of the committee should be formalised to improve effectiveness. In this regard, a Terms of Reference has been developed and shared with Community Centres.

- Organise anti-discrimination seminars/meetings, joint interventions and cultural activities to increase interaction among refugees and locals.

- TRCS through its youth activities at the Community Centre can form a youth club to ensure local and refugee children participate in the designing of youth activities and its implementation. Similar to the advisory committee, the youth club will comprise of members from local and refugee children and will act as a platform to share information about the services and to voice issues affecting them. Similar to the advisory committee, a Terms of Reference will be drafted to outline the responsibilities and expected outcome of the youth club.

- The youth club will collaborate with schools to organize anti-discrimination seminars, social activities and anti-bullying campaigns for children, parents and teachers. The club members will act as peers to promote an enabling environment to strengthen relationship between refugee and local children.

- Organise meetings with youth and children to consult on the youth activities and increase their participation. Maintain coordination with local schools to undertake joint interventions such as anti-discrimination seminars and activities to prevent peer bullying.

- Organise meeting with local community to understand and consult the relevance of the CC activities and ways to improve services appropriate for local community.

- Advocacy issues should be identified for dialogue with local municipality and public institutions. Relationship with the Muhtars should be strengthened either through inviting them in advisory committee meetings or organizing discussion forums with refugees.

Feedback Mechanism

- Establish a systematic rumour tracking mechanism to collect, analyse and respond to rumours. Social media pages and advisory committee meetings will be used for responding to rumours.

- Set up a feedback mechanism to collect, analyse and respond to complaints, feedback and questions. Depending on the feasibility, opportunities to use existing TRCS database will be explored.

- Developing feedback and rumour tracking protocol for CC staff/volunteers.

Capacity Building

- Training on CEA, feedback mechanisms and rumour tracking for staff and volunteers.
- Pocket cards on minimum actions for CEA.
- Develop institutional documents on CEA and social cohesion.

Long Term

Information Needs:

About TRCS CCs and Programmes

- Explore opportunity to work with Turkcell to update the 'Hello Hope' application and promote the application for use by communities.

About behaviour and protection issues

- Depending on the feasibility and given the community-based approach of the programme, in the long term, participatory radio programmes can be piloted to promote positive behaviour and engage local and refugees in similar discussions. Listeners' clubs can be formed to engage women and the youth group on issues affecting them.

Participation and Social Cohesion

- Conduct perception study to understand communities' views on the relevance of the services provided by the Community Centre and other agencies.

Feedback Mechanism

- Explore opportunities to build on the existing TRCS call centre for CC services.

Capacity Building

- Develop a pool of trainers through a ToT Training on CEA, feedback mechanisms and rumour tracking for staff and volunteers.

Annex

Community Engagement and Accountability Assessment Questions

The CEA Assessment questionnaire is aimed to understand communities' information needs, access to and preference of using communication channels, community structures and preferred mechanism to raise concerns or share feedback. The findings of the assessment will guide any adjustments and improvements to ongoing interventions by TRCS Community Centre (CC).

Instruction to staff/volunteer conducting assessment: Please complete all the questions in the questionnaire. There are **55** questions in total that will take 15 minutes to complete.

The type and number of respondents targeted for this assessment are outlined below:
- **Refugees at TRCS Community Centre who are beneficiaries: 30 individuals will be interviewed (60:40 female male ratio)**
- **Locals at TRCS Community Centre who are beneficiaries: 5 individuals will be interviewed (60:40 female male ratio)**
- **Refugee population living around the CC: 20 individuals (60:40 female male ratio)**
- **Locals living around CC: 15 individuals (60:40 female male ratio)**

Below is a suggested script:
'We are conducting an assessment on behalf of the Turkish Red Crescent Society (TRCS) to understand how the TRCS Community Centre support communities, like yours, with vital information, listen and act on your feedback and how we can improve our services based on needs. Some of these questions relate to your personal data such as your age and nationality. All information you provide will be confidential and anonymous and will not be shared with external organisations.

You have been randomly selected to take part in this assessment. The results of this assessment will be used by Turkish Red Crescent to improve its programmes. Your participation will have no effect on any services you receive, and the information will be used for analysis only.

The assessment should take about 15-20 minutes to complete. This is voluntary, and you can choose not to answer any of the questions, or to withdraw from participating in the assessment at any time.

Are you happy to participate in our assessment?
If you don't have any questions, may I begin now?'

Specific guidance for enumerators
Asking the questions:
• All questions should be read aloud in full to respondents and not paraphrased.
• If respondents select 'other' for any of the questions, please do try to elicit a qualitative response and enter in the box provided.
• The options to the questions need not be read aloud to participants but if required can serve as prompts for the enumerator to provide examples to clarify questions for respondents.
• Where the beneficiary does not wish to respond, please reflect this by ticking the appropriate option.

Are you happy to participate in this assessment?   *Tick one*

	Yes	
	No	

Name of the Interviewer		
Date		
Time		

Tick one

Location (City)	**Hatay**	
	Izmir	
	Sultanbeyli, Istanbul	
	Bagcilar, Istanbul	
	Ankara	
	Adana	

Introduction: Demographic questions

1	**Name**		

Tick one

2	**Sex**	Male	
		Female	
		Prefer not to say	

Tick one

3	**Age**	14-18	
		19 - 30	
		31 - 59	
		60 and over	

Tick one

4	**Nationality**	Syrian	
		Turkish	
		(Others)	

Tick one

5	**Status**	Resident in the country	
		Refugee registered	
		Refugee non registered	
		Do not wish to answer	

63

6	Highest Education level		*Tick one*
		Primay	
		Secondary	
		Vocational/technical training	
		University	
		Post Graduate	
		No education	

7	Person with Disability		*Tick one*
		Yes	
		No	

Information needs of the community

1 Do you know anything about the TRCS Community Center (CC) and its services?
for all respondents
If the response is No, skip to Q 9

Tick one

Yes	
Moderately	
No	
Do not wish to answer	

2 What do you know about the TRCS CC?
for all respondents

Tick all that apply

It provides information on registration	
It provides psychosocial support	
It supports a Child Friendly Space and children activities	
It provides vocational training	
It provides language courses	
It provides health and hygiene sessions	
It provides information about other agencies/ service providers	
It supports outreach worker to visit HH to provide information on CC, ESSN, CCTE	
It provides support to refugees only	
Others	
Do not wish to answer	

3 Do you use the CC?
for all respondents
If the response is No, skip to Q 7

Tick one

Yes, regularly	
Yes, sometimes	
No, I don't use at all	
Do not wish to answer	

4 If yes, what services do you access there?
for all respondents

Tick all that apply

Vocational training	
Language courses	
Psychosocial support	
Health activities	
Child, Youth and Volunteers activities	
Social and cultural activities	
Others, Specify:	
Do not wish to answer	

5 What information do you receive directly from the CC?
for all respondents

Tick all that apply

Updates on CC activities	
How to maintain health and hygeine	
Registration and informaiton on other agencies	
Language courses and how I can participate	
Vocational courses and how I can participate	
How to find a job	
How to take care of my child	
How to take care of new/ pregnant mothers	
How to participate in advisory councel meetings to share my feedbacks	
How to share feedback about CC service	
Others, Specify:	
Do not wish to answer	

6 Do you find the informaiton useful and easy to understand?
for all respondents

Tick one

Yes, the information given to me is easy to understand	
Yes, information is easy to understand but not useful for me	
Yes, information is useful but difficult to understand as it is not in my language	
No I don't find the information useful or easy to understand	
Do not wish to answer	

7 How did you learn about TRCS Community Centres?
for all respondents

Tick all that apply

Family	
Friends and neighbours	
TRCS Community Centre	
brochures and posters	
Community leaders	
SMS	
Facebook	
Twitter	
Instagram	
LinkedIn	
Youtube	
Whatsapp	
Social media - Twitter, Facebook etc	
Merhaba Umut - mobile app	
168 call centre	
Government	
Notice boards	
Radio	
Community meetings	
Red Crescent volunteers or staff	
Others, Specify:	
Do not wish to answer	

8 How well do you think information about the CC are communicated to the community?
for all respondents

Tick one

Very well communicated	
Well communicated	
Not clearly communicated	
Not at all advertised	
Do not wish to answer	

9 If we wanted to provide you with information about our services in TRC CC or other topics, how would you prefer to receive it?
for all respondents

Tick all that apply

Through face to face at home	
Through face to face meeting at CC	
Community meetings at CC	
Community meetings at our locality	
brochures and posters	
Community leaders	
Mosques/ religious leader	
SMS	
Facebook	
Twitter	
Instagram	
LinkedIn	
Youtube	
Whatsapp	
Website	
Government	
Merhaba Umut - mobile app	
Notice boards	
TV	
TV screens at CC/ Video	
mobile phone	
Call centre	
Radio	
Red Crescent volunteers or staff	
Others, Specify:	
Do not wish to answer	

10 Which sources of information do you trust the most?

for all respondents

Tick all that apply

Family	
Friends and neighbours	
TRC Community Centre	
brochures and posters	
TV screens at CC	
Community leaders	
Mosques/ religious leader	
SMS	
Social media - Twitter, Facebook etc	
Government	
Merhaba Umut - mobile app	
Notice boards	
TV	
Call centre	
Radio	
Community meetings	
Red Crescent volunteers or staff at TRC CC	
Red Crescent outreach worker	
Others, Specify:	
Do not wish to answer	

11 What are the main issues that you/or your family need information on right NOW? *In case this is a female respondent, pls ask if there are any specific issues related to women or children that they need informaiton about.*

WARNING - this question can be confused with what people's general needs are, not their informaiton needs, so this may need to be explained.

for all respondents

Tick all that apply

General news about what is happening here	
Information about TRC CC	
Registration services	
how to register for aid, ESSN, CCTE	
how to find housing	
legal rights for refugees	
informaiton about nutrition	
information on health	
how to get help after attack/ sexual/ gender based violence/ domestic violence or harassment	
how to stay safe to prevent attack/harassment	
information to get help on children trafficking	
information on child marriage and who/how to report	
how to find work	
informaiton on missing family member	
education for my children	
information on pre and post natal care	
mother and child care	
informaiton about safe internet use for children	
information about who to talk if you feel down	
Weather forecasts	
Information on personal hygeine	
information on menstrual hygeine	
information on HIV and safe sex	
Public services	
First Aid	
How to ask questions or provide feedback to organisations	
Need no information	
Other, Specify:	
Do not wish to answer	

12 Does anything stop you now or anything that may make it difficult for you to get information?

for all respondents

Tick all that apply

Ability to read	
Do not own any equipment eg radio, mobile phone, TV	
Cost of charging equipment	
Dependent on another family member to get information	
Information not in local language	
Information inaccessible(for visually impaired, disabled, etc)	
Nothing stops me	
I don't have time to get information	
Other, Specify:	
Do not wish to answer	

13 Are there any rumours spreading? *Tick one*
for all respondents

Yes	
No	
Do not wish to answer	

14 If yes, what is the rumour?

15 In what language do you prefer to communicate and receive information? Written *Tick all that apply*
for all respondents

Arabic	
Turkish	
English	
Others, Specify:	
Do not wish to answer	

In what language do you prefer to communicate and receive information? Spoken *Tick all that apply*
for all respondents

Arabic	
Turkish	
English	
Others, Specify:	
Do not wish to answer	

Access to Communication Channels

1 Do you own a mobile phone? *Tick one*

for all respondents
If the response is No, skip to Q 7

Yes	
I do not own but my family member owns one	
No	
Do not wish to answer	

2 What mobile service provider do you use? *Tick all that apply*
for all respondents

Turkcell	
TurK Telecom	
Vodaphone	
Others	
Do not wish to answer	

3 What do you do most with your phone? *Tick all that apply*
for all respondents

Voice calls	
SMS	
Use applications	
Use internet	
Facebook	
Twitter	
Instagram	
LinkedIn	
Youtube	
Whatsapp	
Pinterest	
Listen to radio	
Watch videos	
Others, Specify:	
Do not wish to answer	

4 Have you used Merhaba Umut application in your phone? *Tick one*
for all respondents

I have heard but I don't use	
I have heard and I use	
I don't know and don't use	
Do not wish to answer	

5 Have you visited TRC Community Centre in Social Media (for eg. *Tick one*
for all respondents
If the response is No, skip to Q 7

Yes, I visit regularly	
Yes, sometimes	
Yes, I visit but it is not in my language	
No I don't know and don't visit	
Do not wish to answer	

6 If yes, which social media do you use most for CC? *Tick all that apply*
for all respondents

Facebook	
Twitter	
Instagram	
LinkedIn	
Youtube	
Others	
Do not wish to answer	

7 Do you listen to radio?

for all respondents
If the response is No, skip to Q 9

Tick one

Yes	
I used to listen to radio in my country	
No	
Do not wish to answer	

8 If yes, what station do you listen to or channel?
for all respondents

List all relevant national and local stations

9 Do you use other communication devices or channels?
for all respondents

Tick all that apply

TV	
Computer	
Tablet	
Newspaper	
I don't use anything else	
Others (specify)	
Do not wish to answer	

Community Structure and Social Cohesion

1 How are decisions made in your community?
for refugees

Tick all that apply

Through a community committee	
Through community meetings	
By our community leaders	
Through the advisory committee in the TRC Community Centre	
No decisions are made	
I don't know	
Other, Specify:	
Do not wish to answer	

2 How do people share information in your community?
for refugees

Tick all that apply

Through community leader	
Through community committee members	
Through social media	
Through mobile phones	
No information is shared	
Others, Specify:	
Do not wish to answer	

3 How do the refugee community live in the cities?
for refugees

Tick all that apply

Scattered	
Clustered in different parts of the city	
Merged within the local community	
Do not wish to answer	

4 Do you have any community meetings within your community. If yes, where are they held?

for efugees
If the response is No, skip to Q 6

Tick one

Yes, In a market place	
Yes, in our homes	
Yes, we use the TRC CC	
Yes, Others:	
No, there are no community meetings	
Do not wish to answer	

5 If yes, do you take part in those meetings?
for refugees

Tick one

Never	
Sometimes	
Yes, very often	
Do not wish to answer	

6 How important is it to you that you are involved in decisions about your community?
for refugees

Tick one

Very important	
Important	
Not important	
I don't know	
Do not wish to answer	

7 How do you interact with host community/ refugee community?

for all respondents

as many as applica...

At work	
In community projects	
In shops and health centre	
At TRC Community Centre	
I do not interact with people from other back grounds	
Other, Specify:	
Do not wish to answer	

8 Rate the relationship between refugees and host communities in this location.

for all respondents

Tick one

Good	
Fair	
Neutral	
Poor	
Hostile	
Do not wish to answer	

9 Were there any conflicts here in this location between host and refugees in the last 3 months?

for all respondents

If the response is No, skip to Q 11

Tick one

Yes	
No	
Do not wish to answer	

10 If yes, what are the reasons?

for all respondents

Tick all that apply

Employers hire refugees for jobs with less pay	
Peer bullying at school among children	
Cultural difference	
Others, Specify:	
Do not wish to answer	

11 Were there conflicts among the refugees in the last 3 months?

for all respondents

If the response is No, skip to Q 14

Tick one

Yes	
No	
Do not wish to answer	

12 If yes, what were the reasons?

for all respondents

Tick all that apply

Competitive job market	
Poverty	
Living in crowded homes	
Other, Specify:	
Do not wish to answer	

13 How were the tensions resolved in both cases?

for all respondents

Tick all that apply

By our community leader	
By community committee members	
By Local people/ host community	
By police	
Others, Specify:	
Do not wish to answer	

14 How can the relationship be improved among host and refugee communities?

for all respondents

Tick all that apply

Through cultural activities	
Through community dialouges	
Promoting access to employment	
Awareness raising among host and refugee communities on non discrimination	
Joint interventions by refugee and host commuity children at school to stop peer bullying	
Awareness among teachers and parents to stop peer bullying	
Others, Specify:	
Do not wish to answer	

Participation and Feedback

1 **Does TRCS CC staff ask your opinion and are you involved in any discussion related to programme decision/design?** *Tick all that apply*

for all respondents

Yes, after each vocational training or language courses	
Yes, in advisory committee meetings	
Yes, I was asked if I was satisfied with their services through group discussions/survey	
Yes, sometimes	
No	
Others, Specify:	
Do not wish to answer	

2 **Do you feel Community Centre is open to your suggestions for improving exisitng services or making additional services available?** *Tick one*

for all respondents

Yes, they are very open to suggestions	
Yes, they are somewhat open	
No, they do not accept our suggestions	
I have not made any suggestions to the community centre	
Do not wish to answer	

3 **Do you know how to communicate with TRC CC for questions or feedback about its services and staff?** *Tick all that apply*

for all respondents

Yes, through mobile phone	
Yes, by visiting the CC	
By Email	
By SMS	
Through Complaints box at TRC CC	
Attending community meetings at TRC	
168 call centre	
Facebook	
Twitter	
Instagram	
Whats app	
No, I do not know	
Others, Specify:	
Do not wish to answer	

4 **How do you contact TRC CC for questions or share feedback about its services and staff?** *Tick all that apply*

for all respondents

Mobile phone	
In person by physically visiting the CC	
Email	
SMS	
Complaints box at TRC CC	
Attending community meetings at TRC	
168 call centre	
Facebook	
Twitter	
Instagram	
Whats app	
No, I do not contact	
Others, Specify:	
Do not wish to answer	

5 **Have you used the complaints box in TRC CC?** *Tick One*

for all respondents

Yes, many times	
Yes, sometimes	
No, I am not aware	
No, I have not seen any box	
Do not wish to answer	

6 **Have you called 168 call centre to ask questions or share complaints about services on CC?** *Tick one*

for all respondents

Yes (for community centre services)	
No (I have called for Kizilay card/other informaiton)	
Others	
Do not wish to answer	

7 Have you received response to your questions, complaints or feedback?   *Tick one*

for all respondents

Yes	
Sometimes	
No	
Do not wish to answer	

8 If you wanted to ask questions or raise complaints to TRC about its services, how would you most like to do so?   *Tick all that apply*
(instruction to interviewer: please note the choices may be different from men, women and children)

for all respondents

Face-to-face with a representative of the organisation (privately) at home	
Face-to-face with a representative of the organisation (privately) at CC	
In community meetings at CC	
By telephone and speaking to someone	
By writing and posting in a suggestion in complaint box	
Through community committee in my locality	
By telephone, but must be anonymous	
By email	
By SMS	
Facebook	
Twitter	
Instagram	
Whats app	
I don't feel comfortable asking questions or raising complaints in any way	
Other (specify):	
Do not wish to answer	

9 If you wanted to raise sensitive complaints to TRCS regarding staff behaviour, sexual assault or corruption, how would you most like to do so? *(instruction to interviewer: please note the choices may be different from men, women and children)*   *Tick all that apply*

for all respondents

Face-to-face with a representative of the organisation (privately) at home	
Face-to-face with a representative of the organisation (privately) at CC	
In community meetings at CC	
By telephone and speaking to someone	
By writing and posting in a suggestion in complaint box	
Through community committeein my locality	
By telephone, but must be anonymous	
By email	
By SMS	
Facebook	
Twitter	
Instagram	
Whats app	
I don't feel comfortable asking questions or raising complaints in any way	
Other (specify):	
Do not wish to answer	

10 For sensitive complaints, if you wanted to share feedback face to face or over phone, who would you prefer to talk? *(Examples of sensitive complaints are sexual assault by staff/volunteers, corruption, etc.)*   *Tick one*

Any project staff in CC	
Male project staff in CC	
Female Project Staff in CC	
Refugee volunteer	
TRCS Outreach worker	
Our Community Leader	
Others (Specify) –	
Do not wish to answer	

11 In case of complaints box, where would you prefer it to be placed, so it is safe and accessible?   *Tick all that apply*

TRCS Community Information Centres	
Close to our homes	
Others (Specify) –	
Do not wish to answer	

12 Would you prefer to make anonymous complaints, although the response to such complaints can be difficult?
for all respondents

Yes (for all complaints and feedback)	
Yes (for sensitive complaints only)	
No	
Do not wish to answer	

13 Are there any barriers, that we should be aware of, when it comes to complaining or sharing feedback?
(instruction to interviewer: please note the choices may be different for men, women and children)
for all respondents

Tick all that apply

Political influence	
can not write	
do not have phone to make a call	
language issues	
others (specify)	
Do not wish to answer	

14 How would you like TRC CC to respond to your complaints/ feedback?
for all respondents

Tick all that apply

Face-to-face with a representative of the organisation (privately)	
In community meetings held at TRC CC	
By telephone and speaking to someone	
By writing and posting in a suggestion box	
Through my community committee	
By telephone, but must be anonymous	
By email	
I don't feel comfortable asking questions or raising complaints in any way	
Other (specify):	
Do not wish to answer	

15 What is a reasonable time to receive a response?
for all respondents

Tick one

instantly	
1-2 weeks	
3-4 weeks	
Others (specify) –	
Do not wish to answer	

16 Do you know the principles of the TRCS and how they work?
for all respondents

Tick one

Yes	
No	
Do not wish to answer	

17 Are you treated respectfully by TRCS staff and volunteers?
for all respondents

Tick one

Yes	
To some extent	
No	
Do not wish to answer	

The End

Community Engagement and Accountability Assessment Questions

3 separate FGDs are to be conducted for refugees (men, women and children) in each of 6 locations. A maximum of 10 persons should participate in each FGD. The rationale behind conducting separate FGDs are to ensure women, men and children can discuss openly and avoid influence from either party in responding. Based on previous experience, it is suggested to conduct separate FGDs for host and refugees to enable both target groups to engage in discussions. To respect the 'do no harm' approach, while selecting the participants for FGDs, considerations will be made to include elderly, disable, and single heads of households.

The below FGD checklist for men and women is aimed to understand their information needs, access to and preference of using communication channels, community structures and preferred mechanism to raise concerns or share feedback. The findings of the assessment will guide any adjustments and improvements to ongoing interventions by TRCS Community Centre (CC).

Preparation before the focus group
• Is the room easily accessed for men, women, disabled/elderly?
• Remove / limit the number of distractions in the room
• Are refreshments available?
• Do you have the topic guide?
• Do you have paper and pen(s) to record the discussion?

Introduction for the focus group discussion
Prior to beginning the focus group discussion, the focus group facilitator introduces the purpose of the focus group, and provides information about consent, and confidentially.

Use the following text:

'Thank you very much for coming today. We are conducting an assessment on the behalf of Turkish Red Crescent Society (TRCS) to understand how the TRCS Community Centre support communities like yours with vital information, listen and act on their feedback and how we can improve our services based on your needs. All information you provide will be confidential and anonymous and will not be shared with external organisations. Your participation will have no effect on any services you receive, and the information will be used for analysis only. The results of this discussion will be used by the Turkish Red Crescent to improve and measure the impact of their programmes. We will gather notes during our discussion and the results of this assessment will be used by Turkish Red Crescent to improve its programmes.

The discussion should last between 1 hour. Participation is voluntary, and you can choose not to answer any of the questions, or to withdraw from participating in the focus group at any time.

Are you happy to continue participating?'

Just before we begin, I would like to state some ground rules that will help our discussion go well:
• The most important rule is that only one person speaks at a time. There may be a temptation to jump in when someone is talking but please wait until they have finished so that we can listen to everyone's views.
• There are no right or wrong answers
• If there are any questions or discussions that you do not wish to answer or participate in, you do not have to do so; however please try to answer and be as involved as possible.
• When you do have something to say, please do so. There are many of you in the group and it is important that I obtain the views of each of you
• You do not have to agree with the views of other people in the group but to respect each other's views.
• Refrain from discussing the comments of other group members outside, after the focus group.

Does anyone have any questions?

OK, let's begin

• Let's start by introducing ourselves.
• And how long have you been living in [which part of city]?
• Main questions from topic guide.

		Tick one
Are you happy to participate in this FGD?	**Yes**	
	No	

Name of the Interviewer	
Date	
Time	

		Tick one
Location (City)	Hatay	
	Izmir	
	Sultanbeyli, Istanbul	
	Bagcilar, Istanbul	
	Ankara	
	Adana	

Demographic Informaiton	

		Number of participants
1 **Age**	18 - 30	
	31 - 59	
	60 and over	

2 **Nationality**	Syrian	
	Iraqi	
	Somalian	
	(Others)	

3 **Status**	Resident in the country	
	Refugee registered	
	Refugee non registered	
	Do not wish to answer	

	List down professions
4 **Profession**	

	Lead Questions	**Sub Questions**
	Information needs of the community	
1	What do you know about TRCS Community Centre (CC)?	*Do you use the CC?* **If no, why (not relevant to their needs, too far away, don't know about it)?**
		How did you learn about TRCS Community Centre?
		How do you receive information *directly from the CC?* **Are they useful? If not, why?**
		Did you know about Red Crescent before you arrived in Turkey?
2	If we wanted to provide you with information about **our services in TRC CC or other topics,** how would you prefer to receive it? *Note: The discussion should also emphasize on how do people who can not read or write would like to communicate. As much as possible, we try to make sure we give impartial access to all – so please bear in mind the information channels of elderly and disabled adults.*	*Are these also the trusted sources?*
		What about radio, street drama/mobile cinema?
		What communication channel do you use and have access to? Such as mobile phone, radio, tablet, etc.
		In what language do you prefer to communicate and receive information?
		How would men/women want to receive information if they can't read or write or know how to use media?
3	What are the main issues that you/or your family need information on **right NOW**? *Female respondents need to be asked if there are any specific issues related to women or children that they need information about. WARNING - this question can be confused with what people's general needs are, not their information needs, so this may need to be explained.*	*Are there any specific information men/women and children need right now?*
		Why?
4	What are the barriers to receiving informaion? **Note to Moderator** Keep in mind that sometimes information barrier might be the head of household that does not disseminate the information – this would be a point to pay attention to during male – female FGDs	*Does anything stop you now or anything that may make it difficult for you to get information?*
5	Are there any rumours spreading in the community?	*If yes, what are the rumours? Can you give examples.*
		How do you normally react / cross check – that this is a rumour or not?
	Access to Communication Channels	
1	Have you used Merhaba Umut application in your phone?	*If yes, what do you use Mehaba Umut for?*
		If not, why?
2	Have you visited TRC Community Centre in Social Media (for eg. Facebook, Twitter, Instagram or youtube?	*Which social media do you use most?*
		If not, why?
	Community Structure and Social Cohesion	
1	What is the structure of your community?	*Are there community leaders?*
		How are they elected?
		What is the role of community leader/members/ committee?
		Who are the community leaders?
		Are there only men or women community leader?
2	How are decisions made in your community?	*Who makes the decision at the community level & at HH level?*
		What is the process of decision making in the community?
		How are men women boys and girls included in the decision making?
		Do children support in passing information, because they are better at using technology?
3	How do you connect with each other and share information?	*Do you have community meetings? If yes, when and where?*
		Do you use Whatsapp/mobile phones to connect each other?
4	How do you interact with host community/ refugee community?	*How do host communities perceive the refugee communities?*
		How do refugees perceive the host communities?
		How to overcome these perceptions?
5		*Where and when do you interact?*
		What is the level of interaction for different age group?
		How can we improve the interaction?
6	What are the reasons for tensions among host and refugee communities or among refugees?	*Reason for tension among host and refugee communities?*
		Reason for tension among refugee communities?
7	How are the tensions minimized/resolved?	*Do you/host community contribute in reducing tension?*
		If yes, how?
		What do you have in common?
8	How has the harmonization activity of the TRC CC helped in reducing tension in the community?	*Can you give example in how the harmonization activitiy has enhanced relationship?*
		If not, why?
		How can this be improved?
	Behaviour and Practise	
1	What is your concept on child marriage?	*Why do people engage in this?*
		Has anyone discussed about child marriage with you before?
		What is the usual age for marriage in your community (for girls/boys)?
		What do most people think is the appropriate age for girls to marry in this community and why? Is it different for boys and why?
		What are some of the positive or negative consequences for a girl who marries very early?
		Do you know if number of early marriages in your community has increased? if yes, why do you think it is?
		What are some of the services that exist for young married couples?
		How could these be strengthened?
		What do girls do when they get pregnant? Who do they turn to? Where do they go?
		Has anyone discussed about child marriage with you before?
2	We have heard that some children are choosing to work instead of studying. Why are girls and boys working?	*Are there girls and/or boys expected to contribute to household income? From what age? Doing what?*
		We have heard there are issues of peer bullying at school.
		Is peer bullying common in schools?
		Does this lead to child labour?
		What can TRCS provide to prevent and/or withdraw children from work and/or how could current efforts be improved?

	Participation and Feedback	
1	How do you participate in programme decisions for TRC services?	*Can you give example in how you have participated in decision making of TRCS programs?* *Do you feel your suggestions are listened to and acted upon?*
2	If you wanted to ask questions or raise complaints to TRC about its services, how would you most like to do so? *(please note the choices may be different from men and women)*	*Who is your first contact point in TRCS CC, volunteers? Staff?* *What communication channels do you prefer to use and is accessible?*
3	If you wanted to raise sensitive complaints to TRCS regarding staff behaviour, sexual assault or corruption, how would you most like to do so? *(please note the choices may be different from men and women)*	*What communication channels do you prefer to use and is accessible?* *if you wanted to share feedback face to face or over phone, who would you prefer to talk?*
4	Would you prefer to make anonymous complaints, although the response to such complaints can be difficult?	*Explain: Anonymous meaning without names or personal details*
5	Are there any barriers, that we should be aware of, when it comes to complaining or sharing feedback? *(please note the choices may be different from men and women)*	*What are the barriers for women when it comes to complaining or sharing feedback?*
6	How would you like TRC CC to respond to your complaints/ feedback?	*What communication channels should TRCS use? (This can also include face to face)*
7	Have you called 168 call centres to ask questions or share complaints about services on CC? **If not, why?**	*Explain:168 is a TRCS Call centre to receive questions, complaints*
8	Have you used the complaints box in TRC CC? **If not, why?**	*Explain: Complaint box located in the community centre to collect feedbacks from communities*

75

Community Engagement and Accountability Assessment Questions

Guidance for parents
The TRC Community Centre is providing service for children, such as youth and children activities. To improve the quality of our work, we would like to discuss with children between age 14-18 to understand their information needs and how they would like to share feedback about our services. Their responses will be recorded by TRCS staff for documentation and improving its work for children.

Focussed Group Discussion (FGD)
The below FGD checklist for children of migrants (aged between 14 - 18) is aimed to understand their information needs, access to and preference of using communication channels and preferred mechanism to raise concerns or share feedback. The findings of the assessment will guide any adjustments and improvements to youth interventions by TRCS Community Centre (CC).

Preparation before the focus group
• *Is the room easily accessed for girls, boys and disabled?*
• *Remove / limit the number of distractions in the room*
• *Are refreshments available?*
• *Do you have the topic guide?*
• *Do you have paper and pen(s) to record the discussion?*

Introduction for the focus group discussion
Prior to beginning the focus group discussion, the focus group facilitator introduces the purpose of the focus group, and provides information about consent, and confidentially.

Use the following text:

'Thank you very much for coming today. We are conducting an assessment on the behalf of Turkish Red Crescent Society (TRCS) to understand how the TRCS Community Centre support children with vital information, listen and act on their feedback and how we can improve our services based on your needs.
All information you provide will be will not be shared with external organisations. Your participation will have no effect on any services you receive, and the information will be used for analysis only. The results of this discussion will be used by the Turkish Red Crescent to improve and measure the impact of their programmes.

The discussion should last between 1 hour. Participation is voluntary, and you can choose not to answer any of the questions, or to withdraw from participating in the focus group at any time. We will gather notes during our discussion and the results of this assessment will be used by Turkish Red Crescent to improve its programmes.

Are you happy to continue participating?'

Just before we begin, I would like to state some ground rules that will help our discussion go well:
• The most important rule is that only one person speaks at a time. There may be a temptation to jump in when someone is talking but please wait until they have finished so that we can listen to everyone's views.
• There are no right or wrong answers
• If there are any questions or discussions that you do not wish to answer or participate in, you do not have to do so; however please try to answer and be as involved as possible.
• When you do have something to say, please do so. There are many of you in the group and it is important that I obtain the views of each of you
• You do not have to agree with the views of other people in the group but to respect each other's views.
• Refrain from discussing the comments of other group members outside, after the focus group.
• Does anyone have any questions?

OK, let's begin

• Let's start by introducing ourselves and saying where we're from.
• And how long have you been living in [which part of city]?
• Main questions from topic guide.
• Before we finish does anyone have any more thoughts or opinions about what we have talked about today?

General note: One FGD is to be conducted for children (5 girls and 5 boys) in each of 6 locations. A maximum of 10 persons should

	Tick one	
Are you happy to participate in this FGD?	**Yes**	
	No	

Name of the Interviewer	
Date	
Time	

		Tick one
Location (City)	**Hatay**	
	Izmir	
	Sultanbeyli, Istanbul	
	Bagcilar, Istanbul	
	Ankara	
	Adana	

Demographic Information

		Number of participants
1 **Age**	**14 - 16**	
	17 - 18	

2 **Nationality**	**Syrian**	
	Turkish	
	(Others)	

3 **Status**	**Resident in the country**	
	Refugee registered	
	Refugee non registered	
	Do not wish to answer	

Lead Questions	Sub Questions
Information needs of the community	
1 What do you know about TRCS Community Centre (CC)?	*Did you hear about the Red Cross or Red Crescent before coming to Turkey?*
	Do you use the CC? **If no, why?**
	How did you learn about TRCS Community Centres?
2 Do you attend the youth activities or any other activities at the CC? Is it useful to you?	*Is it useful? Can you give example in how the youth activitiy has impacted your well being?*
	How can this program be improved?
3 If we wanted to provide you with information about our services in TRC CC or other topics, how would you prefer to receive it?	*What communication channel do you use and have access to? Such as mobile phone,*
	What about radio, street drama/mobile cinema?
	In what language do you prefer to communicate and receive information?
4 What are the main issues that you/or your family need information on **right NOW**? *WARNING - this question can be confused with what people's general needs are, not their information needs, so this may need to be explained.*	*Is there any specific information you need right now?*
	Why?
5 What are the barriers to receiving informaion?	*Does anything stop you now or anything that may make it difficult for you to get information?*
	Do your parents share information about community centre?
	Do you share information with adults or families in the communities?
Access to Communication Channels	
1 Have you used Merhaba Umut application in your phone?	*What do you use Mehaba Umut for?*
	If not, why?
2 Have you visited TRC Community Centre in Social Media (for eg. Facebook, Twitter, Instagram or youtube?	*Which social media do you use most?*
	If not, why?
Community Structure and Social Cohesion	
1 How do you connect with other children/youth in your community and share information?	*Do you have community gathering? If yes, when and where?*
	Do you use Whatsapp/mobile phones to connect each other?
2 How do you interact with children of host community/ refugee community?	*Where and when do you interact?(eg, NS volunteers, social events, etc)*
	What is the level of interaction?
	How can we improve the interaction?
	How easy is it to make friends when you speak different language?
Behaviour and Practise	
1 Do you go to school?	*Do children of your age go to school in your community? If not, why?*
	Has anyone discussed about child marriage with you before?
	Do you know what is the usual age for marriage in your community (for girls/boys)?
	What do you think is the appropriate age for girls to marry in this community and why? Is it different for boys and why?
	What are some of the positive or negative consequences for a girl who marries very early?
	Do you know if number of early marriages in your community has increased? – if yes, why do you think it is?
	What are some of the services that exist for young married couples? How could these be strengthened?
2 We have heard that some children are choosing to work instead of studying. Do you know why this is – Why are girls and boys working?	*Are there girls and/or boys expected to contribute to household income? From what*
	How does the community generally view children engaged in any type of child labour?
	What can TRCS provide to prevent and/or withdraw children from work and/or how could current efforts be improved?
	If you would choose between studying or working, which one would you choose and why?
	What are main challenges you face going/ attending school?
Participation and Feedback	
1 How do you participate in programme decisions for TRC services?	*Can you give example in how you have participated in decision making of TRCS programs?(eg. participating in youth activities, working with NS as volunteers, etc)*
	Do you feel your suggestions are listened to and acted upon? (for eg, through asking feedback after each session, BSS survey, etc)
2 If you wanted to ask questions or raise complaints to TRC about its services and staff behaviour, how would you most like to do so?	*What communication channels do you prefer to use and is accessible?*
	if you wanted to share feedback face to face or over phone, who would you prefer to talk?
3 Are there any barriers, that we should be aware of, when it comes to complaining or sharing feedback?	*What are the barriers when it comes to complaining or sharing feedback?*
4 How would you like TRC CC to respond to your complaints/ feedback?	*What communication channels should TRCS use? (This can also include face to face)*
5 Have you called 168 call centres to ask questions or share complaints about services on CC? **If not, why?**	*Explain:168 is a TRCS Call centre to receive questions, complaints*
6 Have you used the complaints box in TRC CC? **If not, why?**	*Explain: Complaint box located in the community centre to collect feedbacks from communities*

Community Engagement and Accountability Assessment Questions

The below FGD checklist for staff and volunteers is aimed to understand:
- *community engagement approach and social inclusion activities in the ongoing interventions and ways to improve*
- *understand key risks of communities through their observation*
- *capacity building of staff and volunteers*

The findings of the assessment will guide any adjustments and improvements to ongoing interventions by TRCS Community Centre (CC).

General note: FGD with staff and volunteers is to be conducted in each of the targetted locations at the CC. The participants of the FGD are CC Manager, Social Worker, Case Worker, Livelihood Officer, PSS Officer, Syriana and Turkish volunteers. The FGD should take maximum 1 hour.

Name of the Interviewer	
Date	
Time	

		Tick one
Location (City)	**Hatay**	
	Izmir	
	Sultanbeyli, Istanbul	
	Bağcilar, Istanbul	
	Ankara	
	Adana	

Participant Details

	Number of participants
CC Manager	
Social Worker	
Case Worker	
Livelihood Officer	
PSS Officer	
Translator/ Syrian volunteer	
Turkish Volunteer	

Lead Questions	**Sub Questions**
Information needs of the community/ Participation Feedback	
1 How did communities participate in program design?	*Through assessment, FGD, etc*
2 How is informaiton about the CC dissimenated to commuinties?	*What communication channel are used?*
	Which language is used?
	How can this be improved, such as animations, info boards, info
3 How do communities share their feedbacks now?	*Through sharing feedbacks in various activiites or advisory committees, through BSS studies, etc*
	Is there a standard mechanism?
	Is there a complaints box at the CC? How do we use it?
	Do we record the feedback to track trends?
	How do we use the feedbacks in adjusting our programes?
	Do we promote the use of 168 call centre for sharing feedbacks?
4 How do we promote the use of Merhaba Umut app and social media to communities at the centre or through outreach?	*through brovhures, face to face, etc*
5 What life saving information are provided to CC and how?	*This can include health and hygeine, protection, etc through awareness raising session, outreach, brochures, videos, etc.*
6 From your observation, what are the main issues that communities ask for information?	*Are there any specific information requested for women and children?*
	Why?
7 Are there any rumours spreading in the community?	*If yes, what are the rumours? Can you give examples.*
	How have you dealt with rumours?

Community Structure and Social Cohesion	
1 How do we engage host and refugee communities in our programmes?	*Invite community leaders from refugee communities to receive our services, advisory committees, involve refugees as volunteers, etc.*
	How can we improve their engagement?
	How is the relationship with Muhtar and refugee cmmunities and how do we support the realtionship?
2 From your observation, what are the perceptions of host communities towards refugees and vice versa?	*How do host communities perceive the refugee communities?*
	How do refugees perceive the host communities?
	How to overcome these perceptions?
3 What are the reasons for tensions among host and refugee communities or among refugees?	*Reason for tension among host and refugee communities?*
	Reason for tension among refugee communities?
4 How are the tensions minimized/resolved?	*Do community contribute in reducing tension?*
	If yes, how?
5 How has the harmonization activity of the TRC CC helped in reducing tension in the community?	*Can you give example in how the harmonization activitiy has enhanced relationship?*
	If not, why?
	What role do you play in reducing tensions for TRCS harmonisation activity?
	How can this be improved?

Behaviour and Practise	
1 Do we receive and address cases of child marriage and child labour?	*thorugh outreach and provide key message, refer to MoFSP, etc*
	What services are there for these children?
	How do we record the cases? through outreach and provide key message, refer to MoFSP, etc
	Has there been an increase – if yes why do you think it is?
	Is there need for more awareness on this in the communities?
2 How do we address peer bullying at school?	*through dialoue with teachers, parents, activities, etc*
	What do we need to do to minimize this?

Capacity Building/ Coordinaiton	
1 Do we require any specific trainings for staff and volunteers to engage with communities?	*If yes, what trainings do you suggest?*
	What trainings have the staff and volunteers already received?
2 How do we engage communities with Muhtar and how is the relationship?	*through dialoue every month, refer cases to Muhtar, etc*

The European Union is a unique economic and political union between 28 EU countries and is committed to helping victims of disasters worldwide and supports millions of people worldwide each year. Collectively, the EU and its constituent countries are the world's leading donor of humanitarian aid. This aid, in the form of financing, provision of goods or services, or technical assistance, aims to help prepare for and deal urgently with crises that seriously affect populations outside the EU. EU action is guided by the principles of humanity, neutrality, impartiality and independence. Aid is channelled through international and local partner organizations, agencies, and supported by thousands of volunteers.

TRCS – The Turkish Red Crescent Society (TRCS), founded in 1868, is the largest humanitarian organization in Turkey.

TRCS has a country-wide network with 258 Branches and provides support to vulnerable people living in Turkey and overseas. TRCS has nine regional and 25 local disaster management and logistics centres. The mission of TRCS is "Providing aid for needy and defenceless people in disasters and usual periods as a proactive organization, developing cooperation in the society, providing safe blood and decreasing vulnerability".

Besides contributing to the development of social welfare, TRCS has been providing services on shelter, nutrition and health, psychosocial support, blood service, disaster response operations, international aids, social services, livelihood and protection for displaced populations.

IFRC – The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world's largest volunteer-based humanitarian network. With our 190 member National Red Cross and Red Crescent Societies worldwide, we are in every community reaching 160.7 million people annually through long-term services and development programmes, as well as 110 million people through disaster response and early recovery programmes. We act before, during and after disasters and health emergencies to meet the needs and improve the lives of vulnerable people. We do so with impartiality as to nationality, race, gender, religious beliefs, class and political opinions.

For more information, please contact us:

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Community Based Migration Programmes

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