In-Camp Electronic Voucher Programme in Turkey
Price Market Monitoring (PMM), On-Site Monitoring (OSM) and Post-Distribution Monitoring Report
Quarter 3: July - September 2018

HIGHLIGHTS

- By the end of Q3 2018, Islahiye, Karkamış and Adıyaman camps were closed.
- In Q3, according to TurkStat, the Turkish annual inflation rate reached a record-high 24.52% in September 2018.
- From Q2 to Q3, the cost of the food basket in contracted shops increased by 12%, reaching 121.23 TL per person per month by the end of September 2018.
- In Q3, all household outcomes have deteriorated. The proportion of households with acceptable food consumption has fallen by 6 percentage points, and the proportion of households using negative coping strategies has increased.
- At Ankara level, WFP continues to discuss various operational issues with DGMM related to shops and maintaining purchasing power for the refugees, as well as full WFP access for monitoring activities in the camps.

Q3 Key Figures

22 Contracted shops

105 Shop visits

403 Post-Distribution Monitoring Surveys

Q3 2018 CONTEXT

- Five camps (Karkamış, Islahiye, Adıyaman, Nizip-1, Mardin-Midyat) were closed in Q3. Of these, the WFP/TRC e-voucher programme was operational within the first three.
- By the end of October, Akçakale camp was also closed.
- Residents were given the option to move out from the camps to cities within Turkey, or to other camps designated by the Government of Turkey. So far, 77% of residents moving from closed camps opted to move to host communities, whereas 23% were relocated to other camps: Kilis, Kahramanmaraş, Osmaniye and Suruç.
- UNHCR has provided one-time unrestricted cash assistance for refugees choosing to move into host communities.
- The table below summarizes the number of WFP assisted camp residents, supported with e-vouchers. A comparison between Q1 and Q3 population is provided in order to reflect the recent camp closures.

WFP/Jennifer Kaplan-Ortiz

WFP Assisted Camps and Population Plan
(Q1-Q3 2018)

Province	Camp Name	Camp Population (March 2018)	Camp Population (September 2018)	Proportion of the total camp population (Q3 2018)
Gaziantep	Islahiye Tent city	6,013	0	0%
	Karkamış Tent city	5,368	0	0%
Şanlıurfa	Ceylanpınar Tent city	20,245	16,855	14%
	Akçakale Tent city	24,545	22,155	19%
	Harran Container city	11,167	9,927	8%
Kahramanmaraş	Merkez Container city	17,237	15,771	13%
Osmaniye	Cevdetiye Container city	14,209	14,362	12%
Adıyaman	Merkez Tent city	9,064	4,161	4%
Adana	Sarıçam Container city	26,998	26,735	23%
Malatya	Beydağı Container city	9,454	8,578	7%
Total Camp Population		**144,300**	**118,544**	**100%**

OUTPUTS

- Modality: Electronic Voucher restricted to food
- WFP Assistance Amount: 50 TL per person*

*Beneficiary households receive additional transfers of 50 TL per person per month from AFAD on a separate e-voucher for unrestricted use at camp shops. The total amount of assistance is thus 100 TL per month per person.

Outputs – Q3 2018	July	August	September
Beneficiaries Reached	136,453	135,646	119,330
Total Value of Assistance (TL)	6,822,650	6,782,300	5,966,500

WFP ASSISTED REFUGEE CAMPS IN TURKEY

OBJECTIVES

Objective: This report summarises all in-camp monitoring activities from July-September 2018. The market monitoring and post-distribution monitoring allow analysis of: 1) the performance of the e-voucher programme, 2) key issues noted and resolved during the reporting period, and 3) the current situation of beneficiaries, and trend analysis comparing Q3 2018 with previous periods.

Price Market Monitoring and On-Site Monitoring: Every month, WFP/TRC visit the e-voucher programme contracted shops, and a similar number of non-contracted shops for price comparison. This allows WFP/TRC to monitor the programme closely, ensuring shops are honouring their contractual requirements and that prices are following local trends. **Section 1** of this report summarises the findings of the shop visits, including price trends and issues noted by the field teams.

Post-Distribution Monitoring: Every six months, WFP staff visit the camps to collect information from beneficiary households on their food consumption, dietary diversity, consumption coping, livelihoods coping and expenditure patterns. These surveys allow insight into how the e-voucher programme has assisted households. In addition, beneficiaries are asked questions about their perceptions of the assistance, and awareness of key programmatic features. **Section 2** of this report cover this post-distribution monitoring by WFP staff.

SECTION 1
MARKETS: ON-SITE AND PRICE MONITORING

1. METHODOLOGY

WFP monitoring teams visit the camps unannounced every month, often during the week of the assistance upload. During their monitoring visits, WFP staff check the shops for:

- overall shop condition;
- availability of food items;
- quality of food items;
- prices of food items;
- issuance of itemized receipts to beneficiaries;
- shop staff practices/behavior towards beneficiaries;
- visibility of programme information material/posters;
- compliance with programme rules;
- programme awareness of shop employees;
- beneficiary feedback.

In Q3 2018, WFP staff conducted a total of 105 shop visits. The table shows the number of contracted and control group shops monitored during the reporting period. Many of the reported issues are taken directly from the fortnightly reports of the Gaziantep Area Office, situation reports from Hatay Field Office and WFP's MEDS system, where programme issues are logged and tracked.

Number of shop monitoring visits – Q3 2018			
Month	Contracted shop	Non-contracted shop	Total
July 2018	20	20	40
August 2018	18	18	36
September 2018	15	14	29
Total	**53**	**52**	**105**

2. PRICE MONITORING

In Q3, the Turkish economy experienced turbulence, contributing to a record high annual inflation rate of 24.52% in September 2018[1]. The prices for food and non-alcoholic beverages increased by 27.70%, and fresh vegetables and fruits are 57.62% more expensive than September 2017[2].

Food prices in the camp markets reflect these rising costs; a food basket that was 108.12 TL at the end of Q2 increased to 110.86 TL in July, 115.66 TL in August and 121.23 TL in September 2018.

The food basket is comprised of specific commodities determined using the food consumption habits of the refugees, as explained in Q1 2018 report in detail. The food basket provides 2,100 kcal per person per day, in line with Sphere standards. The monthly cost of the basket is calculated based on the commodities and quantities listed in the following table.

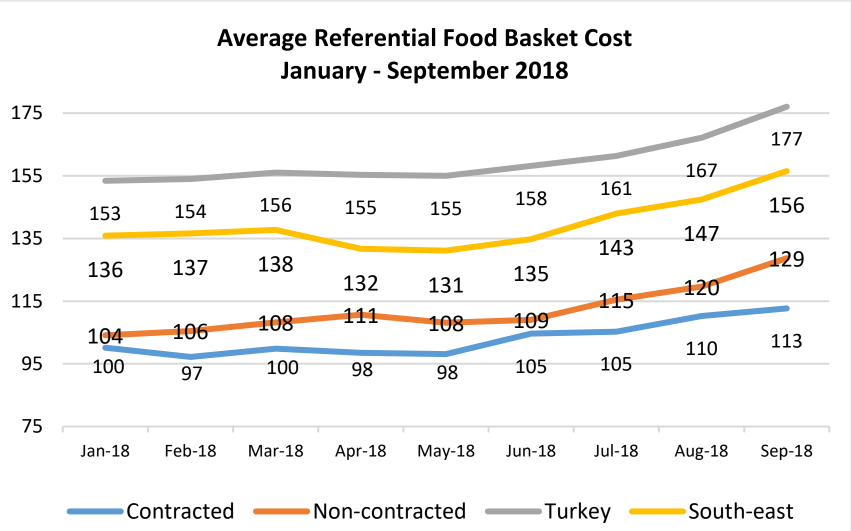
Monthly Food Basket		
Item	Quantity	Unit
Bread	7.5	kg
Rice	3	kg
Bulgur	1.5	kg
Beans	1.5	kg
Eggs	30	piece
Yoghurt	1.5	kg
White Cheese	1.5	kg
Tomatoes	0.9	kg
Cucumber	0.9	kg
Sunflower Oil	0.75	kg
Granulated Sugar	1.5	kg
Salt	0.15	kg
Tea	0.15	kg

[1] September Consumer Price Index, TurkStat, 3 October 2018
http://www.tuik.gov.tr/PreHaberBultenleri.do?id=27766
[2] September Price Developments, CBRT, 4 October 2018.
http://www.tcmb.gov.tr/wps/wcm/connect/2bf6bde0-aafb-4dc3-9611-cf01ab8e837c/afiyateylul18.pdf?MOD=AJPERES&CACHEID=ROOTWORKSPACE-2bf6bde0-aafb-4dc3-9611-cf01ab8e837c-moZU4Aa

The food basket cost is monitored at four levels. The first is Turkish Statistical Institute (TurkStat) data at national level, and the second is TurkStat data for only the South-east of Turkey. The third relies on data collected by WFP and TRC field monitors within the shops contracted in camps where refugees redeem their e-vouchers. The fourth is also data collected by WFP staff, but within non-contracted shops in the camps and nearby, which serve as comparators for the in-camp contracted shops. [3]

The food basket cost shows a linear increase at all four levels as indicated in Figure 1. The contracted shops (blue line) still provide the lowest prices but the food basket price was 112.69 TL in September 2018. The food basket in the non-contracted shops (orange line) costs 16 TL more, a total of 128.69 TL.

Figure 1 Food Basket Price (TL) Trends in 2018



The trend analysis shows that the contracted shop price increases are often slightly later than the non-contracted shops. Therefore the Q4 contracted shop price increases may be higher than Q3, even though likely less than the non-contracted shops.

Figure 2, below, provides the camp-specific data across Q2 and Q3, further highlighting the price volatility. By the end of August, Karkamış and Islahiye camps were closed. Therefore only July and August prices were collected in these locations. In Q2 and Q3, the food basket cost in the contracted shops in Malatya camp also demonstrated unusual volatility. A steep decrease from June to July was followed by a 14% increase from July to August. Despite a decline in September, it remained the most expensive contracted shop at the end of Q3. In line with overall inflation trends, at the end of the quarter, the food basket price increased in all contracted shops except for Malatya. Adıyaman Camp was closed in early September. As discussed in the following *On-site Monitoring* section of the report, the camp closures also led to volatility in food prices.

In Islahiye camp, while the food basket price was 104.37 TL in June, it rose to 124.61 TL in July – an almost 20% increase in only one month. Before its closure at the end of August, the food basket price had reduced to 115.30 TL. In Karkamış a different trend was observed: The food basket cost fell from 107.94 TL in June to 105.16 TL in July but experienced a steep increase in August, reaching 120.30 TL.

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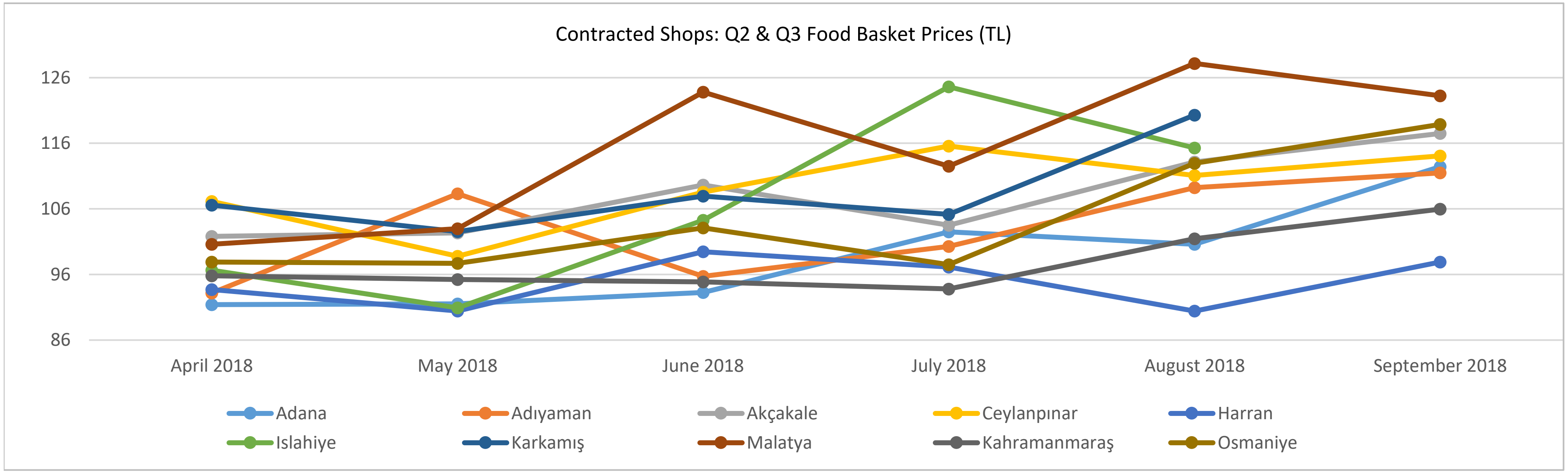
[3] TurkStat data is collected for higher quality products/brands, reflecting Turkish preferences. http://www.turkstat.gov.tr/PreTablo.do?alt_id=1014#
WFP price data is collected for the commodities selected by refugees - usually the cheapest brands available.

Figure 2 Food Basket Price (TL) Trends in Contracted Shops in All Camps, April - June 2018



3. ON-SITE MONITORING

Administrative/ Management Issues

In July, Kahramanmaraş camp was transferred to new management and security measures in the camp were increased to prevent informal trade of goods that had been previously observed. The camp management and Turkish Red Crescent also prepared to welcome newcomers from Midyat camp which closed in September.

Sarıçam camp was handed over to DGMM, though the former AFAD manager will continue to lead the camp management. The ID verification process was completed in September in Sarıçam and Harran camps and should also have been completed in Ceylanpınar before the new year. By the end of the quarter, all the camps were transferred to DGMM.

Some of the changes in camp management resulted in restrictions in WFP monitoring activities as different rules and regulations came into effect. The issue has been raised at Ankara level for follow up with DGMM.

As the closure of the camps were announced, WFP and TRC conducted sensitization sessions on ESSN and CCTE distributing brochures to the residents who plan to move out. In Islahiye camp, the beneficiaries were also informed about the new severe disability assistance and informed that only off-camp households are eligible for this top-up.

In September, after long negotiations and advocacy conducted by WFP Şanlıurfa field team, Akçakale camp management permitted females above 18 to leave the camp without being accompanied.

WFP/Deniz Akkuş

Shop Contracts

In July, in Ceylanpınar camp, one of the camp shops was closed before the BIM shop opened. This may have contributed to the price hikes here in July. The two other shops were instructed to close after BIM opened in September. At the time of writing (October 2018), the other shops had closed.

In Akçakale, the contracts with three markets ended on 11 July. Since BIM was not yet open, the District Governor informed the shops to close on 14 August. Despite this, the shops closed, leaving beneficiaries with unused balances on their cards. After the issue was raised to camp management, the shops were again reinstructed to open for a reasonable amount of time, allowing beneficiaries to use their remaining balances by 14 August. At the time of writing, October 2018, Akçakale camp had closed (on 26 October). All six shops in the camp remained open until the camp closed.

Shop conditions and maintenance

In September, Malatya camp shop Esenlik was warned once again about expired food for sale and poor hygiene standards within the shop. In addition, bread, chicken and fresh vegetables were not available. The camp manager has been supportive of the monitoring efforts and offered to raise it with the Provincial Governor should the issue continue.

In Kahramanmaraş, in July, WFP monitors observed expired chicken and rotten bread in BIM. The manager handled the issue cooperatively. However, the quality of the bread sold in the store continues to be a complaint of camp residents.

In Harran camp, BIM started selling green grocery. Yet, WFP/TRC monitors noted that they are not fresh, more expensive than other stores, and there is a lack of variety, e.g. watermelon was the only fruit available. The store operates only between 9.30 am – 5 pm, relatively restricted hours, and has only two staff. It also continues not to allow children below 15 years of age into the market, even after discussion. These issues have been escalated to Ankara level. The BIM manager requested that the other stores should be closed once fresh fruit and vegetables were available within BIM. Through involvement of the District Governor, it was agreed that the other shops could remain operational until the expiration of their contracts on 30 September.

In Adıyaman, following the announcement that the camp would be closed, it was observed that BIM provided only minimum services to the beneficiaries. A similar issue was brought up in the Gazi and Bıçakçı shops in Ceylanpınar camp after the rumours about closure. Helin market had been closed in August before BIM started operating in September, and resulting in overcrowding in the two other operating stores. These issues contributed to the previously noted price volatility. As of October, BIM is the only market operating in Ceylanpınar.

Availability of Food Items

In Osmaniye camp, beneficiaries requested more Syrian products to be available across camp shops. They requested items such as boiled beans, cooked chickpeas, canned smoked meat and Syrian tea along with parsley, watercress, and lettuce. The WFP staff immediately raised this with the shop management, who have subsequently supplied most of the requested items.

In Ceylanpınar and Harran, it was noted that BIM markets had limited supplies, particularly fresh fruit and vegetables. When this was raised with Harran camp management, they explained that the BIM contract was signed with AFAD who are no longer operational in the camp. DGMM had only recently assumed responsibility which made oversight of the shops more challenging. To serve beneficiaries better, markets outside of the camp were kept operational. In Sarıçam, the camp management provided alternatives to packed fruits and vegetables: the residents are allowed to purchase from outside of the camp, and to establish a bazaar inside the camp where the residents can sell the products they buy from outside. In addition, they can benefit from the greenhouse in the camp where tomatoes, eggplants, cucumbers and mushrooms are grown. The outcomes of these alternatives will be followed up by WFP monitoring staff.

As the limited availability of fresh fruit and vegetables continues to be an issue across BIM shops in addition to some other operational issues, the problems have been raised with WFP management to be discussed with DGMM and BIM management.

WFP/Deniz Akkuş

Purchasing Power

Beneficiaries continue to explain that in the face of rising prices, the assistance is not enough to cover their needs. This is consistent across camps, even in those with less expensive food baskets. It should be noted that by September, the cheapest monthly food basket was found in Harran at 98 TL, whereas the food basket exceeds 100 TL in all other camps.

In Malatya where the food basket cost is the highest among all the monitored camps, the beneficiaries requested another store to increase competition, but camp management disagreed. WFP/TRC issued the contracted market with an official warning in September 2018 due to their high prices and limited availability of foods. In the camp, many people reported that they are seeking additional income to allow them to meet their basic needs.

Implications of the Camp Closures

The vast majority of residents from the closed camps moved into cities increasing the refugee populations in these areas. From the end of August until the middle of September, populations increased in Gaziantep (from 378,547 to 393,820), Adıyaman (from 21,103 to 29,400) and Mardin (from 89,721 to 92,108). It is expected that Nufus departments in those locations will be crowded in the upcoming weeks and months, and translation support may be required.

For camp residents who choose to move into the host community, UNHCR provided a cash transfer to support the transition. The payments are intended to cover three months of household basic needs. 70% of the payment was made before leaving the camp and 30% after moving into the community.

Some refugees expressed concern that they were not permitted to take items they had been provided in the camps, such as stoves and fridges, when they moved out. Monitors observed that the beneficiaries planning to leave the camp had purchased only items that can be stocked, such as oil, pulses and sugar, which they could easily transport with them to their new homes.

In the new locations where refugees have settled, there are ad-hoc reports of landlords refusing to rent apartments to Syrians, or increasing their rent prices. There were some reports of refugees in Adıyaman managing to rent apartments only when finding a Turkish guarantor.

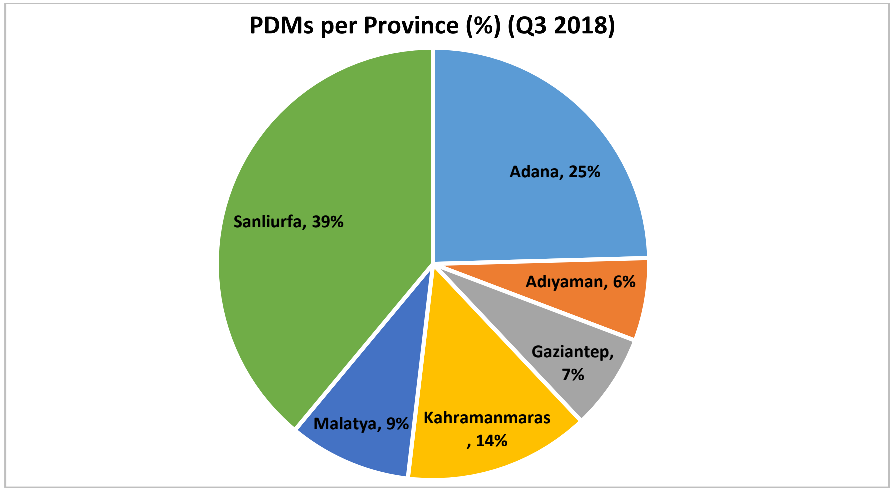
Moving forward, in the areas with large population shifts, it may be useful to monitor trends in social cohesion, in addition to the economic impact on areas such as rent and labour markets, of the camp closures.

SECTION 2
POST-DISTRIBUTION MONITORING

1. METHODOLOGY

The Q3 in-camp Post Distribution Monitoring (PDM) surveys were conducted using a random sample of beneficiary households who receive e-vouchers in nine camps[4] assisted by WFP in South-east Turkey. Twenty trained WFP staff conducted the PDMs in face-to-face household interviews across all assisted camps. A total of 403 interviews were included in the Q3 2018 PDMs. Data collection is carried out twice a year, and outcomes are reported for the 1st and 3rd quarters of every year.

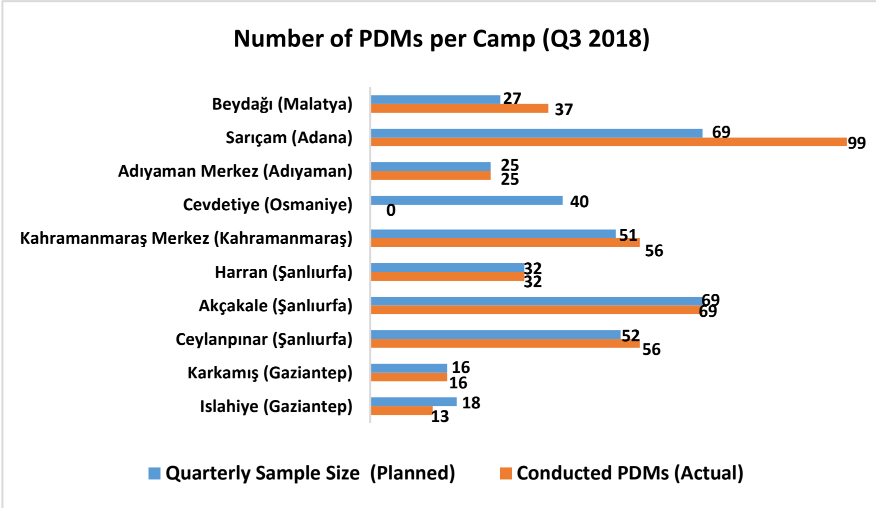
Figure 3: PDMs per Province



2. LIMITATIONS

40 PDM surveys that were planned for the Cevdetiye Camp in Osmaniye in the third quarter were not implemented as the access for the WFP teams to conduct household interviews in the camps remained restricted. However WFP was able to conduct only the PMM exercise inside the shops. In addition, three other WFP supported camps closed in August: Karkamiş, Islahiye and Adıyaman. While the quarterly sample size requirements for Karkamış and Adıyaman Camps were met during the months of July and August, 5 PDM surveys in Islahiye camp that were scheduled for September could not therefore be completed. A total of 45 PDMs that were planned to be conducted in September in Islahiye and throughout the quarter in Osmaniye Camp were therefore distributed among the Ceylanpınar, Kahramanmaraş, Sarıçam and Beydağı Camps.

Figure 4: Number of PDMs Per Camp (Q3 2018)

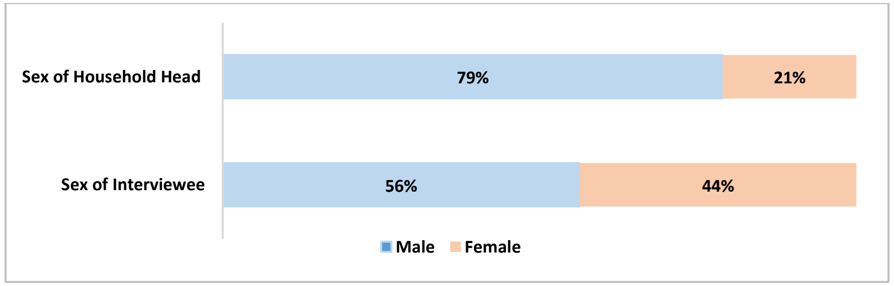


[4] *Sarıçam, Adıyaman Merkez, Islahiye, Karkamış, Kahramanmaraş Merkez, Beydağı, Akçakale, Ceylanpınar and Harran Camps*

3. HOUSEHOLD CHARACTERISTICS

The average number of members per household in camps was 5.81. The majority of households were headed by men (79%), though only 56% of interviewees were male.

Figure 5: Sex of the Household Head and Interviewees (Q3 2018)



4. OUTCOMES

PDM surveys collected data related to households' food consumption, dietary diversity, consumption coping, livelihoods coping and expenditure patterns. The following section summarises the Q3 outcome data and presents trend analysis where possible or relevant.

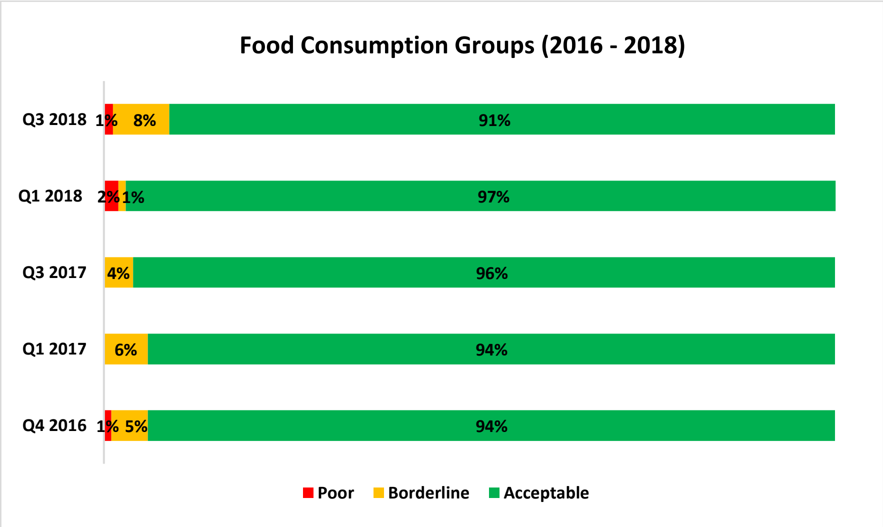
4.1. Food Consumption Score

In Q3 2018, average Food Consumption Score results deteriorated. Over the past six months, the proportion of households with acceptable consumption has decreased by 6 percentage points, falling to 91%. The proportion of households with borderline and poor food consumption reached 8%. These are the worst results tracked to date, with FCS values going below even Q4 2016.

It is likely that the deterioration in acceptable food consumption stems from the recent volatility in the Turkish economy and the rising inflation rate, in addition to scheduled camp closures creating additional uncertainty in the camp residents' lives and weakening their resilience.

When examining the data per province, Gaziantep had the highest unacceptable food consumption score (poor and borderline food consumption score groups combined) with 20.7%, followed by Adıyaman (12%), Şanlıurfa (11.5%) and Adana (8.1%). Şanlıurfa and Gaziantep were the only two provinces exhibiting households with poor food consumption scores of 1.9% and 6.9%. Şanlıurfa's food consumption results had a strong influence on the overall results, as it represented 39% of the total sample. Both camps in Gaziantep were closed during Q3; the camp closures and transition of residents may have contributed to the deteriorating food consumption scores in camps.

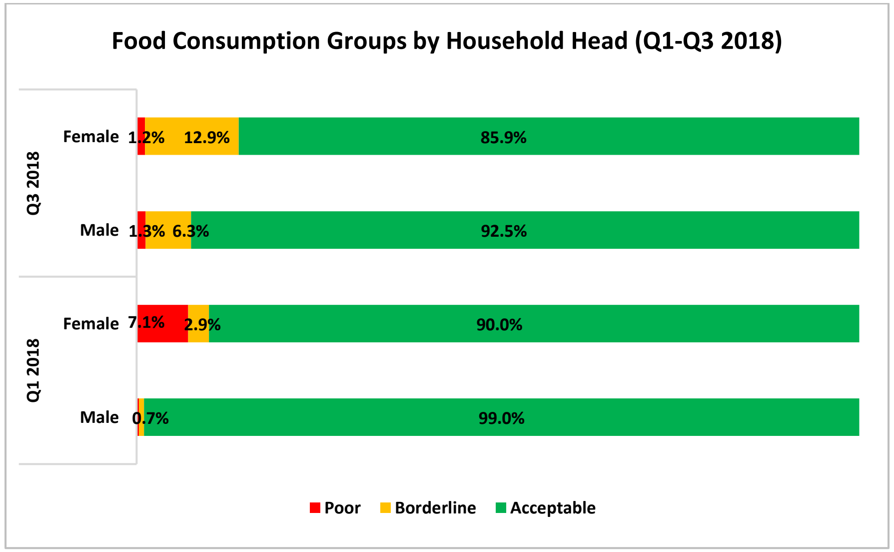
Figure 6: Food Consumption Groups



When examining food consumption results by the gender of the household head, the data shows that the acceptable food consumption scores declined more for male headed households (from 99% to 92.5%) than for female headed households (from 90% to 86%). However, on average, female-headed households have worse FCS results than male-headed households.

For female-headed households, the highest proportion of households with unacceptable FCS was observed in Adıyaman (33%), followed by Şanlıurfa (17.3%) and Adana (12.5%). For male-headed households, Gaziantep exhibited the highest proportion of households with unacceptable FCS with 25%, followed by Adıyaman (9.1%). Only in Malatya, there was not any unacceptable food consumption in the male-headed households.

Figure 7: Food Consumption Groups by Household Head Between Q1-Q3

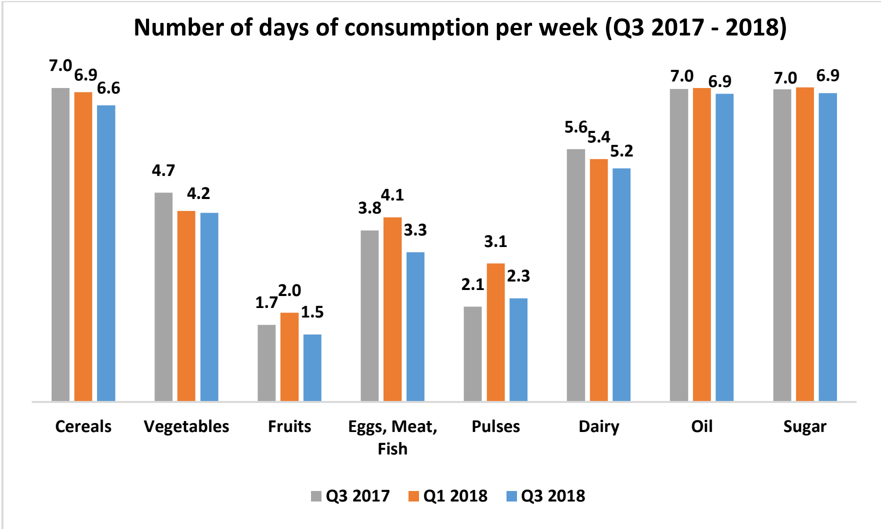


4.2. Dietary Diversity

The Q3 2018 data shows that there has been a decline in the frequency of consumption of all food groups, with the exception of vegetables. The declining FCS is driven by a significant decrease in the frequency of consumption of fruit, eggs, fish, meat and pulses, in addition to a slight reduction in cereal, oil and dairy consumption.

A dietary diversity score is constructed for households through a simple sum of the food groups consumed at least once per week, ranging from zero to seven. The trend analysis demonstrates that household dietary diversity score decreased from 6.6 in Q1 2018 to 6.33 in Q3 2018. This is most likely due to the fact that increasing inflation has reduced beneficiary purchasing power, resulting in notable declines in consumption of more expensive foods such as meat, fish and eggs.

Figure 8: Number of Days of Consumption per Week



4.3. Consumption Coping Strategies

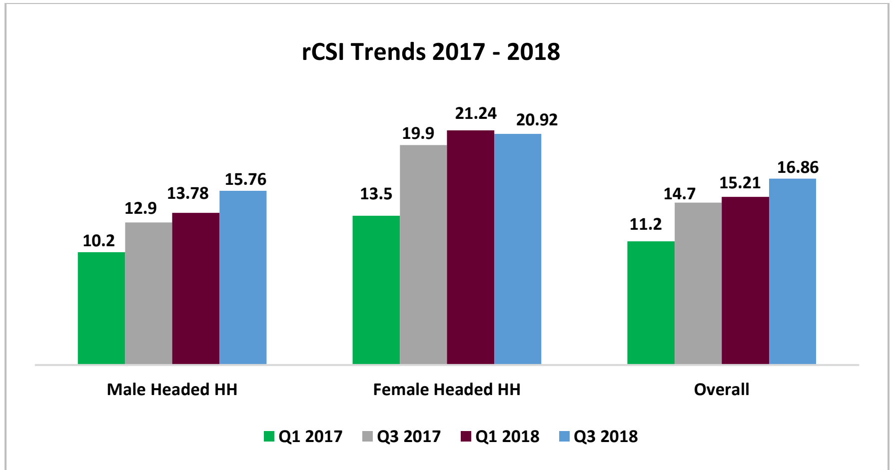
The reduced Coping Strategy Index (rCSI) measures the weekly frequency and severity of five consumption coping strategies, such as relying on less preferred or borrowed food, reducing the number or size of meals, or reducing food for adults for small children to eat more. A lower rCSI score corresponds to a household that is more able to meet its food needs without changing patterns in daily food consumption.

The average rCSI for in-camp beneficiary households in Q3 2018 increased in comparison to the previous period, reaching 16.86 from 15.21 in Q1 2018, which corresponds to more frequent use of coping strategies[5]. Disaggregation of results by the gender of the head of household shows that the overall increase in consumption coping strategies is mostly driven by female-headed households, mainly in Akçakale (24.25) and Ceylanpınar (27.57) camps in Şanlıurfa, as well as Adıyaman (21.67) and Kahramanmaraş Merkez (21.60) camps. The highest average rCSI for female-headed households was seen in Şanlıurfa (25.27) province.

However, decreases in female rCSI levels were recorded in six camps. This led to a slight decrease in the headline rCSI level for female-headed households, from 21.24 in Q1 to 20.92 in Q3 2018.

The rCSI of the male-headed households rose from 13.78 to 15.78, contributing to the overall increase in rCSI levels in Q3. Adıyaman province has the highest rCSI level for male-headed households (20.77), followed by Şanlıurfa (20.01). As Şanlıurfa represents over 39% of the overall sample, this drives up the average. It is important to note that the households with poor food consumption scores were also located in Şanlıurfa and Gaziantep, in line with the increase in rCSI. This is expected as the two indicators are correlated; a decrease in FCS is associated with an increase in rCSI.

Figure 9: rCSI Trends (Overall and based on Sex of the Household Head)



[5] *Please note that due to data quality issues, the consumption and livelihoods coping results are based on analysis of 391 surveys out of the total 403 surveys.*

Households were asked which consumption coping strategies they had used in the previous 7 days when they did not have enough money to buy food. “Reliance on less preferred or less expensive foods” was the most commonly used strategy and employed 5.4 days per week on average. This is a sharp rise from an average of 4 days in Q1 2018. The increasing price of foods is likely driving camp residents to rely on less expensive foods. The “reduction of meal portions” was the next most frequently used strategy, reportedly employed around 2.4 days per week. The use of this strategy increased by an average 0.4 days per week in comparison with Q1 2018. The other consumption-based coping strategies did not display considerable variations between Q1 and Q3.

4.4. Livelihood Coping Strategies

The livelihoods coping strategies measure the extent of longer-term household coping mechanisms employed by households, acting as an indication of their productive capacities and ability to meet their basic needs. Some strategies, such as reducing essential expenditure or sending school-aged children to work, are more severe than others like selling household assets, and have longer term ramifications on household resilience. PDM surveys ask the participants if, within the previous 30 days, they have resorted to using any of 10 different livelihoods coping strategies, which fall into stress, crisis and emergency categories based on severity.

The Q3 2018 PDM data shows a substantial increase in the use of stress strategies as well as one crisis strategy. For all of the stress strategies, namely selling household assets, spending savings, buying food on credit, borrowing money to buy food, the percentage of participants reporting using or having exhausted this strategy increased by between 8.5 to 15.6 percentage points. Likewise, selling productive assets also increased with respect to the previous six months. On the other hand, there were some reductions seen in the use of some other crisis and emergency coping strategies; since Q3 coincides with summer and school closure, the reductions in the use of “reducing other essential expenditures” and “withdrawing children from school” strategies may be associated with seasonal factors. However, the reduction in the use of emergency strategies signals that while the households are affected by the recent events in the Turkish economy, they have not yet resorted to using more severe levels of livelihoods coping strategies.

Looking at gender-disaggregated data, female headed households were more likely to reduce other essential expenditure, withdraw children from school or send children to work. Male-headed households resorted to the remaining seven livelihoods coping strategies more than the female headed households for this round of PDM data collection. In particular, the percentage of male-headed households selling their household assets and spending savings were 21 and 14 percentage points greater than that of female headed households. This indicates that these strategies may not be available to many female-headed households – i.e. they may not have assets to sell or savings to spend.

Figure 10: Frequency of Consumption-based coping strategies

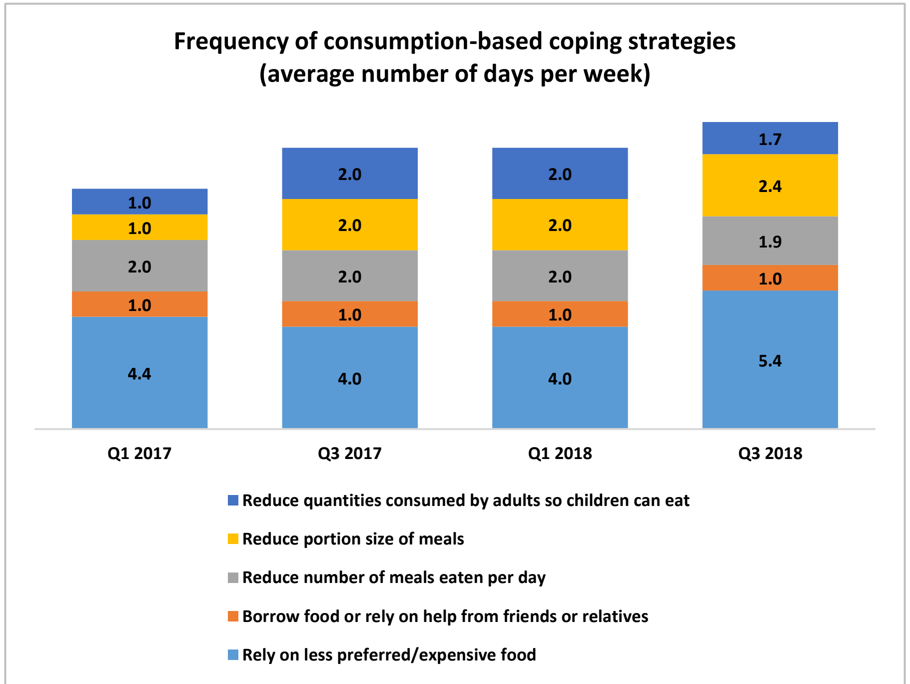
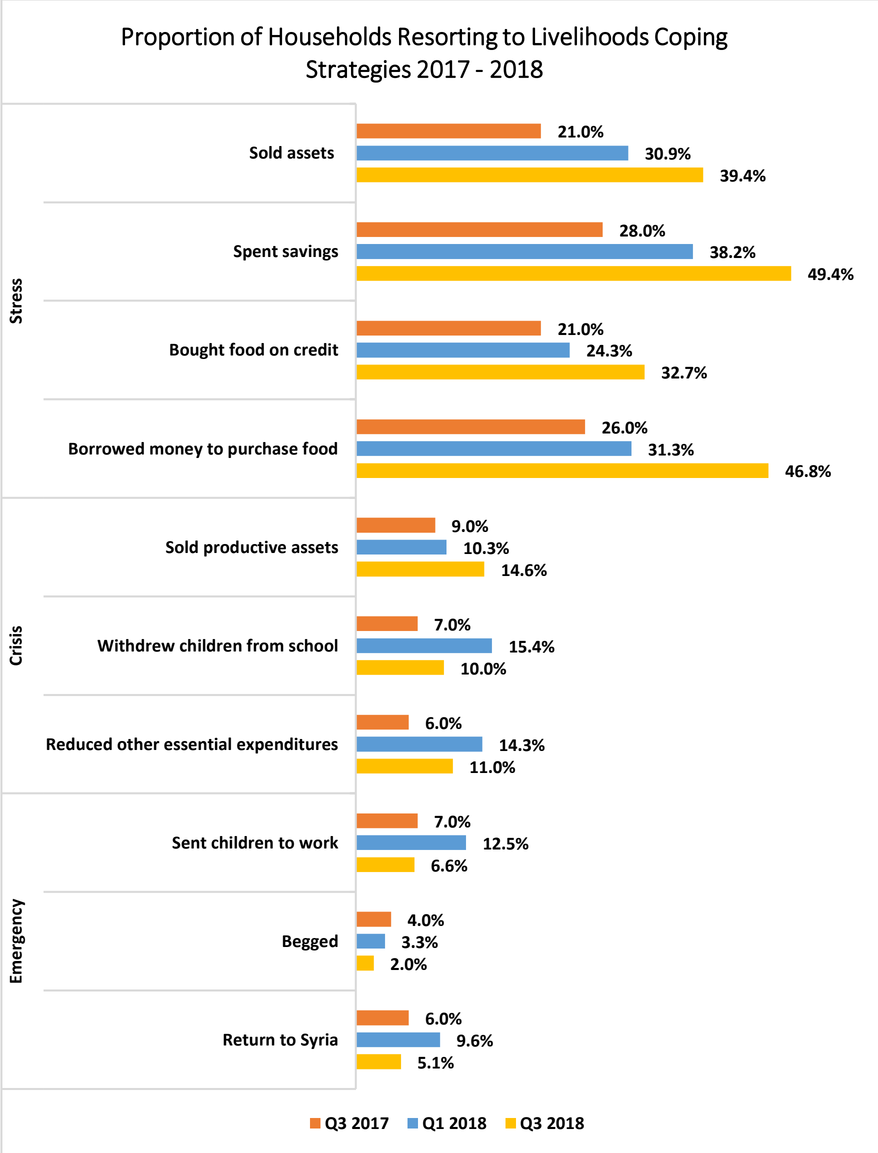


Figure 11: Proportion of Households Resorting to Livelihoods Coping Strategies



5. PROCESS INDICATORS

The PDM surveys collected a variety of indicators linked to the assistance process, beneficiary perceptions and awareness, in addition to protection related indicators. These key indicators are summarised below.

5.1. Awareness and Sensitization

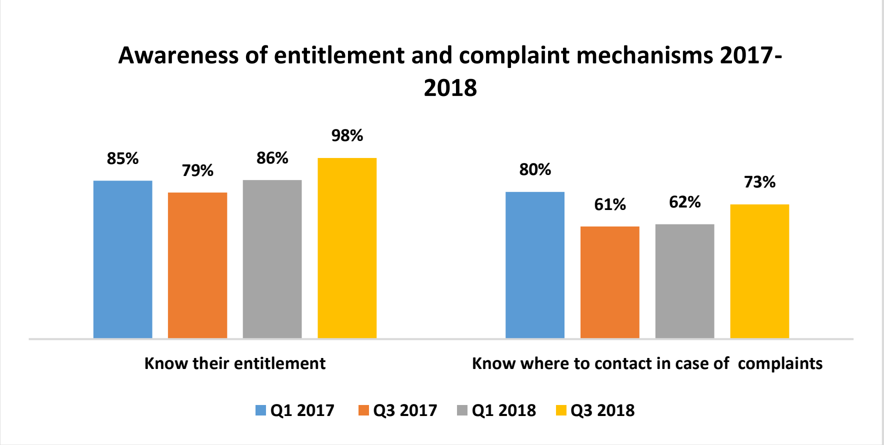
- *Beneficiary awareness of feedback and complaints mechanisms:*

In Q3 2018, 73% of households stated that they knew how to contact WFP/TRC to provide feedback or to complain, showing an improvement with respect to Q3 2017 (61% of the households were aware). However, it is still lower than the 80% level reported in Q1 2017. This result is likely driven by numerous changes in the camps during Q3 including the closure of Karkamış, Islahiye and Adıyaman camps.

In addition, in order to have a more detailed understanding the awareness indicators, the questions asked to survey participants were modified for this round of data collection. In the previous version of the survey, the participants were asked whether they knew who to contact in order to ask a question or make a complaint. In the most recent tool, this question was removed and replaced with a more detailed module, including the main sources of information and complaints mechanisms under different scenarios[6]. The difference in the way survey questions were asked is likely to have impacted the answers to awareness and complaints mechanisms questions. Awareness of the available feedback and complaints mechanisms was significantly higher among male-headed households (75%) than female (65%). As noted in the Q1 report, during qualitative data collection efforts, almost all households are aware of how and where to provide feedback, though few have actually used these mechanisms.

[6] *What are the main channels through which you normally receive information about your assistance?; Have you ever experienced any problems related to your assistance?;, If yes, have you tried to contact the agency providing the assistance (WFP and/or TRC) about the problem you face?; If no, why haven't you contacted the agency providing the assistance about your problem?; Do you know who to contact in case you experience any problems related to your assistance?*

Figure 12: Awareness Regarding Entitlement and Complaint Mechanisms



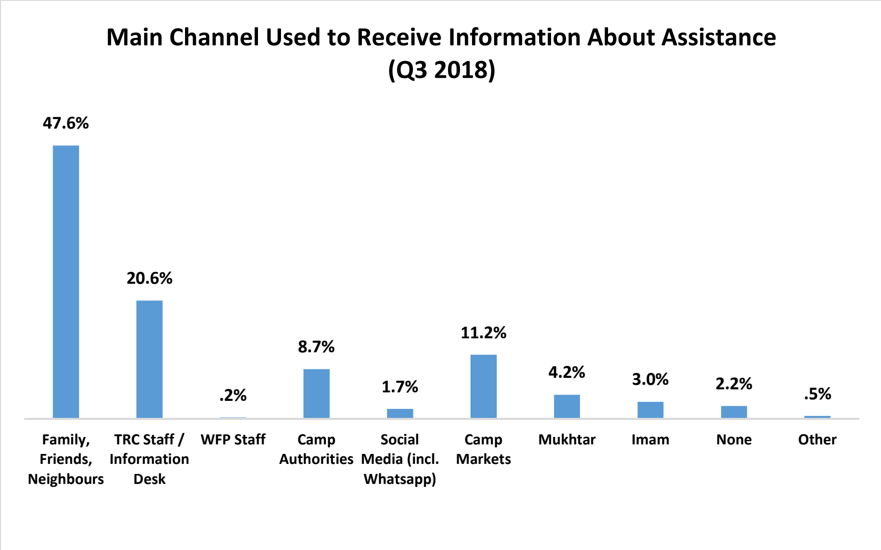
- *Sensitization and information provision:*

The proportion of households that reported having been told how much assistance they were entitled to receive increased to 98% in Q3 2018, from 86% in Q1 2018. During the Q1 camp mission, every single household visited was aware and clear about their entitlement of 50 TL per person per month. Therefore, the relatively lower percentage of knowledge of entitlement in the previous round may have been due to a misunderstanding of the question. In addition, when asked about the main channels through which they receive information about the assistance, only 2.2% of the households responded that they did not have any channels to receive information.

In Q1, the AAP team has listed recommendations for information provision sessions for camp managers and in-camp populations. These were planned and realised in Q3 by ESSN outreach teams, and proved to be very useful during the camp closures.

5.2. Safety and Protection

Figure 13: Main Channel Used to Receive Information About Assistance



In Q3, 1.5% of households reported safety or protection concerns, versus 0.5% in Q1 2018. This 1.5% represents only six households, and the specific data indicates that all concerns were related to disrespectful treatment by the shop employees or camp management. A few respondents specified that the camp management was not very responsive in case they wanted to ask a question or make a complaint.

5.3. Utilization of Assistance and Satisfaction

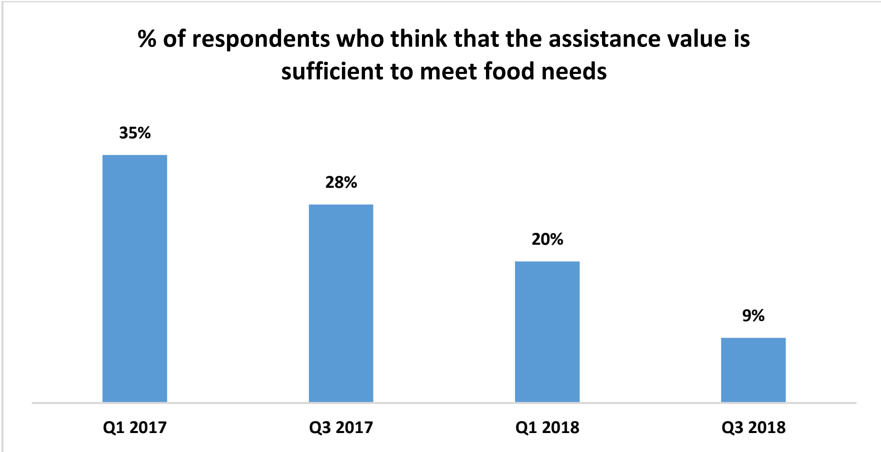
- *Decision Making:*

As in the previous quarter, in most households women were widely involved in the decision-making process over the use of the assistance (84.4%). In 41.2% of households, both men and women took the decision over the use of the assistance jointly, while in the other 43.2% the women were the sole decision-makers.

- *Satisfaction with assistance amount:*

Just 9.2% of respondent households (9.7% of male, and 7.1% of female-headed) indicated that the assistance they received was sufficient to cover their basic food needs. This indicator has shown a rapid decline in recent quarters, corroborating the declining outcomes presented above. Again, this likely stems from the increasing food costs and consequent reduction in the purchasing power provided by the e-vouchers.

Figure 14: Percentage of Respodents indicating the Sufficiency of the Asssitance value



6. PROGRAMME IMPLICATIONS

The last increase in the transfer value for camp residents took place in September 2016, bringing the total amount of their entitlement (WFP/TRC and AFAD) from 85 TL to 100 TL. As mentioned above, Turkey has recently experienced high inflation rates. As such, the purchasing power provided to each household has been significantly eroded.

The data shows that food consumption scores deteriorated sharply in camps, although over 90% of households still have acceptable scores. In line with the food consumption indicators, the rise in the overall consumption coping strategies index and stress livelihood coping strategies is likely caused by the recent economic downturn and rising consumer prices, as well as the instability caused by recent camp closures. It is also important to note that female headed households continue to have worse outcomes, as they are likely less able to earn any income outside the camps.

The camp closures also appear to be exacerbating the price volatility and availability problems within some camp shops. As the transition from AFAD to DGMM management is still under way in some locations, the operational implications are not yet entirely clear. However, for those issues which are consistent across locations, WFP will continue to raise the problems at Ankara level.

As the camps continue to close and the bulk of residents are choosing to move into host communities, it seems very likely that only the most vulnerable households will remain living in camps. Therefore, an increase in the transfer value to allow beneficiaries to meet their food needs will become even more important.

It is also critical that WFP/TRC continues to provide information related to the ESSN application procedures and eligibility within camps that are closing to allow households to make an informed decision about their relocation. WFP and TRC will therefore continue to sensitize refugees moving to other camps (WFP/TRC assisted or Government assisted camps) about the assistance available in their new locations. Further efforts will be also made across all WFP/TRC assisted camps to increase knowledge on the e-voucher assistance, including upload dates and the complaints and feedback mechanism, through sensitization sessions and the dissemination of new printed materials in Q4.

WFP/Deniz Akkuş

For More Information

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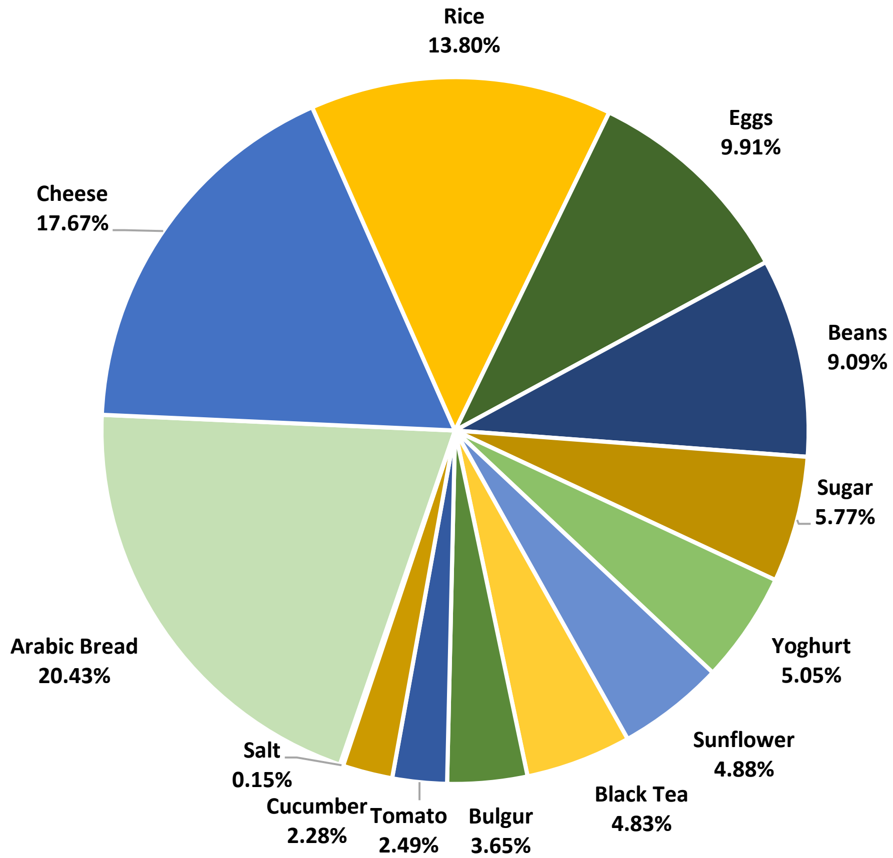
ANNEX 1: WFP REFERENTIAL FOOD BASKET COMMODITY PRICES, Q3 2018

As noted in the Q1 report, WFP revised the food basket in January 2018 to reflect a more realistic food basket, with more nutritious commodities and sufficient kilocalories. Bread has the largest share of the overall food basket price, as it is the most frequently consumed product, followed by cheese, rice, eggs, and beans, which all meet different nutritional needs.

Figure 15: Percentages of Food Basket Components and Total Food Basket Cost

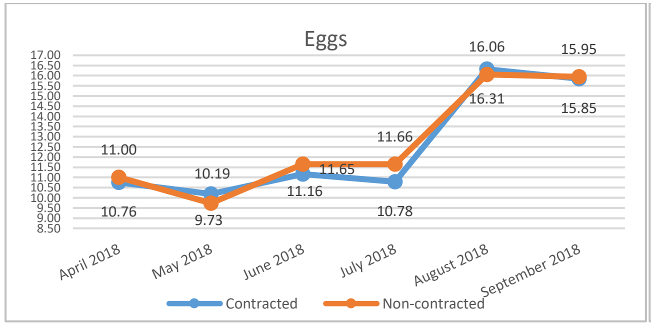
Food Basket Components: Price share of the different food items

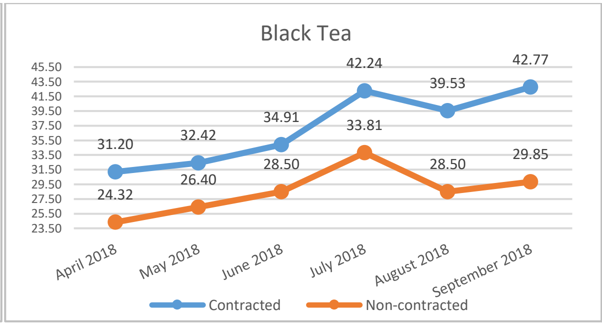
Q3 2018 Average Food Basket Cost: 115.92 TL
September Food Basket Cost: 121.23 TL
(Contracted and comparison shops combined)

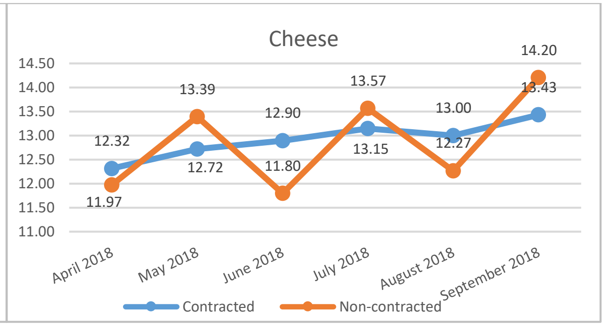


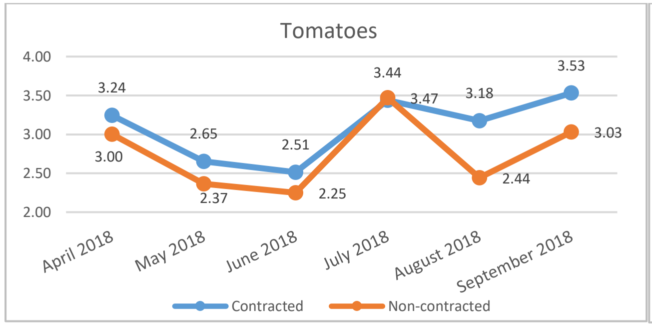
The price trends of each commodity in the basket for the last six months are provided below. Overall, the contracted shop prices are cheaper than the non-contracted shop prices. The prices reflect a fluctuating increase through the last quarter. The increase in egg prices are particularly steep. Eggs are the most frequently consumed protein-rich items in the food basket; if refugees reduce consumption of eggs due to increasing prices, and a cheaper alternative is not available, this may result in a deterioration in dietary diversity. While the contracted shops offer relatively cheap prices, many fresh products, especially tomatoes and cucumbers, were more expensive in the contracted shops in Q3, reflecting the ongoing concerns about and high cost of the products that already have limited availability in the BIM shops.

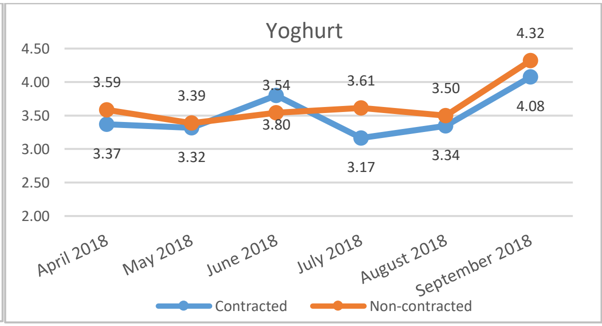
Figure 16: Divergent price trends (TL/kg) for WFP Referential Food Basket items in Q2 and Q3, contracted and non-contracted shops

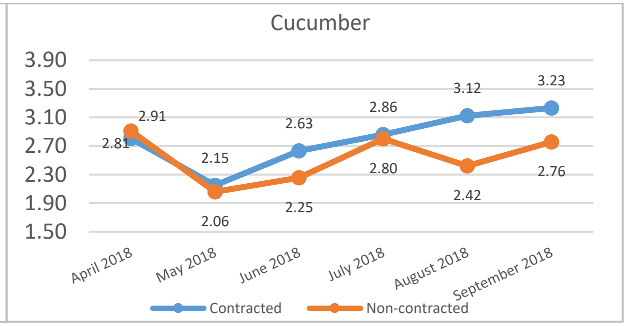

Eggs
17.00
16.50
16.00
15.50
15.00
14.50
14.00
13.50
13.00
12.50
12.00
11.50
11.00
10.50
10.00
9.50
9.00
8.50
11.00
10.76
10.19
9.73
11.65
11.16
11.66
10.78
16.06
16.31
15.95
15.85
April 2018
May 2018
June 2018
July 2018
August 2018
September 2018
Contracted
Non-contracted

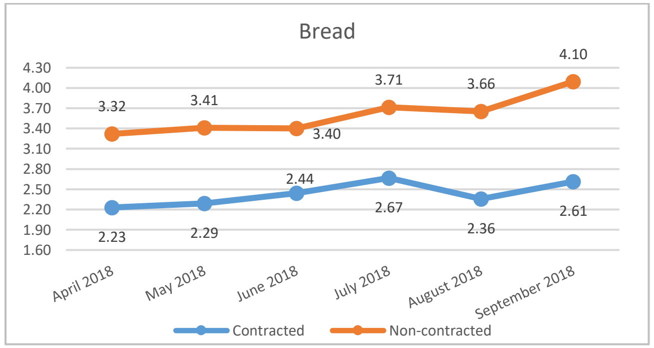

Black Tea
45.50
43.50
41.50
39.50
37.50
35.50
33.50
31.50
29.50
27.50
25.50
23.50
31.20
24.32
32.42
26.40
34.91
28.50
42.24
33.81
39.53
28.50
42.77
29.85
April 2018
May 2018
June 2018
July 2018
August 2018
September 2018
Contracted
Non-contracted


Cheese
14.50
14.00
13.50
13.00
12.50
12.00
11.50
11.00
12.32
11.97
13.39
12.72
12.90
11.80
13.57
13.15
13.00
12.27
14.20
13.43
April 2018
May 2018
June 2018
July 2018
August 2018
September 2018
Contracted
Non-contracted


Tomatoes
4.00
3.50
3.00
2.50
2.00
3.24
3.00
2.65
2.37
2.51
2.25
3.44
3.47
3.18
2.44
3.53
3.03
April 2018
May 2018
June 2018
July 2018
August 2018
September 2018
Contracted
Non-contracted


Yoghurt
4.50
4.00
3.50
3.00
2.50
2.00
3.59
3.37
3.39
3.32
3.54
3.80
3.61
3.17
3.50
3.34
4.32
4.08
April 2018
May 2018
June 2018
July 2018
August 2018
September 2018
Contracted
Non-contracted


Cucumber
3.90
3.50
3.10
2.70
2.30
1.90
1.50
2.91
2.81
2.15
2.06
2.63
2.25
2.86
2.80
3.12
2.42
3.23
2.76
April 2018
May 2018
June 2018
July 2018
August 2018
September 2018
Contracted
Non-contracted


Bread
4.30
4.00
3.70
3.40
3.10
2.80
2.50
2.20
1.90
1.60
3.32
2.23
3.41
2.29
3.40
2.44
3.71
2.67
3.66
2.36
4.10
2.61
April 2018
May 2018
June 2018
July 2018
August 2018
September 2018
Contracted
Non-contracted