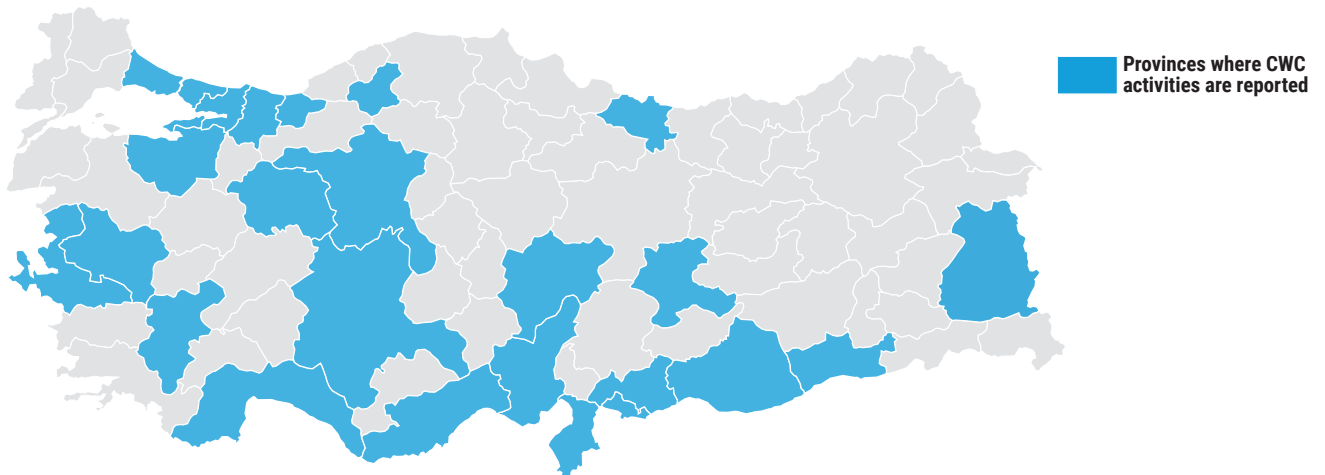




COMMUNICATION WITH COMMUNITIES RELATED ACTIVITIES

January-June 2019



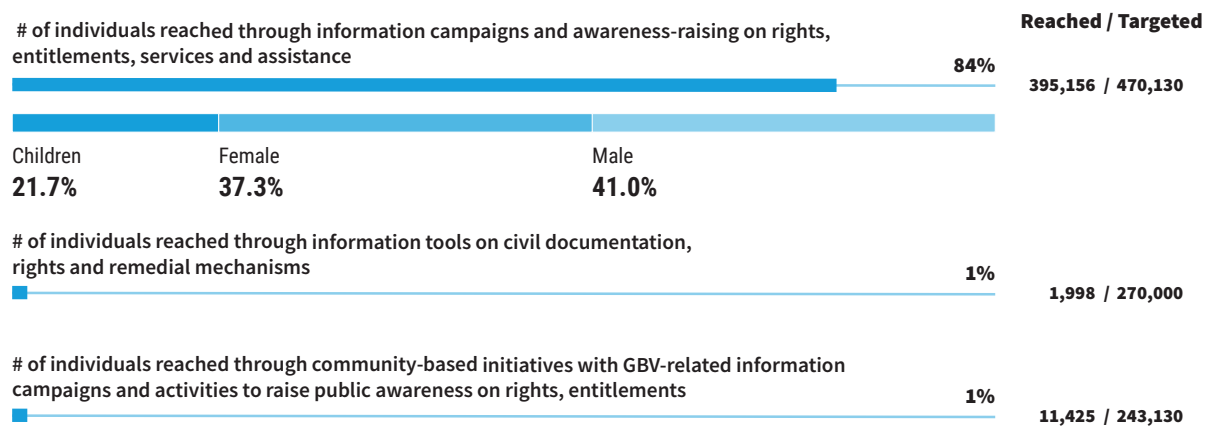
COMMUNICATION WITH COMMUNITIES

In the humanitarian context, Communication with Communities (CwC) encompasses all activities that help to meet the information and communication needs of persons affected by the crisis (OCHA on Message: CwC¹). It is an essential element in refugee response and is not limited to ensuring that refugees are equipped with the information they need to access available rights and protection mechanisms, but that their meaningful participation is facilitated in decision-making processes that affect them. Tailored and targeted communication is essential to ensuring accountability and transparency towards persons of concern as well as to maximize the effectiveness of programmatic interventions. Importantly, no single approach to communication with communities is effective; the communication and information needs of specific sub-groups within the refugee and host communities require tailored approaches according to their age, gender, needs and vulnerabilities.

Many actors across Turkey including public institutions and civil society organizations disseminate information on the rights, obligations and services available to refugees. Different channels and tools are used to this end, including outreach and information sessions, individual counseling, focus group discussions, printed materials, digital and online telecommunications tools, and partnerships with community-based organizations.

Despite these efforts, gaps remain. This is due to a number of factors, including ongoing legislative and policy-related developments, non-harmonized information dissemination (in terms of both content and modalities), everchanging programming predominantly of Civil Society Organisations, limited feedback and complaint mechanisms, and limited opportunities for refugees' meaningful participation in decision-making processes.

RESULTS ACHIEVED AGAINST INDICATORS



¹https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/documents/files/131031_OOM-CommunicationwithCommunities_eng%20FINAL.pdf



COMMUNICATION WITH COMMUNITIES TASK FORCE

In 2018, a dedicated Task Force on CwC was established. The Task Force serves as a technical group for the Syria Task Force and provides technical support on CwC to 3RP sectors without assuming and/or replacing sector responsibilities and functions. The overarching objective of the platform is to ensure that efforts related to CwC are coordinated, duplication is minimized, gaps in reach and scope are prevented, and information dissemination is optimized. It is coordinated by UNHCR.

In strengthening coordination and collaboration between the protection sector and the CwC Task Force, the below activities have been jointly prioritized:

- To develop a harmonized inter-agency CwC package on prioritized thematic issues (such as access to rights and services; children at risk; social cohesion) to be utilized during individual and group information sessions, which will aim to address information gaps;
- To support the CwC mapping exercise on communication and information channels used by actors, including the updating of the CwC libraries on information materials and reference documents.

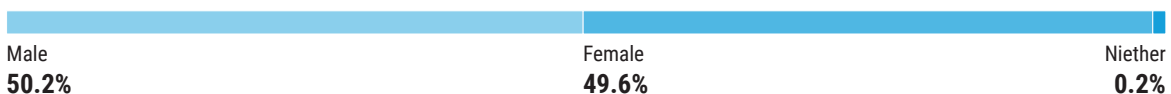
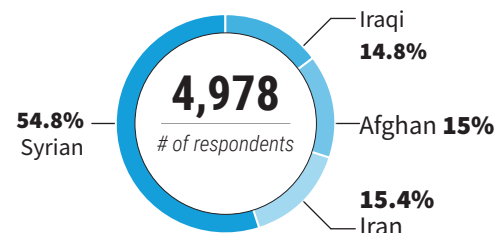


HIGHLIGHTS FROM RECENT SURVEYS AND ASSESSMENTS

Survey on the information needs and communication channels used by refugees and asylum-seekers in Turkey

Data collected in September-November 2018

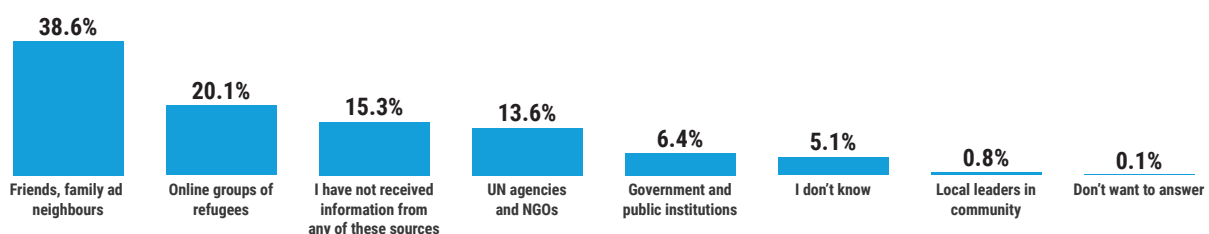
UNHCR conducted a nationwide CwC survey via telephone and carried out with representative samples of different nationalities of persons of concern. In total, 4,978 persons of concern from the Syrian (2,726 respondents), Iraqi (738), Iranian (765) and Afghan (749) communities across Turkey. 50.2% of the respondents identified themselves as male, 49.6% as female, and 0.2% as neither. The target respondents were selected randomly from UNHCR's proGRES database.



The majority of respondents reported feeling uninformed about their rights, obligations and the assistance available to them in Turkey. Afghan respondents feel the most uninformed, with 55.8% feeling 'very uninformed' and 22.4% feeling 'uninformed' (giving a total of around 77% who feel moderately or very uninformed). This is followed by 67% of Syrians who feel moderately or very uninformed, compared with 65% of Iraqis and 58% of Iranians who feel this way.



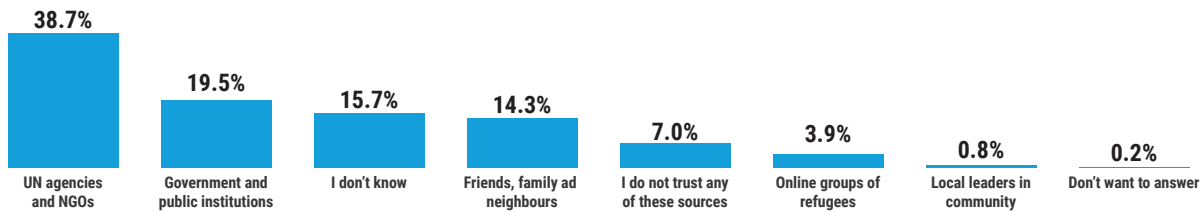
The principal sources of information for persons of concern about their rights, obligations and assistance are unofficial, informal and/or personal.





HIGHLIGHTS FROM RECENT SURVEYS AND ASSESSMENTS ^{CONTD'}

However, official sources – namely, UN agencies, NGOs, the Turkish government and public institutions – were most trusted to provide of accurate information.



Interestingly, however, despite the fact that respondents reported not receiving as much information from them, the most trusted sources of information were ‘UN agencies and NGOs’ (39%) and Government and public institutions (20%). Iranian respondents were most likely to have selected ‘UN agencies and NGOs’ as a trusted source of information (65%), followed by Afghans (57%), Iraqis (35%) and Syrians (27%).

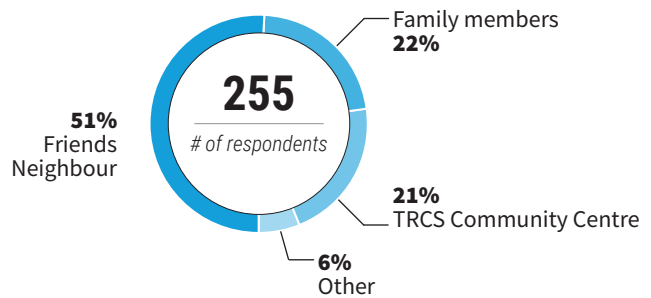
Community Engagement and Accountability Assessment

Data collected in April - May 2018

Turkish Red Crescent Society surveyed 420 individuals from both refugee and Turkish host communities, in six locations across Turkey. 61% of the respondents were female and 39% were male. 70% of the respondents were Syrian, 29% were Turkish and 1% were nationals of other countries.



Of the 255 respondents who said that they were aware of TRCS Community Centres, early 51% had heard about them from friends and neighbours, 22% from family members, and 21% from the TRCS Community Centre itself or Red Crescent volunteers and staff. 50% of respondents named meetings at a Community Centre (either individually or collectively) as their most preferred channel for receiving information. 22% of respondents asked for information on protection issues such as SGBV, child marriage, trafficking and psycho-social support. The need for such information was higher for female (60%) than male respondents (21%).



GENERAL RECOMMENDATIONS

Mainstreaming CwC throughout the project cycle, through obligation to incorporate in project proposals;

Provision of technical guidance and trainings on CwC to ensure operationalization;

Establishing and institutionalizing two-way feedback and complaint mechanisms;

Comprehensive roll-out of Services Advisor through information dissemination activities;

Developing harmonized protection-specific communications package to be utilized in information dissemination efforts.