

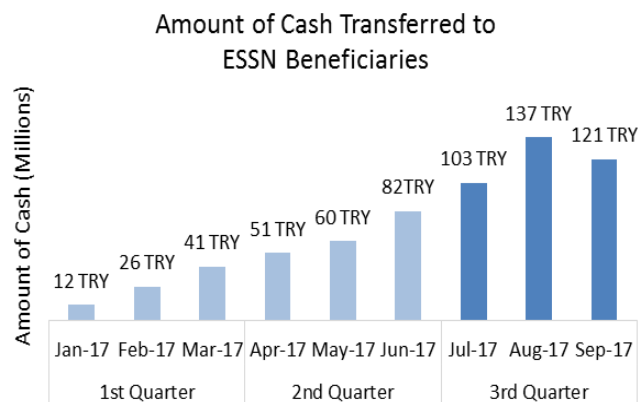
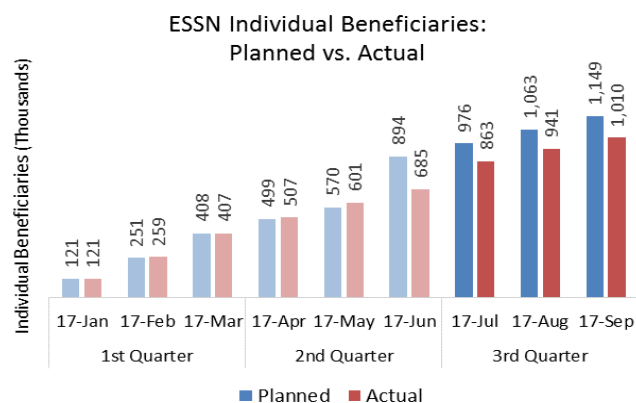


Emergency Social Safety Net Quarter Three 2017 Monitoring Report

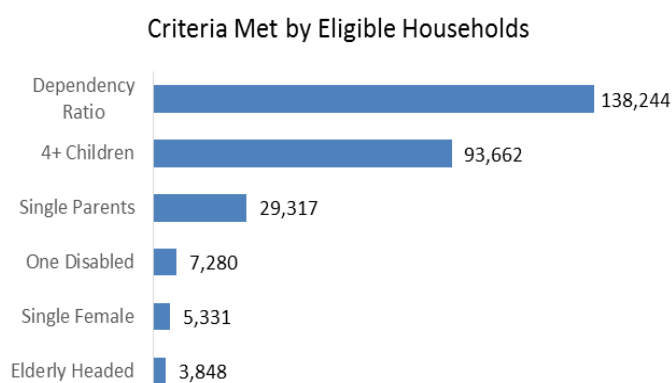
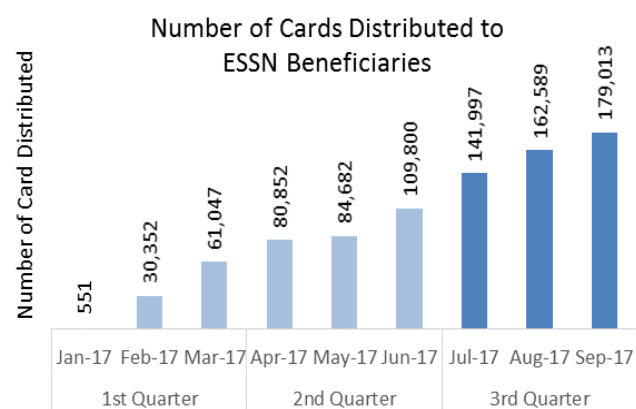
Highlights

- By the end of September, the ESSN reached **1,010,894** beneficiaries, marking an important milestone for the programme, and bringing closer the overall target of 1.3 million beneficiaries.
- **169,398** out of **337,664** applicant households were assessed as eligible. The average beneficiary household size was **5.97** and the inclusion rate was **51%**.
- By Q3, **€122 million** had been provided to beneficiaries through the ESSN (cumulative assistance total).
- In the August payment cycle, **€ 5.8 million** was transferred to beneficiaries as **quarterly top-ups** in addition to the monthly assistance, aiming to provide supplemental assistance to small households.
- WFP and TRC field teams completed two rounds of Focus Group Discussions (FGD) across twelve provinces in August and September.
- Remote PDM data collection began on 10 August, with 12 TRC call centre enumerators conducting surveys with eligible and ineligible households via phone.
- A referrals system for refugees with specialised protection needs has been established, and was functioning well throughout Q3.
- ESSN Website for beneficiaries was officially launched in Q2 (June), and continued to serve as a key feedback mechanism throughout Q3.

Tracking outputs of ESSN operations



August increase due to quarterly top ups



Households may meet multiple criteria

On-site monitoring

By the end of Q3, **476** districts in **79** provinces had been visited by WFP monitoring staff, covering **448** SASF offices, **237** HB branches and **18** TRC SCs (which were visited multiple times). Monitoring activities led by field monitors included interacting with beneficiaries at different stages of the ESSN application process, providing on-site assistance, and tracking correct implementation of the programme at the various sites.

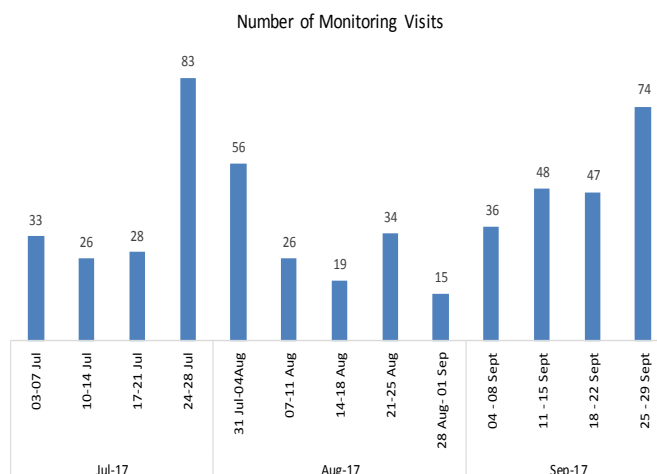
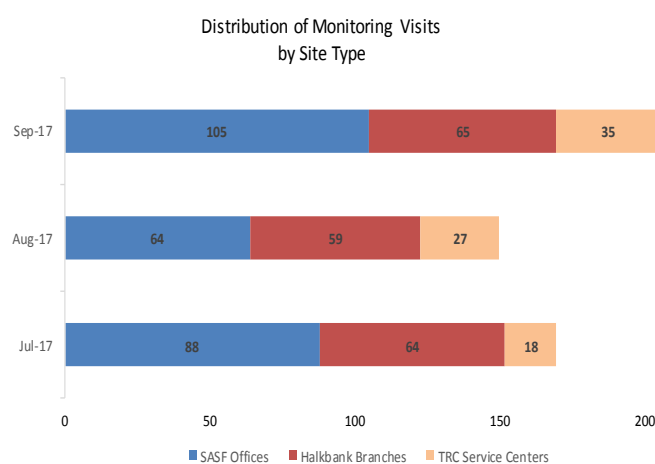
All monitoring visits were recorded by the field teams into the WFP Turkey Country Office process monitoring tool, MEDS, which allows for tracking of monitoring coverage by Area Offices and geographical locations, as well as programme implementation sites.

Additional to tracking visit counts and coverage, MEDS also includes a module to record issues that were observed or reported regarding any of the ESSN processes. This feature allows for referrals and appropriate follow-up actions.

MEDS was developed by the WFP Turkey CO IT Solutions unit based on concepts and requirements defined by the VAM/M&E unit, and has been under continuous development throughout Q3 to best meet the needs of all WFP offices in Turkey. The MEDS system supports the planning and use of results oriented monitoring.

In September, the latest updated version of the MEDS database was released. The VAM/M&E unit, together with the IT Solutions team, trained all field teams and relevant country office staff on its use.

On-site monitoring coverage



Main application and card distribution monitoring findings

DGMM/PDMM and Nüfus issues causing delays in the ESSN application process:

- Appointments for registration were reported to be given over six months away in some PDMM offices.
- In a few locations, field visits revealed that Iraqi and Iranian applicants have more difficulties obtaining appointments because priority is given to Syrians.
- Security background checks conducted by the police cause delays in the PDMM registration process of refugees.
- Continuing issues with family members having different registration numbers.

WFP and TRC field staff informed the headquarters of Nüfus and DGMM about these issues. A solution was identified with Nüfus that enables TRC SCs to accept address declaration forms on behalf of Nüfus. Registration issues at PDMMs are also being communicated to UNHCR.

Informal housing

- Households living in informal housing, not registered in the MERNIS database, remain outside of coverage of the ESSN, because they do not meet the official pre-requisites for application. Sanliurfa, Mersin and Adana are currently the top 3 cities with the highest concentration of populations living in informal housing.

WFP/TRC teams succeeded in convincing local authorities to provide a formal address to informal settlements in a limited number of locations, however the high vulnerability of these populations requires a wider response. Identifying these cases and designing a process to reach these families remains a priority for ESSN partners. This issue is being discussed at Ankara level in pursuit of a systematic solution.

Operational issues during card distributions:

- Inadequate staffing in some Halkbank branches, especially in high concentration areas in the South-East, resulted in crowding during card distributions. Difficulties in crowd management have the potential to create safety and/or protection issues.
- The security guard is usually the only employee allowed to help at the ATM, but often cannot cope due to high numbers requiring assistance.

WFP/TRC teams assisted the bank branches during crowded card distributions to ensure safe implementation of this activity. In many cases, direct communication between bank staff and WFP/TRC teams ensured good coordination and organization of support during the distributions.

In Q3, Halkbank established card distributions in Gaziantep, Sanliurfa and Hatay TRC Service Centres, reducing the burden on the Halkbank branches.

At Ankara level, WFP/TRC holds weekly meetings with Halkbank to discuss issues raised by the field teams and ensure swift action to provide solutions.

Updates on implementation of ESSN VAM & M&E strategy

Post Distribution Monitoring

In August 2017, the first round of remote PDM data collection started with 12 TRC call center enumerators calling ESSN beneficiary and non-beneficiary households.

Following a panel survey methodology, the PDM sample consists of the same 8690 households, who were surveyed during the baseline data collection. All households will be called on quarterly basis throughout the duration of the ESSN programme to conduct the follow-up surveys. The data will serve to analyse the impact of the ESSN assistance on beneficiary households compared to non-beneficiary households in a joint effort with the World Bank, inform programme design and assess targeting efficiency.

By the end of September, 4245 beneficiary and non-beneficiary households were surveyed in the framework of the rPDM exercise. The response rate for the remote surveys was on average 70%, constituting a very positive result. In order to provide incentives for non-beneficiary households to participate in the follow-up surveys, in September, WFP signed a contract with a local telecommunications company, who will provide the platform for transferring airtime top-ups (phone credit) to non-beneficiary households after completion of the PDM survey.



Comprehensive Vulnerability Monitoring Evaluation

In Q3, WFP and TRC joint teams finalised the data collection of round 1 of the CVME. A total of 600 households were interviewed, including 240 beneficiaries, 240 ineligible applicants and 120 non-applicants. In September, WFP cleaned and analysed the dataset. This important exercise provides detailed information on refugee vulnerability across Turkey, including living conditions, protection, health, education and food security. In addition, the CVME provides practical information to inform and adapt the ESSN, for example data from non-applicants on barriers to access, and analysis of targeting effectiveness. The CVME round 1 report is expected in October 2017, pending Government approval. Also of note in Q3, CVME Round 2 data collection started in September 2017.

Focus Group Discussions

In July, WFP/TRC finalized and agreed all operational guidance for Focus Group Discussions. In August and September, field teams completed two rounds of Focus Group Discussions (FGDs) across twelve provinces with participation of 91 beneficiaries, 104 ineligible and 23 non-applicant refugees.

The August FGDs were designed to capture the refugees' perceptions of the ESSN programme processes, in addition to assistance utilisation. Almost half of the participants had heard about the programme either from their relatives, friends or neighbors. Eligible participants were happy with the increased amount of assistance, but they were forced to use almost all of it for rent and utility bills. Ineligible participants suggested including more people and reducing the amount of assistance. The overall feedback from the FGD participants about the ESSN project was positive.

In September, the questionnaires were designed to gain understanding of refugee experiences with various ESSN communication methods. In almost all of the groups, the majority of the participants reported their knowledge of the ESSN communications channels, such as the 168 hotline, ESSN Facebook page and Kizilay SUY website, and expressed their satisfaction with the information shared on these platforms. Although participants utilise these channels, often they also reported receiving information from TRC Service centers and Mukhtars as well their relatives and friends.

WFP and TRC field teams will continue conducting FGDs on a monthly basis with different sets of questions, investigating specific aspects of basic needs assistance for refugees in Turkey.

Online Social Cohesion Survey

The topic of social cohesion in Turkey is important for policy and programme, yet there is a clear lack of evidence supporting the ongoing discussions. To fill this gap, in Q3 WFP contracted Riwi, a Toronto based company specialising in online surveys. Riwi uses a patented technology, which allows WFP to offer an online survey to a random sample of internet users within specific locations.

Two very similar questionnaires were designed for the online survey, one for Arabic respondents and one for Turkish respondents. These surveys attempt to measure various dimensions of social cohesion, including social interactions, economics, safety and security, and assistance.

All questions are perception based, capturing the attitudes and feelings of the respondent. The first round of data was analysed in September 2017, and the report is expected in October 2017, pending Government approval.

Market Analysis

WFP continues to monitor the Turkish economy to measure the potential impact of market changes on livelihoods of refugees and the assistance provided through the ESSN. The findings are consolidated in the form of quarterly Market Bulletins. The Q3 Market Bulletin will be released in October 2017.

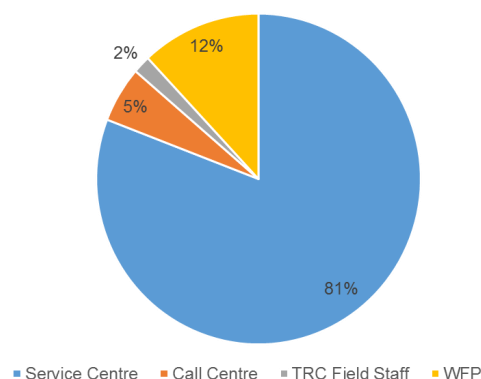
Key findings in Q3: Turkey's consumer prices accelerated for the second straight month in September reaching 11.20 percent year-on-year, after dipping to an annual rate of 9.79 percent in July - its lowest level since January. Among the main expenditure groups "food and non-alcoholic beverages" saw the second highest annual increase at 12.5 percent. All in all, inflation remains one of the Turkish economy's most pressing problems, forcing the Central Bank (CB) to maintain a tight monetary policy stance in pursuit of price stability.

Protection Referrals

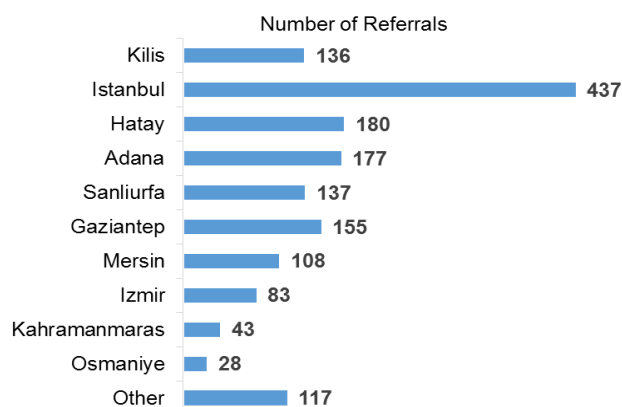
In July, WFP established a referrals system for refugees with specialised protection needs. This system works in conjunction with the TRC referrals system, established in Q1. Refugees facing challenges in accessing ESSN assistance, and those with needs outside of the ESSN are referred to relevant service providers for assistance. Referrals are primarily made by Service Centre staff, Call Centre operators and WFP/TRC field teams.

To date 1,535 cases have been referred to other service providers. There have also been over 8,550 cases provided with information and counselling directly (direct referrals). The majority of cases, over 80%, were referred by Service Centre staff. By province, most referrals were made in Istanbul, Hatay, Adana, Sanliurfa, Gaziantep, Mersin and Kilis. Most cases (30%) were health related / persons requiring medical assistance, followed by DGMM registration cases (15%), and child protection cases (14%). From the WFP referrals, 90% of referred persons were Syrian, 3% were Iraqi, 3% Afghan, 1% Iranian, and 3% other nationalities. The breakdown further shows that 56% of referrals were family/group referrals, 23% were male, and 21% were female.

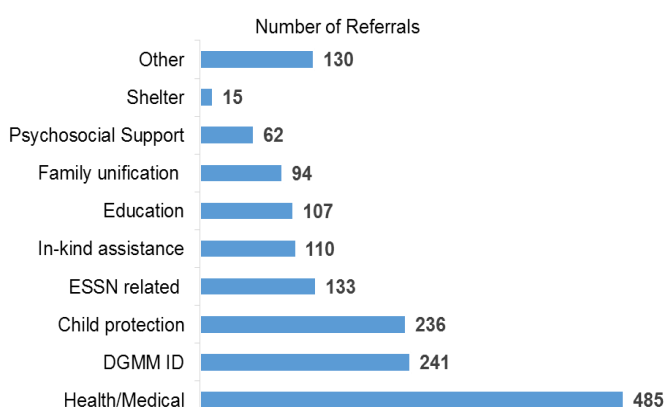
Referrals by Source



Referrals by Provinces



Referrals by Case Type

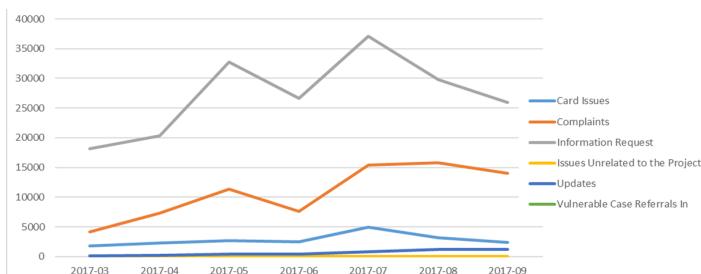


Accountability to Affected Populations

168 ESSN Hotline

The **Call Centre** received over 363,251 calls in total until the end of September. Information requests continue to make up the highest volume of these calls. The Call Centre can now take calls in six languages, including Pashto and Farsi.

The number of calls dropped at the end of the last reporting period, but in July there was an increase, largely as a result of the criteria release and people seeking further information related to this. The vast majority of complaints continue to be about the selection process, and the release of the criteria prompted complaints from those who did not meet the criteria and found this unfair, as well as from those who felt they did meet the criteria but were not found eligible.



Printed Materials

A new round of **printed material** was designed in Q2, including updated information on the programme and the eligibility criteria. During Q3, the materials were printed and distributed; 758,171 leaflets, 29,260 posters in Arabic, Farsi, Turkish and English were sent directly to 40 priority SASFs, 23 TRC premises, 7 WFP offices, 16 PDMM offices/verification centres and 23 NGOs/humanitarian agencies, across 29 provinces. Field teams distributed the material to affected populations, local authorities (DGMM, Muhtars, Civil Registry Offices), and public places (such as mosques, tea shops, restaurants and barber shops).

SMS Texts

The first quarterly top-up payments were transferred to beneficiary accounts in August 2017. As the amount transferred to each HH is dependent on HH size, **personalized SMS texts** were sent to 157,038 eligible families. The SMS texts were purposely chosen as the only means of informing the beneficiaries regarding the top-ups to avoid escalation of tension amongst ineligible applicants.

ESSN Website and Facebook Page

The **ESSN Website** for beneficiaries was officially launched and promoted in Q3, with 23,798 visits by the end of September, and 201 queries received through the contact page. This contact page adds an additional feedback mechanism to the programme. The site is promoted through Facebook and a monthly SMS to all new applicants.

Facebook reactions to programme changes

Transfer value increase

■ Positive comment response
■ Negative comment response



"Thank you and God bless you."
"Would it not be better if you decrease the assistance and provide it for all people?"

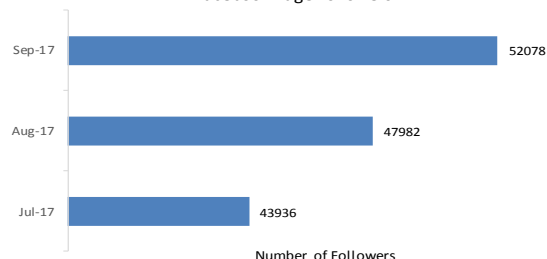
Criteria release

■ Positive comment response
■ Negative comment response



"What about families with 2 children? Life is hard for us too, what can we do now?"
"We have this (family situation), are we eligible?"

Facebook Page Followers



At the end of June, the increased transfer value was announced, and on 15 July, the ESSN criteria were released on the **Facebook page**. Both of these triggered many interactions and questions, boosting page follower numbers to 55,179 by the end of Q3. Reactions to the increased criteria were mixed, although generally they were more positive than negative. The general criteria post reached 21,156 people on its first day and subsequent posts on the individual criteria reached 34,405 people between July 27th and 29th. Reactions to the criteria posts were generally positive. The Facebook page has answered 6,058 messages to date.

This report was prepared by the VAM/M&E unit of WFP Turkey Country Office, Ankara.

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