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International Appeal Final Report

Turkey: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

International Appeal	Operation n° MDRTR003
Date of Issue: 30 September 2021	Glide number:
Operation start date: November 2012	Operation end date: 30 June 2021
Host National Society: Turkish Red Crescent Society	Funding requirements CHF 122,000,000 Operation budget: CHF 81,148,827
Number of people affected: 3.9 million	Number of people assisted: 2.76 million
Red Cross Red Crescent Movement partners involved in the operation: American Red Cross, British Red Cross, Danish Red Cross, Finnish Red Cross, German Red Cross, Icelandic Red Cross, Japanese Red Cross, Kuwait Red Crescent Society, New Zealand Red Cross, Norwegian Red Cross, Red Cross of Monaco, Swedish Red Cross, Swiss Red Cross, Taiwan Red Cross Organization, The Canadian Red Cross Society, the Netherlands Red Cross, IFRC and ICRC, bilateral contributions.	
Other partner organizations actively involved in the operation: Turkish Disaster and Emergency Presidency (AFAD), Directorate General of Migration Management (DGMM), Turkish Ministry of Foreign Affairs, Ministry of National Education, Ministry of Family and Social Services, Ministry of Labor and Social Security, Ministry of Health, DG-ECHO, UN Agencies (WFP, UNICEF, UNHCR, UNFPA, IOM, UNDP)	
Governments supporting the operation: British Government (via British Red Cross), Danish Government (via Danish Red Cross), Estonian Government, European Commission (DG ECHO), EU Trust Fund, Finnish Government (via Finnish Red Cross), Icelandic Government (via Icelandic Red Cross), Irish Government, Italian Government Emergency Bilateral Fund, Japanese Government, Mexican Government, Norwegian Government (via Norwegian Red Cross), Swiss Government (via Swiss Red Cross), Canadian Government (via The Canadian Red Cross), The Netherlands Government (via the Netherlands Red Cross), United states Government – PRM, bilateral contributions	
Corporate donors supporting the operation: FedEx Services, Supreme Master Ching Hai	

Appeal history

- **November 2012:** An Emergency Appeal for CHF 32.3 million was launched to assist 170,000 people in Turkey displaced by the Syria and other neighboring crises for six months.
- **May 2013:** [First appeal revision](#) increased the budget to CHF 44.2 million to assist 225,000 people in 19 temporary accommodation centres until December 2013.
- **November 2013:** [Second appeal revision](#) raised the budget to CHF 44.5 million to assist 250,000 people until June 2014, which was issued concurrently with the revision and launch of the Syria Complex Emergency appeal (MDRSY003) and the regional population movement appeal for Iraq, Jordan, and Lebanon (MDR81003).
- **June 2014:** [Third appeal revision](#) extended the timeframe to December 2015 and included operational costs, and covered orientation and psychosocial services in urban areas.
- **June 2015:** [Fourth appeal revision](#) and transformation into an International Appeal until June 2016, covering 500,000 people and emphasizing longer-term support to refugee and host communities in urban areas.
- **March 2017:** [Fifth appeal revision](#) extended the operation to December 2017, to cover 1.86 million people strengthening focus on longer-term community and primary health care support in urban areas.
- **September 2017:** Operations update no. 11 extended the appeal timeframe up to December 2018.
- **December 2018:** [Sixth appeal revision](#) extended the operation up to end of December 2019 with funding requirements of CHF 121 million, focusing on protection needs, social inclusion and resilience building. IFRC also launched Turkey's multi-year country plan at longer-term capacity development and recovery for the National Society.
- **December 2019:** [Seventh appeal revision](#) extended the operation up to June 2021 with a budget of CHF 122 million to cover the needs of 2.76 million people with livelihood and employability support, health and PSS, protection needs, social inclusion and resilience building.
- **April – June 2021:** [Final evaluation](#) conducted to assess the relevance, efficiency and coherence of the appeal.

IFRC has also published several operations updates reporting on the progress of the operation, all of which can be found [here](#).



Photo 1: TRCS staff welcoming individuals at the reception in Kahramanmaraş Community Centre to refer them to the relevant services. Photo credit: TRCS.



Photo: 1. Supported through this appeal, in 2015 TRCS opened the first community centre in Sanliurfa, which since then hosted thousands of people following a massive influx from Syria. Photo credit: TRCS.

A. SITUATION ANALYSIS

Description of the disaster

The conflict in Syria has been the largest and most complex humanitarian crisis in the world resulting in internal and external displacement; the loss of thousands of lives; and severe damage to infrastructure, roads, buildings and livelihoods. After 10 years of conflict, over five million Syrian people have been displaced to neighbouring countries, including Egypt, Iraq, Jordan, Lebanon, Turkey and, other countries in North Africa. Turkey started to receive large number of refugees from Syria shortly after the outbreak of the crisis in 2011. The total number of Syrian refugees accommodated in 14 camps were already over 100,000 in late 2012. An Emergency Appeal (EA) was launched to assist people in Turkey displaced by the Syria and other neighbouring crises for six months, focusing on camps and Turkey-Syria border areas. By the end of 2016, the number of camps increased to 23 and the number of refugees within camps to over 250,000, with more than 2,5 million residing in urban areas. Needs assessments identified urgent needs for psychosocial support and orientation (information) services for Syrian refugees living in urban areas outside camps. People seeking protection formally had access to social, economic and health services but faced obstacles to have full access, such as a stagnating economy, language barriers in the education system, overstretched health services, and housing cost inflation. During this second phase of the Appeal starting in 2016, the activity focus gradually shifted from provision of relief items mainly to meet urgent needs towards meeting longer term needs of both refugees and their host communities. The set-up of various Community Centres in Turkey's most populated provinces where majority of the refugee communities reside has helped offering complex services in various sectors including protection, livelihoods, health, education, PSS and social cohesion. In 2020, the outbreak of the COVID-19 pandemic and the related restrictions exacerbated the needs and vulnerabilities of refugees living in Turkey, leading to a loss of employment, a deterioration of the socio-economic situation, and an impact on the physical and psychological health of people. While most of the COVID-19 related response was conducted under the global IFRC COVID-19 appeal, activities under this appeal adapted to the change in needs and operational context.

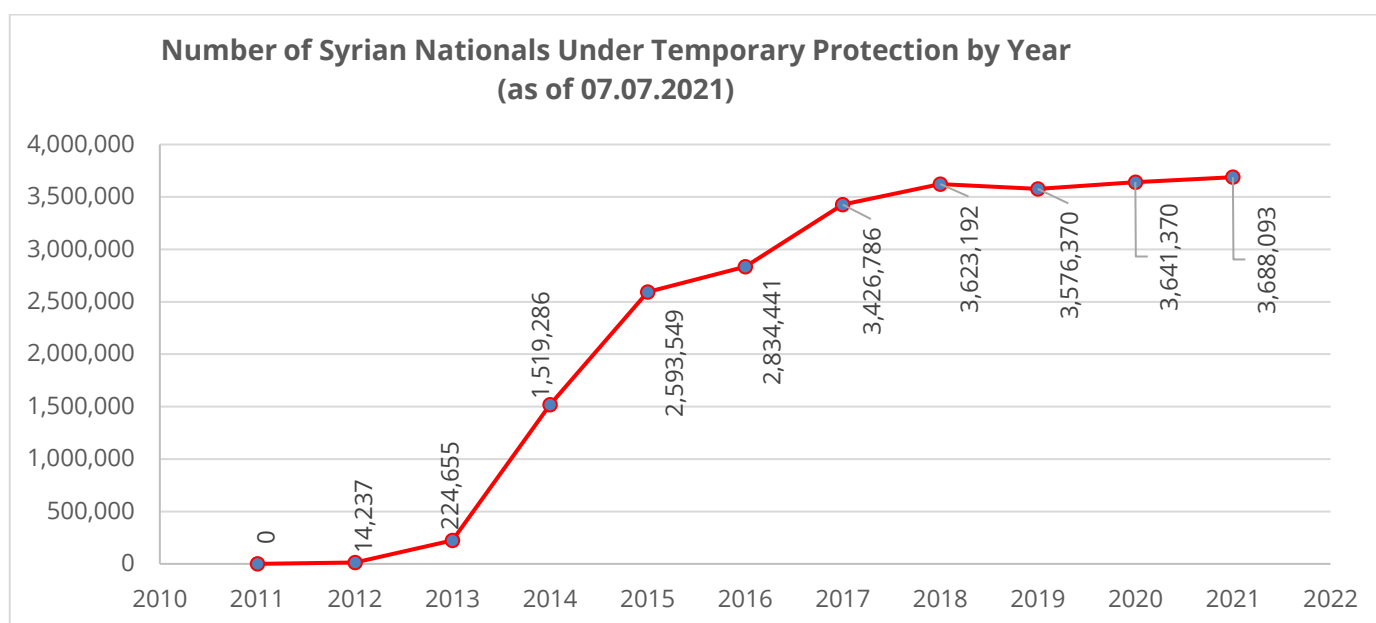


Figure 1: In the beginning of the appeal in 2012, there were only 14,000 Syrians registered under temporary protection. The numbers increased dramatically in between 2013 and 2015, reaching more than 2.5 million. People continued to arrive until 2018. Since then, the number of Syrians under Temporary Protection has stabilized at around 3.6 million.

As of July 2021, Turkey continued to host more than 3.74 million refugees, of whom Syrians registered under **Temporary Protection** comprise some 99%, with the rest including nationals from Afghanistan, Iraq, Iran and other countries registered under **International Protection**. Some 54,074 Syrian refugees¹ currently live in seven government-run temporary accommodation centres (camps) with access to shelter, food, education, health and social services, though this continues to reduce as camps throughout the country are gradually being closed. The remaining 3.63 million or so reside in congested urban areas, often under challenging circumstances and with scarce resources, despite commendable humanitarian assistance efforts by the Turkish government authorities.

¹ Source: Directorate General of Migration Management, <https://en.goc.gov.tr/temporary-protection27>

According to the Turkey's Directorate General of Migration Management (DGMM), 98.5% of the Syrian refugee population continues to live in urban areas throughout the country, with the majority in Istanbul (14.31%), followed by Gaziantep (12.28%), Hatay (11.82%) and Şanlıurfa (11.50%), comprising some 49.91% of all Syrian refugees registered in Turkey in these four cities alone.

Registered Syrian refugees according to distribution in 10 cities in Turkey as of 07 July 2021			
No.	City	Number of Syrian refugees in the city	% of Syrian refugee population in Turkey
1	Istanbul	527,982	14.31
2	Gaziantep	452,985	12.28
3	Hatay	435,881	11.82
4	Şanlıurfa	424,039	11.50
5	Adana	254,026	6.88
6	Mersin	231,027	6.27
7	Bursa	180,443	4.89
8	Izmir	148,744	4.03
9	Kilis	105,132	2.85
10	Konya	120,355	3.26
TOTAL		2,880,614	78.09²

The 10 cities above alone host over 78% of all Syrian refugees in Turkey. Other cities which house high numbers of the refugee population include Ankara, Kahramanmaraş, Mardin, Kayseri, Kocaeli, Osmaniye, Diyarbakır, Malatya, Adiyaman, and Batman. Cumulatively, all these 20 cities are currently home to some 99% of 3.69 million refugees under Temporary Protection in Turkey³.

For the operations in the camps and along the border areas in the early years of the Appeal, need assessments were conducted continuously by the teams deployed to the field, which in turn informed the volume and type of the assistance to be provided. Needs in the early stages were listed as shelter, health, food, and basic relief items and under AFAD's coordination the TRCS focused on immediate food and basic household needs in the camps. WFP supported the TRCS implemented food component through a cash for food e-card modality.

A baseline survey carried out in Sanliurfa in the first quarter 2015 identified the need for a shift towards livelihoods opportunities and a longer-term approach, with people expressing the wish to being able to work in order to self-support their families, to learn Turkish in order to access work and integrate, have access to education for their children but also preserving their language and culture; and to create spaces for children and adults to gather and socialize safely, while also addressing the stress from displacement through psychosocial support.



Photo 3: The TRCS community centre in Sanliurfa opened in January 2015 for providing support to displaced Syrian population living in urban areas. Photo credit: TRCS

Taking into account the need of Syrians to better integrate into community and social customs, a key topic with other humanitarian actors and authorities has been considering the needs of the host communities in areas where Syrians have settled. At the same time, the stigmatization and social acceptance of displaced people are better addressed alongside the rights and opportunities of local people. Need assessments and baseline studies were conducted prior to opening of community centres for the later years and for longer term needs. The studies aimed to provide better understanding of specific vulnerabilities, needs and priority areas, challenges in integration and labour market situation in the respective locations. In 2017, a MADAD country level Baseline Survey was conducted in Turkey. Timely conducted beneficiary satisfaction surveys and evaluation exercises together with regularly held focus group discussions (FGDs) also informed programming as needed. For example, as per feedback from supported people, more advanced Turkish language courses including vocational language trainings were offered starting from 2017.

²Percentage of all Syrian refugees in Turkey (3,688,093) as of 07 July 2021; Source: Directorate General of Migration Management

³ Directorate General of Migration Management

Mainly in cooperation with universities, Turkish Employment Agency (ISKUR) conducted regular labour market analysis for major cities of Turkey. The findings from these analyses, together with TRCS' own collection of field data and coordination with ISKUR, helped the National Society to plan its livelihood activities for the refugee and host communities in a way to address the existing needs of the labour market in the early years of the programme in 2017 and 2018. As a follow up to the recommendations from the MADAD Mid-term review (September 2018) and the EU-TF Results-oriented Monitoring (October 2018), TRCS started conducting robust local labour market analyses to determine existing livelihoods needs related to refugee and host communities in cooperation with local ISKUR and Small and Medium Enterprises Development Organization (KOSGEB) prior to technical and vocational training provision in each location, with an aim to enhance further the overall employability of refugee and host communities in the Turkish labour market. The analyses included an update on the main economic indicators of the cities' labour market; demographic and socio-economic profiles of the beneficiaries under review; labour conditions and Turkish employers' approach towards hiring refugees under temporary protection and international protection, potential stakeholders and cooperation initiatives in the field as well as labour market demands and vacancies for refugees and host community members. As part of the response to the findings, the National Society adjusted its livelihoods programmes to incorporate agriculture and livestock-rearing skills for refugee and host community members at different locations in Turkey. This included an expansion of existing agricultural training courses conducted in cooperation with the Ministry of Agriculture and Forestry (MOAF) Provincial Agricultural Directorates. Topics per location were chosen according to sectoral needs determined by the Directorates and/or by the Chambers of Commerce in the respective provinces.

Summary of response

Total Number of people reached:

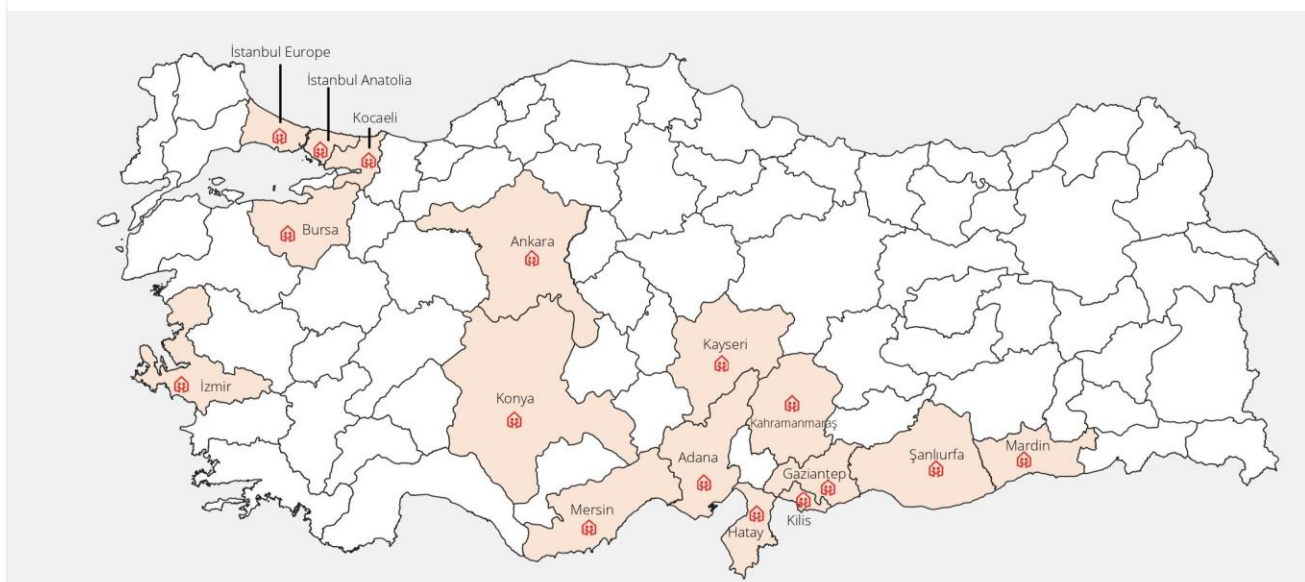


1,430,197
women



1,306,969
men

Community Center Locations



Disclaimer: The maps used do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities

Number of people reached by sector**



Livelihoods and Basic Needs

1,200,462



Shelter

229,636



Health

780,452



**Protection, Gender
and Inclusion**

525,201

* Figures in this document are not indicated the unique number of people.

** 1,415 staff and volunteers trained in psychosocial interventions, conflict resolution, mediation skills and volunteer management

Overview of Host National Society

TRCS has played a leading role in supporting 2.7 million refugees since 2012 in temporary accommodation centres (camps) and urban settings, providing first-line response through deploying its volunteers, staff, and emergency supplies; organizing its structures and resources to receive and provide safety for people in need, as well as providing support through community centres. The National Society has been the sole host and implementing Movement actor in the country while these particular interventions under the International Appeal have been spearheaded by its Community-Based Migration Programme (CBMP) team. With support from IFRC and other Movement partners, the National Society was responsible for the operational planning, implementation, monitoring, financial management and dissemination of the proposed outcomes and cooperation with the key stakeholders at national and provincial level. TRCS utilized its extensive in-country assets and human resources, as well as government and civil society relations for effective and efficient implementation of the activities across all sectors. The National Society has also worked through 263 branches, 303 representatives and more than 5,400 staff country-wide in support of vulnerable people in Turkey and abroad. It also has had nine regional and 23 local disaster management and logistics centres with the capacity to provide food and household items for 500,000 people in case of emergency or disaster. As the largest humanitarian organization in the country and as an auxiliary to the public authorities in the humanitarian field with a wide reach to vulnerable communities,



Photo 4: TRCS has been supporting people in temporary accommodation centres as well as urban areas, by providing relief, shelter, health and psychosocial support activities, livelihoods, among other sectors. Photo credit: TRCS..

In addition to this appeal, TRCS extended its humanitarian services whenever required. This included supporting the essential needs of people stranded at the Turkey-Greece border, which IFRC supported through the MDR65003 appeal and supporting the COVID-19 related needs of refugees and host communities through the global COVID-19 Appeal.

Since 2016, TRCS has been the main implementing partner for most major humanitarian partners in delivering conditional and unconditional cash assistance through its Kızılaykart Platform, which was first established in 2011. Since 1 April 2020, TRCS and IFRC have taken on joint implementation of the Emergency Social Safety Network (ESSN) programme, with funding from the European Union and in partnership with the Turkish Government's Ministry of Family and Social Services, and Ministry of Labor and Social Security.

Overview of Red Cross Red Crescent Movement in country

Since the start of the operation in November 2012 and until January 2016, TRCS (supported by IFRC) was the only operational Movement component in the country, while the German and Norwegian Red Cross supported the operation bilaterally and ensured optimal synergies. From February 2016 until March 2018, the IFRC was represented by an Integrated Programme Coordinator supporting the TRCS in coordination, donor relations, advocacy, implementation, monitoring and reporting. Many Movement Partners and Governments were also supporting directly or indirectly the TRCS's actions.

Since April 2018, IFRC has been present in support of the National Society through the Turkey Delegation in Ankara, led by a Head of Delegation and supported by teams of international and national staff dedicated to migration and disaster response programming; finance, administration and HR; communications; external coordination and partnerships; assurance and audit; supporting the implementation of the Migration and the ESSN programme. Funding channels through which the IFRC has supported TRCS included the MDRTR003 Population Migration International Appeal, the MDR65003 Turkey-Greece border operation; the global COVID-19 response operation (MDR65004); and the IFRC 2021 country plan, in support of National Society capacity development not included in the emergency response appeals; and funding from DG ECHO for the ESSN programme. The IFRC Delegation also provided technical, coordination, administrative and donor reporting support to the National Society. Multiple Red Cross Red Crescent Movement partners and their governments support TRCS interventions related to the crisis in Syria directly and indirectly through technical support, financial and in-kind contributions (please refer to the financial report for the detailed list of contributions). Norwegian Red Cross continued to support the TRCS's health and PSS activities under the migration programme. German Red Cross worked bilaterally with the National Society in 11 cities in strengthening mental health and PSS interventions for refugees and host communities in Turkey. ICRC provided technical support to TRCS for Restoring Family Links (RFL). When requested via the IFRC Delegation, the IFRC Regional Office for Europe (ROE) in Budapest and the IFRC Secretariat in Geneva also provided specialist technical support to TRCS when required.

Overview of non-RCRC actors in country.

The Government of Turkey has led the coordination and management of humanitarian assistance for refugees in the country. Nationally, these included the Turkish Disaster and Emergency Management Presidency (AFAD), the Directorate General of Migration Management (DGMM), Ministry of Interior, and the Turkish Ministry of Foreign Affairs. The other line Ministries including Ministry of Family Labour and Social Services, Ministry of Health and Ministry of National Education were also involved in different coordination mechanisms based on the thematic areas. At the provincial level, the Governorates together with their respective AFAD and Provincial Directorates of Migration Management (PDMM) offices, have worked closely with their counterparts at the relevant government ministries, the security authorities and other relevant agencies. TRCS continued to work closely with AFAD and DGMM in line with its assigned mandate and duties comprising the procurement, delivery and distribution of essential relief supplies, such as shelter and other household items. TRCS also worked closely with the different ministries, including the:

- Ministry of Family, Labour and Social Services (MOFLSS) for skills development, employability training and employment matters as well as referrals for people needing protection and related services;
- Ministry of Health (MOH) on health-related referrals, health training/seminars, checks for children and adults, and the health centre in the Istanbul Sultanbeyli community centre;
- Ministry of National Education (MONE) on language and vocational activities, and school-related matters;
- Ministry of Food, Agriculture and Livestock (MOFAL) on livelihood skills programmes and activities related to agriculture and livestock.

TRCS also has coordinated its work with the local authorities and provincial levels of the said ministries as and when required.

In addition, TRCS had close partnerships with different UN agencies, particularly UNICEF, UNHCR, WFP, UNFPA and IOM for the operations in the camps in the early years of the Appeal including distribution of food and essential relief items, establishment of tents, e-card distribution to address basic needs, and children-oriented activities. TRCS provided assistance to humanitarian actors for the customs clearance, transportation and delivery of humanitarian in-kind assistance. Throughout the appeal, TRCS cooperated with UN agencies, INGOs and NGOs providing support to the vulnerable refugee population through two-way referrals after the establishment of community centres. TRCS has been working in partnership with UNICEF in the DG ECHO funded Conditional Cash Transfer for Education (CCTE) Programme (outside of the framework of this appeal), which aims to enable poor migrant families to send their children to school regularly. An important aspect of the CCTE programme is child protection, aiming to mitigate child protection risks and violations which are closely intertwined with economic vulnerabilities, such as child labour, child marriage, physical and emotional violence, abuse and neglect and family separation. In the framework of the CCTE, close coordination was maintained, where the identified cases were referred to the TRCS community centre's case management teams. At the same time, TRCS outreach teams identified vulnerable families eligible for the CCTE programme and support them in accessing the CCTE programme. UNICEF and TRCS had a long-standing cooperation in establishing and running Child-Friendly Spaces (CFSs) within the TRCS community centres and mobile CFS. Furthermore, in partnership with the WFP and later IFRC (outside of this appeal), TRC has been implementing the Emergency Social Safety Net (ESSN) programme, assisting up to 1.8 million people with cash assistance.

TRCS also took part in the regular OCHA coordination meetings through the Protection, Education and Community Services working groups as well as working groups and clusters on relief, cash and child protection with related UN Agencies. Of particular importance was the Livelihoods and basic needs working groups, as well as the ESSN task force with TRCS has been co-leading with IFRC/WFP. In addition, TRCS lead coordination meetings on local levels with all relevant stakeholders to strengthen coordination for improved service delivery. The joint TRCS-IFRC operation has been in line with UN Regional Refugee and Resilience Plan (3RP), given the strong focus in building resilience and coping mechanisms at community level.

Needs analysis and scenario planning

In the early years of the Appeal, according to the needs assessment in the camps conducted by the teams deployed to the field, donor contributions were initially used for the distribution of urgent relief items including blankets, sleeping mats, mattresses, jerry cans, kitchen sets, and hygiene kits. Food and educational, recreational, and psychosocial care for children were covered in cooperation with related agencies and institutions. A winter strategy for all camps was prepared by TRCS with IFRC support and was based on the increasing needs of people to enhance their level of resilience to the winter weather conditions. This strategy included the distribution of a winter package that included an electric radiator (heater), hot plate (cooking stove), warm clothing, high thermal blankets, plastic sheeting, and other items for each family. In order to improve the living conditions of the beneficiaries, winterized shelter extensions,

upgrading, and additional weatherproofing of existing tents, were included in the emergency appeal. Based on UNHCR estimation on new arrivals for the coming period, TRC also prepared to address the needs of the new arrivals as well, and therefore prepositioned contingency stocks as needed. Multiple revisions to the Emergency/International Appeal broadened the scope from relief distributions and winterization-aimed activities to mid-term support for Syrian families temporarily protected in Turkey which included various activities under Shelter and Settlements, Sanitation and Hygiene Promotion, Health Orientation and Psychosocial Services, Beneficiary communications, National Society Capacity-Building and Operational Support.

While TRCS provided first-line response from the onset of the refugee influx in 2012, the crisis has continued in a protracted manner, compelling the National Society and its partners to rethink their response priorities and address longer-term sustainable solutions to address the ongoing situation. Since January 2015, needs assessments and satisfaction surveys have been conducted in cities with high refugee populations to monitor refugee needs. The migration crisis, together with the current global pandemic, had an enormous social and economic impact on the host communities, with public health, education and utility services under severe strain. The protracted crisis has also taken its toll on the country’s own resources since the crisis began, in health, education, and food security.

The focus of the TRCS strategy and the IFRC Secretariat support to the urban refugee population has been aligned with the UN 3RP and with the Turkish authority objectives. TRCS has worked closely with the Turkish Disaster and Emergency Management Presidency (AFAD), the Directorate General of Migration Management (DGMM), Ministry of Family and Social Services, Ministry of Labor and Social Security, Ministry of Health, and Ministry of National Education, and cooperated with UN agencies, INGOs and NGOs providing support to vulnerable displaced people. At the local level, TRCS works with the Governorates and the provincial directorates of the relevant ministries. Challenges faced by the refugee community include language differences which contribute to difficulty in registration and access to essential public and medical services; the high cost of urban living and lack of suitable accommodation; child marriage for reasons of protection, security and/or economy; child labour when caregivers are unable to work; unequal pay for work; bullying in schools; and the lack of fulfilment of rights and legal assistance. Host communities have also been under pressure, given the volume of the refugee population in Turkey, which has stretched the capacity of health and educational facilities, and other public services. Low school attendance, and private schools which are not accessible due to high fees. Refugee children often do not attend school but go out to work, especially when it is not possible for parents or caregivers to work.

The slump in the national economy resulted in scarcity of paid work, and competition among refugee and host communities for a limited number of jobs. Furthermore, the situation has been exacerbated by the global COVID-19 pandemic. Many refugee families are supported by daily-wage breadwinners, and due to COVID-19 pandemic government restrictions on movement have not allowed them to leave home to engage in paid work. This lack of income has affected the ability of families to cover their essential and medical needs, and housing rent. Other difficulties that vulnerable communities have faced, among others, include affording proper personal protection equipment; children unable to attend school or access TV or online learning; and being unable to access health and medical facilities.

Also, the ‘infodemic’ surrounding COVID-19 together with misleading or false information that is spread via word-of-mouth, the Internet, social networks and the media has given rise to a variety of misperceptions and unfounded fears among refugee and host communities in Turkey. Under the CEA component of this Appeal, steps have been taken at community level to address these rumours to abate community concerns, share facts and reliable information, and ease any bubbling tensions that if exacerbated, could lead to more serious consequences among communities as a whole.

Additionally, given there is no clear end to the conflict in Syria, and the high probability of refugees staying in Turkey for a longer time, strategies targeted at enhancing social cohesion and harmony between refugee and host communities are highly necessary to reduce hostility and xenophobia.

Operational Risk Analysis

Risk	Mitigation measures implemented
High risk of the refugee population’s needs not met due to their not being registered	TRCS staff worked to facilitate the registration of refugees according to government policy, and advocated based on individual needs in cases where additional support was required, to ensure those in need can receive relevant support. This risk was exacerbated due to government restrictions on movement and limited access to community and public services, particularly during the COVID-19. During this period, TRCS continued to provide related services through the community centres, albeit with limited staff and at slower rates.

Incidences of child marriage/child labour may be high	<p>To mitigate this issue, enrolment of children in school has been advocated and as well as the provision of non-formal education classes; this was done in a sensitive and culturally appropriate manner. TRCS also worked with UNICEF on the Conditional Cash Transfer for Education (CCTE) to mitigate this risk.</p> <p>The closure of schools due to the pandemic has made education difficult for some children who have little/no access to online/remote learning means. During this period, incidences of child marriage/labour may have risen.</p>
Unsuccessful referrals for refugees	<p>To mitigate the risk of unsuccessful referrals for protection/health services, awareness raising of refugee rights was conducted through information sharing and counselling with the refugee population, and relevant service providers if needed. Dialogue was maintained to advocate for access and support will be provided (e.g. transport) for referrals to go through.</p>
Hostility between refugee and host communities	<p>While the Turkish government and public have been highly supportive of the refugee community entering the country, the protracted nature of this crisis has begun to wear upon all parties, especially in the country's present economic climate. TRCS continued to encourage interaction between refugee and host communities through social cohesion activities at the community centres, as well as supporting members of the host communities who require relevant services available.</p> <p>Community centres have brought refugee and host community members together through online Advisory Committee meetings and seminars surrounding the COVID-19 pandemic which has given rise to new fears, misperceptions and rumours.</p>
Difficulties in recruiting qualified staff	<p>At times, there has been a scarcity of qualified staff and high market demand from other organizations due to the ongoing humanitarian crisis. TRCS took preparatory measures for timely recruitment of staff in order to secure programme service delivery.</p>
Staff safety in the field	<p>Appropriate measures were in place to mitigate risks to staff, including cooperation with the authorities where appropriate. Mitigating measures to keep TRCS staff and volunteers safe (including their psychological condition) consisted of ensuring regular psychosocial support, and supervision and mentoring by technical leads.</p> <p>Staff safety in terms of protection against COVID-19 has been in place since the pandemic was first announced. Proper face masks, hand sanitizers, protective clothing and other related PPE were provided to all staff and volunteers.</p>
Potential complex emergency (as Turkey is prone to natural disasters)	<p>Turkey is prone to different natural shocks such as earthquakes. During the appeal timeframe, several disasters happened including earthquakes, floods and fires. Due to the smaller scale of these events and thanks to the contingency plans and preparedness activities conducted by AFAD, the National Emergency Management Agency in Turkey and TRCS, the activities have not been severely impacted. But the IFRC team together with TRCS have monitored the impact of the natural disasters on the refugees to be prepared for any potential additional response.</p> <p>Turkey began COVID-19 containment measures from mid-March 2020 as daily cases continued to be rising.</p>

Situation during COVID-19:

- Turkey's political and security situation remained stable;
- Government policies on the refugee population continued to enable registration and access to services for people hosted in urban areas, and promote integration with the host communities;
- Government policies on the continuation of humanitarian services in the temporary accommodation centres (camps) remained the same; however, more of these centres continued to close and more of the refugee population are compelled to seek accommodation in urban areas with access to paid work, health amenities and educational facilities⁴.
- Given that there is no clear end to the conflict in Syria, many refugees continued to stay in Turkey;
- There has been no population movement along the border over the planned capacity of 50,000 people.

While there has been no major earthquake or other natural disaster occurring during the appeal period which required international assistance, the global COVID-19 pandemic has disrupted much of the activity under this Appeal. Despite this, the work of the TRCS community centres continues through telephone and online tools, with minimal essential staff taking the necessary protective measures at the CCs for urgent needs.

⁴ To date, some 52,516 Syrian refugees are living in temporary accommodation centres (camps) as [of 09.09.2021](#).

Other risks to consider, however, include the [overall](#) economic outlook for Turkey, which contracted some [10%](#) in Q2 2020. The service industry, in particular, has suffered a severe blow due to lockdowns and travel restrictions. As such, future risks to be considered for community interventions will include reduced consumer purchasing power and inflation in-country as well as a bleak [forecast](#) for the national currency.

B. OPERATIONAL STRATEGY

Implementation strategy

This Emergency/International Appeal strategy changed to adapt to different phases of the operation. According to the [final evaluation](#), evidence shows that the operational strategy and services supported were generally relevant to the context at each phase. Needs, as expressed by the targeted population, were assessed increasingly during the second phase of the EA, and the activities were successfully adapted based on assessments.

Phase 1: Emergency relief provision to refugees living in camps

Since November 2012, TRCS supported a large influx of refugees entering Turkey through provision of first-line response supplies and services. As auxiliary to Government of Turkey in its humanitarian services, the Turkish Red Crescent's responsibility has been to provide sheltering, food and basic household items to people under temporary protection since the beginning of the operation. The responsibility of camp management and rendering of other services in the camps belonged to the Governorates as well as local AFAD bodies in the Governorates and line ministries with the relevant expertise. The interventions were conducted primarily supporting refugees with food and basic household items and PSS in the beginning of operation. Between 2012 – 2015, approximately 500,000 people were reached through food, relief items, shelter and PSS support. Please refer to [previous Operations Updates](#) (no. 1-8) for a more details of the response during phase 1.

Phase 2: Transition to a longer-term approach focused on urban areas including refugees and host communities

Given the protracted nature of this crisis, and the uncertainty of when refugees may return to their countries of origin, the TRCS interventions were aimed at supporting the existing refugee population in Turkey centre largely around services and activities that seek to sustain resilience and well-being in the longer term. These included health and psychosocial services, language and skills training for employability and livelihoods support, protection assistance, and social inclusion and cohesion. Host communities were also included in livelihoods and social cohesion activities.

The Government of Turkey and humanitarian organizations have conducted several surveys in aiming at how to improve the registration of displaced people and granting access to health and education services. These surveys show that the Syrian displaced people were grateful to the Turkish society for receiving them as guests, but also highlighted the diversity of conditions under which Syrian people live around Turkey. The baseline survey carried out in Sanliurfa city in the first quarter of 2015⁵ summarized some of the wishes of displaced people as follows: being able to work or having means for self-supporting their families, learning the Turkish language as a means for having access to work and integrating into the community. Interviewed persons emphasized the need for creating spaces where adults and children can gather and socialize safely. Last but not least, there was a definite need to address the stress related to children's displacement (psychosocial support). A country level baseline survey for Turkey conducted for the EUTF MADAD project in 2017 showed and reconfirmed the need for support for income generating activities with poverty, language barriers and unemployment being some of the main stressors for refugees in Turkey. Apart from vocational and business skills trainings, Turkish language classes were highlighted as an essential component for increasing employability and employment opportunities for migrants who did not speak Turkish.



Photo 5: Zenginova, Sanliurfa, 02 July 2015
Beneficiaries at a relief item distribution point near Sanliurfa.

⁵ <http://adore.ifrc.org/Download.aspx?FileId=92490&.pdf>

Based on these findings, the support shifted to urban areas with a more diversified strategy to provide assistance and a heavier focus on livelihoods. During this phase, most of the support was provided through the 16 TRCS community centres (CCs) in cities with high refugee populations, including Adana, Ankara, Bursa, Gaziantep, Hatay, Istanbul (2), Izmir, Kahramanmaraş, Kayseri, Kilis, Kocaeli, Konya, Mardin, Mersin, and Şanlıurfa. Both refugee and host communities have shown positive reception of the CCs in their locations. For refugees, the CCs provided a safe space for people to interact socially; learn new skills or languages; speak to trained counsellors regarding personal problems; and participate in finding solutions to other challenges faced. For the host community, the CCs provided opportunities for livelihood skills development and employment as well as a space for positive interaction with their refugee counterparts. For both communities, the CCs were a source for reliable information, including during the COVID-19 pandemic announced in March 2020.

The unique position of TRCS, its nationwide access through its present network, and experience of working very closely with refugees, allowed TRCS to identify protection as a major concern that needed to be addressed urgently. The challenges posed to refugees in terms of protection were many and complex. Children and adults were at serious risk of violence, exploitation and abuse, and high numbers had been reporting exposure to protection related incidents. Protection was comparatively new for TRCS prior to this Action. However, with IFRC's coordination, technical and administrative support, TRCS reached significantly over target for many services, supported by expanded trained staff capacity. The protection interventions were implemented through 15 community centres and in remote areas located within 100 km radius from the CCs. The aim of these activities were to reduce protection vulnerabilities and strengthen capacities of refugees through case management focused protection programme, supported by individual protection assistance, provision of specialized legal support, tracing and family reunification, and strong advocacy to address immediate needs and longer-term protection issues based on the data management and analysis.

Due to the COVID-19 global pandemic in March 2020, the working modality of the CCs was altered to curb the spread of the virus. TRCS staff continued to provide protection services through household visits (with the use of personal protective equipment), online information sessions and one-to-one phone calls where needed.

External monitoring and evaluation studies⁶ acknowledged the relevance of the programme, both before and during COVID-19, as well as the strong complementarity between the different teams, including livelihoods, health, social cohesion and protection teams as well as good coordination with local and national government and good communication with other agencies including UN agencies, local NGOs and I/NGOs which generated awareness of other ongoing activities and helped to avoid duplication and overlap. Feedback from beneficiaries received through BSSs overall showed general satisfaction of the people served at the community centres together with a good level of trust in the staff at the centres. The programme adapted well to the newly emerging needs in this respect.

The final evaluation of the Appeal found that the Appeal was adequately coherent with Government policies and strategies, as was Movement cooperation with no more than usual bilateral support to the national society. Collaboration with the UN as of a technical nature and the links to civil society were established but could have been developed for a (largely invisible) humanitarian diplomacy approach. The evaluation concluded that the appeal supported the transition from a relief-based to a protection-based (recovery) approach, and allowed for assessing longer-term needs and the technical capacities required to address these. However, some underlying institutional risks remained unidentified and constrained the implementation of the transition. Scaling up capacity for change from a relief to a protection approach has proven to be mainly challenged by institutional inefficiencies.

Phase 3: TRCS activities in response to the COVID-19 pandemic

⁶ External monitoring studies included the Mid-Term Review and Results-Oriented Monitoring exercises commissioned by the EU in 2018; the Technical Assistance to Support the Monitoring Actions Financed under the Facility for Refugees in Turkey (SUMAF) monitoring visits conducted in 2019 and 2020; Final Evaluation, Endline and Learning (FEEL) conducted in 2020 to evaluate the MADAD funded response, and an external evaluation looking at the relevance, efficiency and coherence of this appeal.



Photo 6: Syrian refugees and Turkish people coming together to help tackle the COVID-19 pandemic in Turkey and around the world. Since the pandemic began, over 120 volunteers and community members across Turkey have mobilized to produce more than 1.2 masks.

Since March 2020, the COVID-19 pandemic impacted the implementation of the planned activities as the Turkish government established movement restrictions and banned gatherings to mitigate spread of the virus, normal activities at the CCs have been seriously curtailed since mid-March 2020. While certain activities and services under this appeal have continued online and by telephone, most were severely disrupted. As such, numbers reported in this operational period may be much lower in comparison with the same period in previous years. One exception is Community Engagement and Accountability (CEA) and social cohesion activities which were scaled up in response to service user demand in relation to the COVID-19 pandemic. The community centres continued to be the mainstay for both refugee and host communities, during the COVID-19 global pandemic in 2020 and Q1 2021. While government restrictions on movement due to the pandemic were firmly observed, TRCS continued to provide services, share information and raise

awareness using telephone, social media and other online conferencing tools. Overall, however, activities were severely curbed due to COVID-19 pandemic constraints.

As part of the IFRC global response to the COVID-19 pandemic, TRCS has been engaged in interventions to prevent, contain and mitigate spread of the disease. The community centres supported under this International Appeal have played a special role in bringing together communities during this pandemic. TRCS staff together with refugee and host community volunteers, and vocational skills trainers have worked together to produce masks and visors using guidelines from the public health authorities. To date, the community centres have collectively produced more than 2.5 million masks. The National Society has worked in cooperation with public health organizations in distributing these items among refugees, host communities and health institutions. In Health, TRCS frontline staff and volunteers equipped with PPE have disseminated public health awareness and promote safe hygiene practices to prevent and mitigate transmission of the COVID 19 virus, and have conducted symptom screening by phone, and referring potential cases to hospitals. TRCS also has conducted PSS for individuals and groups, psychoeducation, online consultations, psychological screenings, and the distribution of PSS kits to children. Where needed, individuals have also been provided psychological triage or referred for professional psychological services. This service has been also available for people referred by other I/NGOS and public institutions. The global COVID-19 appeal has been running complementarily to the ongoing international appeal, specially focusing on addressing the information needs and socio-economic impacts of the global COVID-19 pandemic. For more detailed information on TRCS's response to the global COVID-19 pandemic, click [here](#).

Transition strategy

The current protracted nature of the refugee situation in Turkey and the uncertainty when this may end, as the needs caused by the crisis in Syria are still enormous in Turkey exacerbated by the COVID-19 pandemic. Much of the ongoing activities under this Appeal is still highly relevant to the refugees and host populations, many of whose vulnerability has increased with the onset of the COVID-19 pandemic. Alongside the International Appeal, an Operational plan was developed, focusing on longer-term support and institutional capacity building. The community centres are still running on a mix of different funding sources (IFRC Country Operational Plan, UNHCR, UNICEF, RC/RC partner funding). As such, IFRC and TRC will continue the existing interventions and their attendant needs in terms of funding and other resources through Country Operation Plan over the course of 2022-23. The unspent financial resources from this emergency appeal will be transferred to the Turkey Country Operational Plan to continue supporting the implementation of the same activities. Please refer to section D (Financial Report) for more details.

C. DETAILED OPERATIONAL PLAN



Shelter⁷

People reached: 119,301

Male: 114,817

Female: 114,819

Indicators:	Target	Actual
Outcome 1: The living conditions of up to 250,000 temporary protected Syrian people improve through shelter support.	250,000	228,303 ⁸
Outcome 4: There are contingency shelter measures for up to 5,000 Syrian families.	5,000	1,333 ⁹

Narrative description of achievements



Photo 2: Setup of TRCS' Boynuyogun Tent Camp. Photo Credit: TRCS.

The TRCS shelter support to displaced population living in camps were mainly tents and tarpaulins, conducted from November 2012 until April 2015. While in camps most families used one housing unit per family, outside 30 per cent of the families outside the camps lived in housing units occupied by two or more family groups.

The tents and tarpaulins were produced by the TRCS shelter systems unit according to long durability and high thermo-insulation standards. They complied with the Turkish authorities' requirements for the camps and were benefiting from TRCS-IFRC Shelter Research Unit partnership.

TRCS distributed 75,966 tents and 42,002 tarpaulins since the beginning of the operation. The tents were of high quality and prepared to last longer times. Additionally, there were 1,333 tents stored in camp warehouses or at the TRC warehouse (as per the Turkish Government's request) for the event of a deterioration of the humanitarian situation and for replacing the worn-off / damaged items.

During the earlier phases, TRCS focused heavily on distributing a wide range of NFIs to people living in camps, including blankets, hot plate cookers, refrigerators, heaters, shelves, kitchen sets, clothing items, mattresses, pillows, bed linen sheets, among others. For more details, please refer to Operations Update 1 – 10.

Challenges

The initial response focused on the provision of humanitarian assistance in temporary accommodation centres. This changed with a realisation of the protracted nature of the refugee situation and the shift from large numbers to urban areas, which meant that the support provided needed to be adapted to the changing needs. For more details, please refer to [Operations Update 1 – 10](#).

Lessons Learned

According to the final evaluation, there was a lack of initial feedback gathered from people targeted under this appeal. This led to considerable quantities of in-kind items wasted. Importantly, this was taken as a learning opportunity and encouraged the transition to conditional cash for food (e-cards) in the camps. For more details, please refer to [Operations Update 1 – 10](#).

⁷ Concluded in the first Phase of the Appeal.

⁸ Achieved numbers are below targets because of the emergency situation at the beginning of the influx, during which it was hard to anticipate the exact number of people in need. Furthermore, in terms of shelter, people started moving out of the temporary accommodation centres, further decreasing the need for shelter in camps.

⁹ Ibid.



Livelihoods and basic needs

People reached: 1,310,797

Male: 601,263

Female: 599,199

Indicators:	Target	Actual
Outcome 1: Refugee and host communities have greater economic resilience through strengthened livelihood options		
15% of the target refugee and host community families have improved their net income by end -2020	15%	Approx. 35% ¹⁰
Output 1.1: Vulnerable refugee and host community members have increased opportunities for economic self-reliance through vocational training and entrepreneurship development		
3,000 individuals supported to start up or strengthen economic activities	3,000	1,593 ¹¹
15,500 individuals participating in skills development training to increase income sources	15,500	15,907
Output 1.2: Refugee and host community members are provided employment support services through TRCS		
3,000 refugee and host community members are provided employment-related services through TRCS	3,000	11,840 ¹²
Outcome 2: TRCS meets daily nutritional needs of up to 5,000 most vulnerable refugees monthly through the Ulucanlar soup kitchen in Ankara		
Output 2.1: Hot meals are provided daily through a kitchen in Ankara for up to 5,000 vulnerable refugees		
Number of hot meals distributed on a daily basis	5,000 daily	5,000 daily (374,000 in total)
Outcome 3: The sanitation, hygiene and nutrition conditions of temporarily displaced people living in Turkey are improved through distribution of NFIs and food parcels		
Number of NFI and food parcels provided	N/A	797,122

Narrative description of achievements



Photo 3: Turkish Red Crescent lunch distribution for Syrians arrived from Kobane at Suruc

During the first phase of the appeal, the focus was on meeting the immediate needs of people residing in camps. Initially, this mainly included hot meals and NFIs. Later, TRCS started providing e-cards (cash cards for acquiring food products) in a partnership with WFP. For more details, please refer to the [earlier Operations Updates](#) published.

After the transition to assistance provision in urban areas, the livelihood outcome prioritized enhancing the resilience and social cohesion of both refugee and host communities. The country level baseline survey for Turkey (2017) showed and reconfirmed the need for support for income generating activities with poverty, language barriers and unemployment being some of the main stressors for refugees in Turkey. Apart from vocational and business skills trainings, Turkish language classes were highlighted as an essential component for increasing employability and employment opportunities for migrants who did not speak Turkish. TRCS' services under this output

expanded over time and included employment advisory seminars; individual employment counselling; skills assessment; internship placements; job matching; job referrals; CV writing and preparation support for job interviews. In the later stages, activities were also completed with soft skill trainings on career planning, life-long learning, and labour law and rights training.

¹⁰ According to the FEEL evaluation, there was an increase in the number of respondents reporting they were in formal, informal or temporary employment; and a decrease in respondents reporting that they were unemployed. There was also an increase in respondents reporting "salary from employment" as their main source of income (from 34% in the baseline up to 70% in the endline survey).

¹¹ Lower actuals than initially planned due to the lengthy and complicated process to start up business particularly in the context of COVID-19.

¹² More people were reached than initially planned due the high relevancy of this activity and the secured support through the MADAD fund.

The combination of language and vocational skills provided means of living for many migrant families, while empowering people to be more resilient, more autonomous, and to better cope with displacement. This started with vocational and skills trainings together with Turkish language courses and orientation talks on Turkish working culture norms and expectations in the workplace. Following assessments and recommendations from field surveys, a robust labour market analysis was conducted in the provinces where the community centres are located. This enabled each community centre to improve and tailor its vocational training activities to the local labour market context. This aim was further supported by developing relationships with potential local employers and advocating to help trained and qualified participants of the community centres' courses to find gainful employment. These discussions also helped TRCS to better understand labour market needs and raise awareness among potential employers of the skills and availability of potential employees.



Photo 9: Ankara Community Centre, 2017. Some twenty young men and women have gathered for one of the weekly Turkish language classes offered by a trained teacher at the Ankara community centre. Language skills offer an important bridge for integrating into the Turkish society and making local friends. Photo credit: TRCS.

TRCS also increased its contingency capacity through making relief stocks available to allow effective humanitarian response to support affected people. Provision of food and NFIs distribution in 2018 based on these stocks focused on the provinces where the most vulnerable refugees were living. Beneficiaries who resided in urban areas and who received limited support earlier were prioritized by the TRCS for the distribution in 2018. A total of 10,000 households (50,000 individuals) benefited from this food and NFIs distribution. As a response to the COVID-19 pandemic additional 118,000 individuals were supported with distribution of hygiene kits, baby kits, blankets and food vouchers through extended network of community centres in Q4 2020 and Q1 2021, bringing the total figure to 168,000.

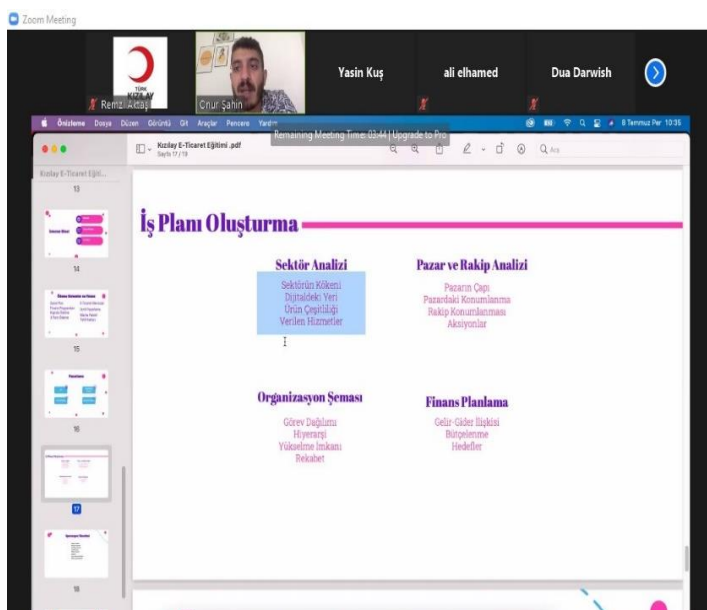


Photo 10: Online capacity building training provided by Sanliurfa Community Centre

In 2020 and 2021, all employment-related activities were affected negatively due to limited movement due to COVID-19 related restrictions which made it difficult to conduct field visits or hindered new staff employment. It became difficult for many enterprises, particularly small and medium-sized enterprises (SMEs), to sustain their businesses due to travel restrictions, border controls, and mandatory quarantines. Skills training normally held at the community centres was cancelled with some of these being held online where possible. While some agricultural courses resumed in the field with limited participation, following the lockdown ease in June 2020, these were also considered risky, despite the observation of physical distancing and the use of personal protection equipment (PPE). In the course of time, the livelihood activities were adapted well to the changing context, switching to online sessions including organizing Turkish language classes for the refugees and capacity building trainings. Some Turkish language classes were also held online for which lesson modules were subsequently tailored for several vocational sectors. COVID-19 has shown the importance of adaptability to digital solutions. The online trainings which had already been utilized by CCs were important

in that sense.

The entrepreneurship support activities in 2020-21 centered mostly around mentoring support for 60 entrepreneurs as this was the final activity under this project. Mentoring support took place for the entrepreneurs to help them under current challenging economic conditions in the effort for their individual businesses to continue growing and remain sustainable. This included support in marketing and financial management, and some cash support for those entrepreneurs who were unable to self-sustain during this pandemic period. Mentoring was conducted through interviews and discussions in Turkish and Arabic with five to 10 sessions per entrepreneur. Mentoring sessions focused on setting goals, implementation of business plans, support marketing, self-evaluation processes, seeking new solutions and options (especially in view of the current COVID-19 pandemic), supporting decision-making processes, accessing vital information, and developing new relationships with relevant parties.



Photo 11: Houda in a traditional Turkish cooking course offered at a community center run by the Turkish Red Crescent. Photo credit: TRCS.

Following the easing of movement restrictions due to COVID-19 in the country in Q3 2020, Entrepreneurship trainings were organized in Istanbul and Izmir. TRCS livelihood programme staff were able to conduct regular visits to entrepreneurial service users, in order to monitor the use of equipment provided, and the progress of individual income-generating activities. Support provided to individuals for income generation activities including small business set-up and home-based production and worked in cooperation with private sector entities to continually assess the needs of the job market and sought to fill existing gaps where possible. In 2020, material support (equipment) was provided to participants from 14 provinces (through 15 community centres) to set up home-based production including home based agricultural production trainings to grow vegetables to sustain agriculture and contribute improve household income during the COVID-19 pandemic to support their families. Participants who had the necessary knowledge and competencies but were struggling to cope with the negative effects of COVID19 were prioritized.

TRCS also supported employers with obtaining work permits and incurring the related fees for employees from the refugee communities. Training participants were incentivized and TRCS screened them to ensure the courses were being attended by the most suitable participants relevant to the subject matter in order to ensure that participants' educational and professional backgrounds matched the training profile, and that they were motivated to participate and complete the training. However, domestic demand was disrupted due to restrictions on economic activities since March 2021, cause decrease in economic growth, and an increase in unemployment and inflation rates, and other economic finance challenges. Economic recession during last year decreased in employment opportunities.

According to the [Final Evaluation, Endline and Learning \(FEEL\)](#) study conducted for the EUTF MADAD project found that refugee unemployment was particularly high at 73%, with respondents citing language barriers and the lack of recognition of Syrian qualifications as constituting the main barriers for securing employment. The livelihoods component of programme sought to address this to increase employability of refugees. The endline survey showed that these efforts were successful, since there was an increase in the number of respondents reporting they were in formal, informal and temporary employment. At the same time, there was a decrease in respondents reporting that they were unemployed. This was true for both male and female respondents. There was also an increase in respondents reporting 'salary from employment' as their main source of income, and a decrease in those responding 'I do not have a main source of income'; again, this was true for both male and female respondents.

The TRCS soup kitchen in Ulucanlar, Ankara served 5,000 most vulnerable refugee and host community members daily with hot meals for a total of some 110,000 meals on a monthly basis until Dec 2019.

Challenges

Several obstacles to steady gainful employment continue to be encountered by the refugee population including:

- The inability to develop employability on their own effectively due to lack of access to professional training that meets sectorial qualification needs in Turkey;
- Lack of sustainable development of competencies for employment;
- Slow and difficult legal procedures to gain formal employment;
- Lack of clarity for both refugee population and local authorities regarding the legal work status of foreigners;
- Need for adaptation of existing skills of refugee population for the current Turkey context;
- Limited opportunities for entrepreneurial development;
- Dependence on or fear of losing eligibility for cash-based assistance programmes

During in the course of time the livelihood activities were adapted well to the changing context especially with the outbreak of COVID-19 pandemic, switching to online sessions including organizing Turkish language classes for the refugees.

Lessons Learned

In terms of sustainability, livelihoods interventions were considered very helpful where beneficiaries could set up their own businesses or initiatives, but less so for securing employment or work opportunities, or teaching new skills. Financial support would be helpful to set up a business in order to capitalize on training received. The number of targeted beneficiaries can be reduced to enhance the quality of livelihoods services. This would allow the budget allocation per beneficiary to be higher, and to expand the range of services for individual beneficiaries. Lastly in terms of monitoring, processes should be amended to capture the number of activities and participants in online activities, which gained momentum with the COVID-19 outbreak.



Health

People reached: 780,452

Male: 337,660

Female: 442,792

Indicators:	Target	Actual
Outcome 1. Refugee and host communities have greater health resilience through healthy lifestyles and good hygiene practices supported by community centre services		
70% of targeted refugee and host community members have improved hygiene practices by end-2020	70%	77% ¹³
Output 1.1: Refugee and host community members are equipped with basic health information for healthy lifestyles, hygiene promotion and preventive health care through community centre services		
22,000 people have attended community-based health and first aid (CBHFA) activities	22,000	15,009
78,000 people have attended hygiene promotion activities	200,000	353,402 ¹⁴
12,000 referrals are made for people to access medical/clinical services at health facilities	12,000	8,560
14,400 pregnant women have received hygiene packages for maternal/newborn care	14,400	18,600
Output 1.2: Health education activities are organized at two health centres in Şanlıurfa and Konya		
70,000 people have participated in health education and awareness-raising activities	153,000	159,660
Outcome 2: The health and psychological well-being of refugees living in urban areas is improved through comprehensive psychosocial support (PSS) by community centres		
50% of refugee adults and children reported improved personal and interpersonal well-being by end-2020	50%	Qualitative increase ¹⁵
Output 2.1: Comprehensive psychosocial support (PSS) is provided to refugee community members		
125,000 refugees have received PSS services through community centres	170,000	225,221 ¹⁶
2 mobile child-friendly spaces providing PSS to children are available	2	2
Narrative description of achievements		

¹³ According to the FEEL evaluation, 77.3% feel that their knowledge of hygiene practices has improved.

¹⁴ The relevance of this activity increased during COVID-19, and funding and efforts were re-allocated for this purpose. For this reason, this indicator surpassed its targets while other indicators showed lower figures.

¹⁵ According to the FEEL evaluation, the PSS activities were well received, relevant and well-tailored to the needs of beneficiaries.

¹⁶ Target values come from MADAD while achievements come from the whole appeal period, for this reason the achieved value is higher.



Photo 12: Activities targeting children and young people at Yayladagi Camp

Community-based Health and First Aid, health education and outreach, hygiene promotion

There were limited health related activities when the operation first started in the camps. Some children and youth workers received information on first aid in 2014, and this information was later replicated with children in camps. With the opening of the first community centre in Sanliurfa in 2015, a pilot community based first aid session started in cooperation with the TRCS training department for families attending activities in the community centre.

Through the community centres in the later years, TRCS supported refugee and host communities in increasing their access to inclusive and quality health services, and in promoting preventive health measures. These included providing health referrals to access resources at public health facilities and educating refugee and host communities on healthy lifestyles and good hygiene practices. TRCS

also supported pregnant women, providing them with health seminars on pregnancy and labour-related topics, and through distributing new-born packages among them.

Since March 2020, most activities under Health and PSS were largely geared towards mitigating the spread of COVID-19 and adapted to accommodate the government restrictions on movement and gatherings. Customized services such as PSS counselling, symptom screening and information sharing were carried out by telephone or using online platforms or mobile applications. The community centres proved to be an important resource for reliable information about COVID-19 and related issues for the refugee and host communities as well as a reference centre for staff and volunteers in the production of masks and visors which were provided to refugee and host community members as well as medical personnel. CBHFA and health outreach activities were reduced due to the pandemic situation which did not allow volunteers, trainers and participants to meet face-to-face. While trainers and volunteers kept in contact with COVID-19 updates, health information from volunteers to CC service users was sometimes limited due to lack of Internet accessibility. Hygiene promotion activities were also affected by the pandemic conditions, though staff continued to communicate with service users through online training and phone calls. However, activities carried out with young people were observed to be more effective due to their ability to obtain Internet access and familiarity with the use of technology.



Photo 13: TRC staff distributing hygiene parcel and disseminating information about COVID-19 to a community member. Photo credit: TRCS.

Some distribution of hygiene packages was made to identified vulnerable groups such as older people, children and migrant agricultural workers, together with information on general health and COVID-19 related information. It was noted that people were sometimes reluctant to listen and follow health information and recommendations during distributions, and often, the physical distancing rule was not observed. Some CCs took steps to rearrange distribution times e.g. the Kilis CC made distributions in the morning when fewer people were on the street. Also, when required, responders were able to recommend actions, activities or where necessary support could be obtained.

During this reporting period, awareness-raising seminars were conducted online, covering COVID-19, communicable diseases, reproductive health, safe motherhood and hygiene. Hygiene packages were delivered to beneficiaries identified by the protection team, and whose needs are followed up on by the health staff.

Referrals

TRCS supported community members to access specific health services, when needed, through referrals to specialized health and medical services in cooperation with the MOH. The two TRCS health education centres also referred refugees to secondary health care facilities as required. Through psychological triage and health screenings, individuals were referred to relevant hospital departments, institutions such as Migration Health Centres, and other health services in situations requiring advanced health services, such as enhanced psychopathological symptoms, drug therapy, blood testing, cancer screening tests, eye examinations, infant/child vaccination, health tests for women giving birth at home and high blood pressure checks. Information about the health institutions from which they could receive services was shared with those referred. The families were referred to Migrant Health Centers for routine vaccinations of their babies according to the vaccination schedule.

After the pandemic outbreak in 2020, referral activities were adapted within the parameters of the government COVID-19 restrictions. Community centre service users were contacted by phone to provide services such as symptom screening and health information, particularly targeting individuals with chronic diseases, older persons or disabled individuals – who were potentially at higher risk of contracting COVID-19 or other diseases. It was observed through these symptom screening calls that while most of individuals did not display obvious signs of COVID-19 infections, concerns about stigmatization and being socio-economically alienated were apparent. Health specialists provided health counselling to the individuals who had health problems that made them vulnerable to COVID-19 such as diabetes and obesity. Also, in cooperation with Provincial Health Directorates, health specialists provided health information, follow-up and symptom screening services to individuals referred by public health staff after being diagnosed with COVID-19. Suspected cases of COVID-19 identified during the hygiene kits distribution, seminars and symptom screening calls were referred to the hospitals or Migration Health Centres.



Photo 14: Ayşe, a health specialist at Turkish Red Crescent's Community Centers left her house not to risk her family with chronic illness after starting to help people affected by COVID-19 in Turkey. "I was also afraid, but I wanted to help people so much. I helped them like they are my family." Photo credit: TRCS.

Psychosocial Support (PSS) Services

Trained and certified psychologists provided specialised individual as well as group support to refugee men, women, boys and girls whose psychosocial wellbeing was seriously affected as an effect of war and displacement. Counselling and referrals were provided as required to those who were subject to, or at risk of labour abuse, sexual exploitation, trauma, with physical/psychological health needs, or affected by sexual and gender-based violence (SGBV). This was available to both adults and children - for the former, through individual and group counselling sessions, and the latter, through interactive play, art and craft activities. Two mobile child friendly spaces were established in this regard. PSS sessions covered psychological counselling, individual psychotherapy, psychoeducation and PSS support groups.

Psychological interviews were carried out, and relevant support information related to effects of the pandemic was provided to the public. This was conducted through online training, information sharing during distributions, online training notifications by other programmes, and phone calls, among others. In addition, self-referred beneficiaries and others referred by other institutions were engaged in psychological triage interviews. Subsequently, those needing further support were referred to trained psychologists. These services were adapted to conditions of the pandemic. The TRCS worked in coordination with the MOFLSS to ensure the quality of services was consistent for all cases.

The majority of adults who attended the PSS counselling sessions were women. Where possible, PSS was designed to be included as part of language classes to help expand the service to men, who might be unable to attend or were reluctant to overtly participate in PSS sessions. Counseling for couples was also provided. PSS activities continued online during the pandemic in 2020 and 2021 with individual and group sessions as well as psychoeducation focusing on psychological effects of COVID-19.

For PSS and mental health needs counselling and referrals were provided as required to those who were subject to, or at risk of labour abuse, sexual exploitation, trauma, with physical/psychological health needs, or affected by sexual and gender-based violence (SGBV).

Community centres supported young and school-aged refugee children, including those with disabilities, aiming to contribute to psychological development of minors fleeing war and conflict in their country. Participation in PSS activity also contributed to increase their resilience as well as helped them cope with their new environment and cultural diversity they faced and peer pressures at school and neighborhoods in Turkey. And supporting their healthy psychological development for displaced children and youth through safe, participatory and supportive activities to help them cope with their struggles, ,

TRC also expanded PSS services through psychological first aid (PFA) for children affected by peer bullying and identified schools as primary locations for PSS interventions. Psychoeducation was also made available through seminars on family communication, child development, child education, adolescent behavior, peer relations, conflict resolution, puberty, communication, privacy, examination stress, coping with challenging situations, respect for differences, protection from abuse and neglect, work ethics, and behavioral disorders. Modules were tailored to target group (including children, parents and teachers) needs. Awareness raising on the prevention of SGBV, and child protection was conducted through workshops at community centres.

As acknowledged in the FEEL report, the broad range of health services including Psychosocial Support Services (PSS) provided by TRCS through the community centre model was appreciated by the targeted communities, 83% reporting access to healthcare in the endline compared to 74% in the baseline. The endline survey showed that respondents accessed medical information and referrals through the centres, and that the centres were particularly helpful in providing information and/or care related to COVID-19. Survey results also suggest that awareness of and access to health services in general improved among the service users over the course of the programme. 77% of the respondents in the endline survey noted an improvement in their knowledge of hygiene practices. The provision of the NFIs was well integrated with health promotion and education activities. Newborn baby packages were provided to expecting mothers following maternal and baby health sessions, and hygiene kits were provided to beneficiaries at the end of hygiene promotion sessions. PSS activities were well-received by beneficiaries; feedback from the FGDs indicated that the services were relevant and well-tailored to the specific needs of the beneficiaries.

Challenges

There were some challenges related to the retention of volunteers. While recruiting health volunteers from both the Syrian and Turkish communities was relatively straightforward, it proved difficult to retain them. There were also more female volunteers than male, which posed problems when conducting household visits and other community outreach activities, as female volunteers sometimes prefer not to engage with male beneficiaries due to cultural sensitivities. Staffing was also a challenge. There were not always enough staff at different levels. For example, finding interpreters who had the necessary technical expertise for PSS activities was challenging.

There was usually a significantly lower number of men engaged in PSS due to the cultural perception that such activities were more appropriate for women. TRCS staff tried to adapt vocational training in such instances to include PSS and health components to engage men, even at a less in-depth level.

Due to lack of Internet access and that some beneficiaries live in places where connectivity is a problem, there were technical difficulties in online interviews, or meetings had to be cancelled. In this context, the number of psychoeducation participants has been limited.

In addition, there were difficulties because of the limited number of available telephone devices, and not all of these are not suitable for online calls.

Lessons Learned

In terms of attendance, both the EUTF MADAD baseline and endline showed that women were more likely to attend the community centres and avail of the services provided, especially CBHFA trainings and PSS activities. Although working hours were a barrier, the main barrier was more around the cultural perception that such activities were more appropriate for women.



Protection Gender and Inclusion

People reached: 525,603

Male: 252,521

Female: 272,680

Indicators:	Target	Actual ¹⁷
Outcome 1: Refugees are more resilient and feel safer through relevant customized protection services and access to their legal rights to protection in Turkey		
40,000 refugees have received appropriate individual response for protection needs, including Restoring Family Links (RFL)	40,000	83,603
Output 1.1: Refugees are supported with relevant protection services according to individual need		
16,000 refugees have been provided with protection services according to individual needs	16,000	37,233

¹⁷ Target values come from IA while achievements come from the implementation ECHO funded protection project, for this reason the achieved value is higher.

14,000 refugees are provided with information and counselling on relevant legal issues	14,000	20,672
6,000 refugees have been reached through group information sessions about protection services and their rights	6,000	11,436
Output 1.2: Refugees are provided Restoring Family Links (RFL) services		
Refugees are provided with RFL service	4,000	4,702
Outcome 2: The living conditions of refugees are improved through information and services provided by TRCS community centres		
15 community centres provide essential information and services to refugees	15	15
Output 2.1: Community centre services are set up and enable access to essential services and support for refugees to cope with consequences of displacement		
100,000 refugees have received information and services (including registration and referrals) through community centres or outreach work (including home visits)	100,000	77,934
Output 1.3: Strengthened capacities of TRCS, government organizations and NGOs to respond to protection needs and to ensure a well-coordinated approach to protection assessment and response		
Number of participants from TRCS attended information seminars	240	415
Number of participants from NGO and local authorities attended restoring family links seminars	420	373
Number of participants from NGO and local authorities attended information seminars	2,220	8,772
Outcome 3: Refugee communities have improved social cohesion with local communities, and enhanced employability in Turkey		
Language training courses for refugees create opportunities for greater social integration and employability	10,000	13,151
Output 3.1: Refugees have participated in language classes and can communicate with local communities at work and in day-to-day activities		
10,000 refugee community members participate in language training courses	10,000	13,151
Outcome 4: Refugee and host communities are empowered to promote social cohesion and build peaceful co-existence through greater understanding		
Output 4.1: An environment is created for refugee and host communities to interact for greater understanding and social integration		
300 advisory committee meetings and youth club events are held for host and refugee communities through community centres	300 meetings/event	159
220,000 refugee and host community members participate in social harmonization events and meetings	222,000	350,513 ¹⁸
Outcome 5: Implementation of TRCS programming is improved with service user feedback and engagement		
% Of refugees are satisfied they have access to information, and can provide feedback regarding programme services	%	n/a ¹⁹
Output 5.1: TRCS staff and volunteers understand the importance of Community Engagement and Accountability (CEA) and how to apply it in their work		
One guideline and basic training module on CEA is developed for the Turkey context	1	1
3 basic training courses on CEA have been provided to staff and volunteers	3	3
6 service user satisfaction surveys are conducted to understand if refugee living conditions have improved through TRCS community centre services	6	11
Output 5.2: Refugees are engaged in two-way communication, incorporating their opinions and needs for the implementation of community centres services		
15 community centres with feedback/suggestion boxes available	15	15

¹⁸ Targets come from MADAD fund, while the achieved values include the whole appeal period.

¹⁹ Due to COVID-19, the final satisfaction survey could not be conducted before the end of this appeal. Under the COVID-19 appeal, a survey to assess the satisfaction with information provision is planned for Q3 2021.

50 Focus Group Discussions (FGDs) are conducted through quarterly advisory committee meetings to obtain refugee and host community feedback on services received and existing needs

50

159²⁰

Narrative description of achievements



Photo 15: TRCS staff disseminating information on COVID-19 and its preventive measures. Photo credit: TRCS.

The majority of Protection activities under this Appeal was supported through a grant from DGECHO, which was concluded in March 2020. The project was conducted via the CCs. Over 83,603 refugees were provided with protection services through multi-disciplinary approaches tailored to individual needs, surpassing its targets due to the high relevancy of the activities. These included with the provision of relevant protection services including customized case management, Individual Protection Assistance (IPA) funding; legal counselling with information seminars and materials on legal issues; and group information sessions in their communities. Under Restoring Family Links (RFL), refugees were provided with tracing services and family reunification support as well as RCRC messages were conveyed.

These activities had helped people with their respective protection-related concerns, in recognizing their legal rights, reducing protection risks, and moving nearer to self-actualization with greater dignity and

safety.

Due to the COVID-19 global pandemic in March 2020, the working modality of the CCs was altered to curb the spread of the virus. Most CC activities were suspended to prevent risk of infection, including core activities on information dissemination and referrals. Also, few service users themselves approached the centres to avoid crowding. During this period, TRCS staff continued to provide protection services through household visits (with the use of personal protective equipment), online information sessions and one-to-one phone calls where needed.

Social Cohesion

The Appeal has contributed to strengthening the social cohesion of communities in Turkey. Targeted activities were delivered to bring closer the refugee population and the host communities, contributing to social cohesion and cultural harmonization as a way of building up resilience and coping mechanisms.

Community centres organized social events and meetings to support and encourage the interaction of the refugee population with the host communities. The Advisory Committees and formation of Youth Clubs at each of the community centres played an important role in this process. These community forums comprising of members of both refugee and host communities also enhanced joint community decision-making and discussions on issues that affected both refugee and host communities. Throughout the appeal, 159 meetings with Advisory Committees were conducted²¹.



Photo 16: Seren and Melek are only two of Syrian refugees and Turkish people coming together to help tackle the COVID-19 pandemic in Turkey and around the world. Community centre activities also improve social cohesion between refugees and their host communities. Photo credit: TRCS.

The Complaints and Response Mechanism (CRM) was strengthened at the community centres over the course of the project to enable communities to share feedback, questions, complaints and rumors safely and confidentially through various channels including face-to-face interactions at the Community Centres, advisory committee meetings, youth club meetings, outreach activities and feedback and complaints boxes. Efforts were made to systematize data collection and procedures to receive and respond to community feedback on different issues. Examples of suggestions received included extending the duration of the courses on soft skills and covering more ground in each subject matter including Turkish working culture norms and expectations in the workplace, as well as CV writing and preparing for job

²⁰ More sessions were organised than initially planned due to the high relevancy of this activity.

²¹ A case study conducted about Advisory Committees can be found at the following link: <https://communityengagementhub.org/wp-content/uploads/sites/2/2020/03/Advisory-Committees-TRCS.pdf>

interviews; adding additional health education topics such as women's health, family planning and communicable diseases; among others. These suggestions were integrated into the re-design of the activities.

Despite the cloud of the pandemic, TRCS managed to conduct a wide range of social inclusion activities in 2020/21 to implement. These included speaking club meetings, seminars on common cultural history; workshops on tolerance and values, kitchen activities, storytelling and poetry; as well as projects on role models, and sports activities. Seminars to address 'false facts' were introduced among others to address hearsay and rumours surrounding the status of refugees in Turkey, targeting refugee and host community members. These seminars proved to be highly useful in promoting social understanding and reducing antipathy among the refugees and host community members. The community feedback mechanism remained accessible through the hotline, at the CCs, and using paper forms during outreach activities.

As for social cohesion activities, in the EU-TF MADAD Project endline Survey, participants expressed positive impressions of the quality of community centre services and importance of social activities as a way to enhance cultural understanding and improve the relationship between refugees and local communities. This was also agreed by the institutional partners and Provincial Directorates of Migration Management (PDMM). Participants in both interviews and focus groups noted considerable progress in social cohesion and integration since the beginning of the programme.

The endline survey showed a substantial increase in integration and social cohesion between Syrian refugees and host communities. Children from host and refugee communities who participated in the focus group discussions (FGD) are also of the opinion that general social cohesion and integration have improved. Children from host communities reported helping Syrian children with the Turkish language, working together in classroom settings and playing together both at school and at home. Children from refugee communities were positive about the impact of the community centres in their lives and on their general integration, including Turkish lessons, education support and recreational activities.

Challenges

Delay in recruitment was a major challenge. Given how meticulous the TRCS recruitment system was, together with government authority requirements, it appeared that the allocated three-month period for recruitment was insufficient to have qualified and adequate staff in place.

Late approval of Individual Protection Assistance (IPA) guidelines by ECHO contributed towards low expenditure under this activity at the beginning of the project. A lack of clarity around how the IPA was to be applied also caused staff to use other funds which are less restrictive, for the sake of expedience.

The value of the Turkish Lira (TRY) fluctuated greatly throughout the project implementation period. From beginning 2018, the TRY went down to record lows against other major international currencies, including the EUR, CHF, USD. The exchange gain from EUR to TRY which was also reflected in low expenditure rates resulted in large surplus funds. It was not anticipated that TRY would be devalued in such a manner, and while implementation picked up in Year 2 of the project, it was not possible to spend the total original budget due to this monetary discrepancy, coupled with protracted delays in project implementation.

From mid-March 2020 onwards, all protection activities normally conducted by the CCs were severely curbed by government restrictions on movement throughout the country due to the COVID 19 pandemic. To overcome this unforeseen situation CC staff also began working from home and providing services on online platform, and on shifts at the CCs in case of emergencies.

Lessons Learned

The protection component, mainly funded by DG ECHO, was a highly (perhaps overly) ambitious project, considering TRCS was being a sole implementer of a full-blown protection programme. Greater coordination and information sharing between partners; more clarity regarding roles, responsibilities and guidance for field staff; and better adherence to planned timelines on the part of both donor and implementers are among the factors that could have contributed towards achievement of the original targets. As such, the need for modification requests and return of funds may have been avoided. All said, this project has achieved some success in helping a fair number (111%) of its original target population. Other than that, it was a highly successful learning experience, which will hold TRCS in good stead for similar projects in the future.

In terms of gender, both the EUTF MADAD baseline and endline showed that women were more likely to attend the community centres and avail of the services provided. Although working hours were a barrier, the main barrier was more around the cultural perception that such activities were more appropriate for women.

Strengthening National Society

Indicators:	Target	Actual
Outcome S1.1: TRCS operational and field staff have strengthened skills and capacity to provide services to refugee and host communities in Turkey		
Number of National Society staff report higher capacity for service delivery to the refugee and host communities	600	2,120 ²²
Output S1.1.1: TRCS staff have received technical training for more effective service delivery to vulnerable people		
Staff have undergone Red Cross Red Crescent induction training	200 staff	159
Staff have participated in sector-specific technical training	100 staff	546 ²³
Staff and volunteers have been trained for psychosocial interventions and volunteer management	300 staff	1,415 ²⁴

Narrative description of achievements



Photo 17: Muhammed fled Syria in 2014. It was hard for him at first. But he learned Turkish through community center courses, made a lot of friends and even became a volunteer in Turkish Red Crescent's Community Centers. "Volunteering enables me to build a link with the society I live in."

During the life of the Appeal, the TRCS recruited staff for the implementation emergency response. The recruitment process was accelerated with the start of the implementation of CCs activities and reached from 2017 up to an average of 213 people per year. When the project closed, it had a total of 268 staff to implement the planned activities funded through this Appeal. Recruited staff included specialists in child development, social workers, caseworkers for outreach and protection activities, nurses and psychologists for health education and PSS activities, and trainers for vocation and language trainings, as well as staff for reporting, communication, support service and translation. Comprehensive induction trainings for new staff and volunteers were regularly held, providing basic information on the RC/RC Movement, TRCS regulation and procedures as well as their role and responsibilities. Other trainings and workshops were conducted across livelihoods, health and PSS, and social cohesion to strengthen TRCS` capacity and enhance their ability to reach out to the most vulnerable groups within refugees and host communities included.

Staff and volunteers were also encouraged to participate in other learning resources available online to build the skills and knowledge for better and more efficient service delivery. Refresher training sessions were regularly organized for TRCS staff and volunteers. Orientation was provided to operational staff on IFRC fraud and corruption manual, and IFRC logistics regulation and procedures. These capacity and organizational development activities of the TRCS (staff and volunteers) enabled better response to crisis in this programme, as well as in the future. The enhanced capacities of the TRCS contributed to the effective implementation of all project activities throughout the entire timeframe of action.

The IFRC PSS Reference Centre in Denmark supported several training sessions together with PSS materials now available in Turkish and adapted to the Turkey context. These included the manuals for PSS interventions and PSS rapid needs assessments, training handbooks for facilitators and participants, a handbook for volunteer care, a trainer manual for prevention of Sexual and Gender-based Violence (SGBV), and commitments for PSS minimum standards.

²² Higher number than originally planned due to inclusion of volunteers.

²³ Higher number than originally planned due to inclusion of volunteers.

²⁴ Higher number than originally planned due to inclusion of volunteers.

Refresher trainings were regularly organized for the TRCS staff and volunteers. The National Society staff and volunteers have learnt to utilize new data collection tool and are gradually familiarizing themselves with alternative ways of conducting surveys and assessments. Through its technical delegate staff in-country, the IFRC provided related support to the National Society at community, branch and headquarters level. The Regional Office for Europe and the Secretariat in Geneva provided support as needed.



Photo 18: Fatma, a dedicated psychologist at Turkish Red Crescent's Community Centers helped people protect their mental health through online platforms during COVID-19. "Working with vulnerable groups including refugees, I realize how body language is crucial in understanding each other." Photo Credit: TRCS.

Also, in support of staff well-being, community centre psychologists conducted support group counselling sessions for staff and volunteers; however, staff and volunteers indicated some reticence in participation as they were familiar with the psychologists as work colleagues or friends. As such, the TRCS outsourced the facilitation of these group sessions to ensure complete objectivity and confidence of the participants, which was also a recommendation from monitoring and evaluation reports.

The ICRC provided technical support and capacity building to the TRCS for Restoring Family Links (RFL). 284 staff from the TRCS, government and local NGOs have attended the RFL training, while 544 representatives of government organizations and local authorities have participated in protection training/workshops and information seminars. With regard to trainings for governmental organizations and NGOs, the content of these RFL training sessions were

modified for greater relevance and practical application.

Since COVID-19, online training has been the main communication channel in providing health information and protective measures at all 16 community centres. The Health Education Centres in Konya and Şanlıurfa have played a crucial role in providing online training and information seminars on infectious diseases, prevention methods, and other pertinent topics for staff, volunteers and CC service users.

As acknowledged by the FEEL report, trainings across livelihoods, health and PSS, and social cohesion has led to an increase in confidence for TRCS staff and volunteers in both their day-to-day activities and their interaction with beneficiaries. Staff and volunteers were positive about the variety and quality of training provided. Capacity building activities were considered relevant to support the programme, and also developed new, transferrable skills that were useful for their current activities and future roles.

National Society was also strengthened via directly implementing different interventions, and after that the staff was able to transfer their know-how to the representatives of other stakeholders. Throughout the years, considerable number of reports that shed light on the changing humanitarian situation with different focus such as need assessments, labor market analysis, CEA reports etc. were prepared and shared with the sector representatives. Moreover, establishing and maintaining partnerships in the field level as well as regional, national and international level was one of the other important aspects of the whole operation under this Appeal.

Since 2020, IFRC and TRC have developed the Country Operational Plan as the planning tool for the capacity building efforts, including:

- Planning, Monitoring, Evaluation and Reporting (PMER) and Information Management (IM)
- Disaster management and preparedness

Cash institutionalization

These capacity strengthening activities will continue being implemented through the country plan in 2021/22.

Challenges

New staff recruitment was delayed and affected the implementation of some interventions. Many of the programme sectors experienced a steady turnover of staff, which often included trained staff leaving, and new/junior staff requiring specific orientation and training to fulfil capacity for adequate service delivery. A comprehensive induction training for new staff and volunteers were regularly held, providing basic information on the RCRC Movement, TRCS regulation and procedures as well as their role and responsibilities. Other trainings and workshops were conducted across livelihoods, health and PSS, and social cohesion to strengthen TRCS' capacity and enhance their ability to reach out to most vulnerable groups within refugees and host communities included. Staff and volunteers were also encouraged

to participate in other learning resources available online to build the skills and knowledge for better and more efficient service delivery.

Capacity building was severely curtailed in the first half of 2020 due to the COVID-19 pandemic restrictions. Under this Appeal, some trainings were conducted in direct relation to supporting response efforts to the pandemic situation.

Lessons Learned

- Ensure that TRCS has capacity and resources in place to implement the project, including the support service functions such as finance, administration, and PMER/IM.
- Reduce transferring staff among different projects or stretching their work responsibilities across multiple projects to the point that they are unable to prioritize their dedicated project.
- Avoid an ad-hoc way of working and constant stop-gap measures that are not sustainable or practical in the long-term
- Work to retain key programme staff to ensure institutional memory of project implementation and support the learning-by-doing process

D. Financial Report

The Final Financial Report for this Appeal (MDRTR003) [is annexed to this report](#).

As per the financial report attached, this operation is closed as follows:

- The funding requirement of the Appeal was CHF 122,000,000 and the income received was **CHF 84,579,189**.
- The total funding received for this Appeal is **CHF 84,579,189** and the total expenditure is **CHF 81,148,826**.
The unspent balance at the close of the Appeal is **CHF 3,430,363**

Closing of the emergency operation and use of remaining balance of funds

While the International Appeal is now closed after running for more than eight years, having achieved its set objectives, there remains a balance of CHF 3,430,256. The savings occurred due to effective management, and the fact that some actual costs were less than original budgeted costs. Furthermore, the exchange rate for Swiss Francs (CHF) against Turkish Lira (TRY) was favourable during the last four years, as the weak TRY meant less expense in terms of CHF, resulting in savings.

The International Federation seeks approval from its donors to reallocate this balance to the IFRC Turkey Operational Plan 2022-2023. As the Syrian crisis is protracted in nature and the most vulnerable refugees still needed to be supported, the remaining funds will provide a good opportunity to continue supporting vulnerable refugees to reduce their protection and socio-economic vulnerabilities through Turkish Red Crescent community centres. The IFRC Country Plan for Turkey can be consulted [here](#).

Partners/ Donors who have any questions regarding this balance are kindly requested to contact **Kristina Szalai, Senior Officer, Partnership and Resource Development, IFRC RoE, Budapest** within 30 days of this final report. Pass this date reallocations will be processed as indicated.

Contact information

Reference documents



Click here for:

- [Previous Appeals and updates](#)

For further information, specifically related to this operation please contact:

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- **Operational coordination:** Kamil Erdem Güler, Programme Coordinator, Community-Based Migration Programme, kamil.guler@kizilay.org.tr

In the IFRC

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For IFRC Regional Office Resource Mobilization and Pledges support:

- Andrej Naricyn, Head of Partnerships and Resource Development, andrej.naricyn@ifrc.org

For Performance and Accountability support (planning, monitoring, evaluation and reporting enquiries)

- IFRC Regional Office for Europe: David KOHLMANN, PMER Manager a.i., David.KOHLMANN@ifrc.org

How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

Emergency Appeal

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2012/11-2021/8	Operation	MDRTR003
Budget Timeframe	2012-2021	Budget	APPROVED

Prepared on 30 Sep 2021

All figures are in Swiss Francs (CHF)

MDRTR003 - Turkey - Population Movement

Operating Timeframe: 09 Nov 2012 to 30 Jun 2021; appeal launch date: 09 Nov 2012

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	0
AOF2 - Shelter	0
AOF3 - Livelihoods and basic needs	8,300,000
AOF4 - Health	0
AOF5 - Water, sanitation and hygiene	9,500,000
AOF6 - Protection, Gender & Inclusion	8,000,000
AOF7 - Migration	96,000,000
SFI1 - Strengthen National Societies	200,000
SFI2 - Effective international disaster management	0
SFI3 - Influence others as leading strategic partners	0
SFI4 - Ensure a strong IFRC	0
Total Funding Requirements	122,000,000
Donor Response* as per 30 Sep 2021	84,610,605
Appeal Coverage	69.35%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	0	0	0
AOF2 - Shelter	0	0	0
AOF3 - Livelihoods and basic needs	0	0	0
AOF4 - Health	0	0	0
AOF5 - Water, sanitation and hygiene	0	0	0
AOF6 - Protection, Gender & Inclusion	-23	-23	0
AOF7 - Migration	80,776,351	80,776,350	0
SFI1 - Strengthen National Societies	0	0	0
SFI2 - Effective international disaster management	0	0	0
SFI3 - Influence others as leading strategic partners	2,069	2,069	0
SFI4 - Ensure a strong IFRC	370,431	370,431	0
Grand Total	81,148,827	81,148,826	1

III. Operating Movement & Closing Balance per 2021/08

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	84,579,189
Expenditure	-81,148,826
Closing Balance	3,430,363
Deferred Income	0
Funds Available	3,430,363

IV. DREF Loan

* not included in Donor Response	Loan :	Reimbursed :	Outstanding :
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Emergency Appeal

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2012/11-2021/8	Operation	MDRTR003
Budget Timeframe	2012-2021	Budget	APPROVED

Prepared on 30 Sep 2021

All figures are in Swiss Francs (CHF)

MDRTR003 - Turkey - Population Movement

Operating Timeframe: 09 Nov 2012 to 30 Jun 2021; appeal launch date: 09 Nov 2012

V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
American Red Cross	138,835				138,835		
British Red Cross	191,714		0		191,714		
British Red Cross (from British Government*)	1,617,169				1,617,169		
Danish Red Cross	3,063				3,063		
Danish Red Cross (from Danish Government*)	156,908				156,908		
Estonia Government	84,297				84,297		
European Commission - DG ECHO	20,867,044				20,867,044		
EU Trust Fund	35,300,869				35,300,869		
FedEx Services	14,531				14,531		
Finnish Red Cross	1,817				1,817		
Finnish Red Cross (from Finnish Government*)	770,756				770,756		
Fundraising Fees				-977	-977		
Icelandic Red Cross	9,001				9,001		
Icelandic Red Cross (from Icelandic Government*)	170,999				170,999		
Interest - 3rd Parties				1,069	1,069		
Irish Government	609,830				609,830		
Italian Government Bilateral Emergency Fund	181,089				181,089		
Japanese Government	2,605,173				2,605,173		
Japanese Red Cross Society	286,113				286,113		
Kuwait Red Crescent Society	462,406				462,406		
Mexican Government	895,656				895,656		
New Zealand Red Cross	85,828				85,828		
Norwegian Red Cross	229,800				229,800		
Norwegian Red Cross (from Norwegian Government*)	7,302,979				7,302,979		
On Line donations	701				701		
Other	2,603				2,603		
Red Cross of Monaco	54,833				54,833		
Supreme Master Ching Hai	19,531				19,531		
Swedish Red Cross	584,637				584,637		
Swiss Red Cross	450,000				450,000		
Swiss Red Cross (from Swiss Government*)	400,000				400,000		
Taiwan Red Cross Organisation	117,459				117,459		
The Canadian Red Cross Society	10,000		0		10,000		
The Canadian Red Cross Society (from Canadian Gov)	3,518,239				3,518,239		
The Netherlands Red Cross	93,990				93,990		
The Netherlands Red Cross (from Netherlands Govern	2,391,054				2,391,054		
United States Government - PRM	4,948,899				4,948,899		
United States - Private Donors	1,274				1,274		
Total Contributions and Other Income	84,579,097	0	0	92	84,579,189	0	
Total Income and Deferred Income					84,579,189	0	