

# Beneficiary Satisfaction Survey and Evaluation Report

## ISTANBUL COMMUNITY CENTRE PROJECT FOR SYRIAN PEOPLE UNDER TEMPORARY PROTECTION IN TURKEY



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## **Acknowledgements:**

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## 1. Background / Situation

The four-year conflict in Syria has caused the loss of thousands of lives and damaged many more. The crisis has also caused internal and external displacement. Four million Syrians are currently living in the neighbouring countries, and the crisis has spread over the region, producing further displacement into more safe areas. In Turkey, the number of Syrian people has surpassed 3 million; as of 25 July 2016 some 252,988 out of them are currently living in camps under the protection of the Turkish Government. Majority of these people consists of the most vulnerable portion of the population: mainly women and children.

In the protection camps, the Turkish Red Crescent (TRCS) is offering a variety of services including nutrition, shelter, and psychosocial support, thus contributing to the Turkish Government led operation for Syrian population.

Due to the influx of Syrian people into Turkey, the Turkish Red Crescent increased its efforts to provide support to Syrians living in urban areas. The assistance provided to the Syrian population was primarily maintained through the branches of the TRCS. The needs and vulnerability of Syrian people living in urban areas are increasing as their previously available resources are getting depleted. Thus, realizing that there is a structured system in place for supporting the protected Syrian population living in camps, the Turkish Red Crescent has been broadening the scope of its activities to address the needs of these people and aims to engage in action in urban areas as well through the launch of its community centre project.

Since the launch of its four community centres in Sanliurfa, Istanbul (Anatolian side), Konya and Ankara, the following services have been provided to the targeted beneficiaries: children programme, adult programme, referral services, seminars, orientation with host communities and other social services (e.g. art therapy, support to staff, etc.). Two more community centers are planned to be opened in the coming months (in Kilis and in Istanbul - European side), and several more community centres are envisaged to be opened until the end of 2016 and during 2017.

In the framework of its community centres` network, the Turkish Red Crescent is providing the displaced population – among others – with information on registration and other services offered by the Turkish Government. The TRCS, through its coordination and needs assessment capacity, is also aiming at referring people to the competent institutions for reaching services not offered by TRCS, including referral of cases to Government institutions and other community centres working in the area.

## 2. Purpose and scope of the evaluation

The purpose of this mission was to assess and evaluate the services provided by the community centre in Istanbul, as well as to conduct a Beneficiary Satisfaction Survey. A basic BSS training was also organized for the staff and volunteers of the community centre.

Taken into account the fact that since of the start of the community centre`s operation more than nine months have passed<sup>1</sup>, it was considered to be essential and important to assess the services (relevance, effectiveness, efficiency, coverage, impact, coherence, sustainability, etc.) the community centre is providing to the affected population.

With the objective to improve our services and accountability through a two-way communication to people receiving assistance, after conducting the assessment on the received services and delivering the necessary support, we ask the beneficiaries to tell their thoughts and provide feedback on the services they received. Improving our accountability also enhances our credibility and the trust from the affected populations, and the process is also focusing on long-term community support for displaced people to help them cope with their new situation and to enhance their integration into the local (Turkish) community.

As indicated above, the results of the assessment will be used in the further improvement of the quality of the operations and the services provided by the Istanbul community centre based on the assumption that gathering feedback from the beneficiaries will result in learning from the affected population through sharing of experience and gained knowledge, and that the assessment results will

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<sup>1</sup> The community centre started its operation in August 2015.

be followed up and if necessary and required, will lead to changes in operational practices and/or policies.

The results will also serve as a good practice and example for the other, to be opened community centres in Turkey under the Emergency Appeal operation.

The aim of the mid-term evaluation was to analyse and comment on the project progress up to date and review the process of implementation of the project. The evaluation saw how the project is progressing, documented lessons learnt, achievements and challenges, and provides recommendations and ideas to take forward to 2016 and onwards.

### **3. Team composition and evaluation methodology**

The team of evaluators composed of the IFRC Regional Office for Europe (ROE) PMER Senior Officer and the IFRC Integrated Programme Coordinator based in Ankara. Two TRCS community centre officers and a communications officer from Ankara were also present during the evaluation. The TRCS community centre project manager also formed a part of the team and provided support as a connector between the evaluation team and the staff of the community centre.

The mission timeframe was from 30 May until 3 June 2016. The assessment covered the period from August 2015 to May 2016. The geographical coverage of the review was a field visit to the community centre managed by the Turkish Red Crescent in Istanbul, Turkey. The community centre is located in the Anatolian side of Istanbul, in Sultanbeyli district.

The review used a consultative and participative approach. The methods of data collection were defined and discussed during the first day of the evaluation, and it was jointly decided that it shall include:

- Interviews and discussions with key stakeholders including project staff and volunteers
- Interviews with clients of the services at individual or/and group meetings (including the conducting of the beneficiary satisfaction survey (BSS) and focus group discussions (FGD)).

With the objective in mind that the staff shall learn the methods and processes of how to measure the satisfaction of the beneficiaries with the provided services, it was decided that the staff itself will conduct the focus group discussions. Special attention was paid that the groups shall be formed in a way that the staff member responsible for a certain course shall not be the part of the FGD so as to avoid bias. A facilitator, a note taker and a translator was part of each focus group.

Altogether nine focus group discussions were organized, with the participation of an average 8 people per group.

The following focus groups were set up<sup>2</sup>: 1. Turkish language course (3), 2. Needlecraft (1), 3. Young volunteers (1), 4. Children (1), 5. Staff of the community centre (3).

The data collected in the review is gender sensitive, checking among other if and how vulnerability of women differs from that of men and will be confidential.

### **4. Key findings and observations**

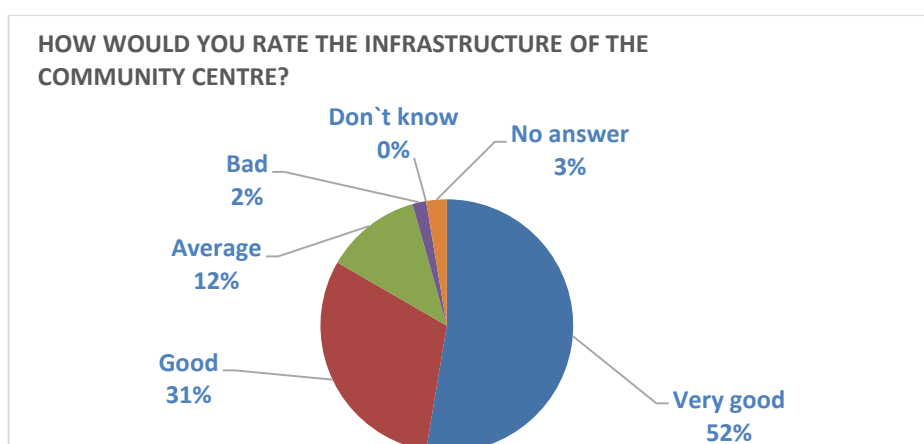
This section will divide the key findings and observations into three parts, namely, the key observations about the facility of the community centre, the feedback from the beneficiaries (outcomes of the focus group discussions, together with the results of the BSS, which will be shown with charts and clear reference), and the outcomes of the discussions with the staff of the community centre.

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<sup>2</sup> The numbers in brackets show the number of focus group per type.

### **Facility and infrastructure**

- The community centre is located in Sultanbeyli district of Istanbul, on the Anatolian side. Sultanbeyli host the third biggest Syrian population in Istanbul.
- Part of the building is used by the Ministry of Health to provide basic health care services. According to feedback from beneficiaries, and also from the staff of the community centre, it is very fortunate to have the set-up of this kind. A strong cooperation has been established between the community centre and the health centre, and the respective case workers of the CC can follow-up on different medical issues of the beneficiaries and provide them support in accompanying them to hospital visits if further referral is considered to be necessary by the health centre's doctor. During these visits, the social workers act as interlocutors between the beneficiaries and the doctors in the hospitals, with the provision of the necessary translation from Turkish to Arabic language and vice versa.
- The general condition of the building is appropriate. The centre is not too crowded, properly furnished and there is still place for extra furniture in case it is needed.



- When entering the community centre from the street, there is a closed yard, providing the children visiting the community centre to play in safe environment. On the ground floor of the building, the health centre, the Child Friendly Space (CFS), the reception area, two bigger course rooms, the sewing room, and a room for the case workers are situated. On the first floor of the building, a smaller course room can be found, which is used for multiple purposes (classes and internal meetings as well). The second floor of the building gives place to the rooms of the staff of the community centre (project manager, assistants, finance staff etc.)
- Most of the rooms in the centre are big enough to accommodate a class of at least 20 people. The Child Friendly Space is very spacious, can accommodate 30+ children. One of the course rooms is well equipped with 16 desktop computers, and the room dedicated for sewing classes is equipped with 10 sewing machines, 2 cutting machines and 2 overlock machines. All course rooms have whiteboard and markers.
- As far as the hygiene facilities are concerned, there is an English and a Turkish-style bathroom for on every floor. Separate toilets are available for children opposite to the CFS. All bathrooms are equipped with soap, toilet paper and paper towels.
- All course and meeting rooms and also the CFS are equipped with air condition, thus being cool and comfortable in the extremely hot summer weather conditions.
- The community centre does not really fits to people with disabilities. As the ground floor of the building can be reached through a few steps, thus people with disabilities would require support to reach even the reception area.
- The emblem of the Turkish RC is very visible on the outside part of the building. In some rooms there are flags, banners or photographs of the activities in which the emblem is shown. The emblem is shown in the hallways and corridors. The staff is wearing the vest of the TRCS with the emblem clearly shown.
- Fire extinguishers are available in the building. No security guard is in place in the building.

### Outcomes of the FGDs and BSS results

Altogether 114 beneficiaries were interviewed and filled out the Beneficiary Satisfaction Survey during the evaluation mission. On top of this, 12 children (7 girls and 5 boys) of 6-12 years were interviewed based on a specialized and shorter version of the questionnaire.

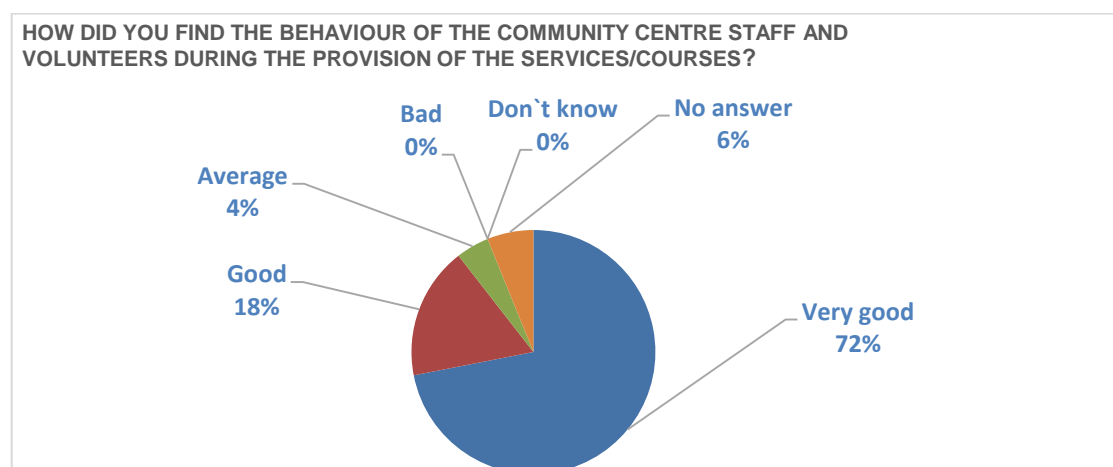
For the detailed information about their age, gender, nationality, level of education and information on how they were affected by the crisis please refer to Annex 1.

An estimated number of 750 people are benefitting from the services of the community centre per month. Altogether, approximately 7,461 people has used the services of the centre as of June 2016. Calculating with an average number of 750 visitors per month, the interview sample represents 15 per cent of the beneficiaries using the services.

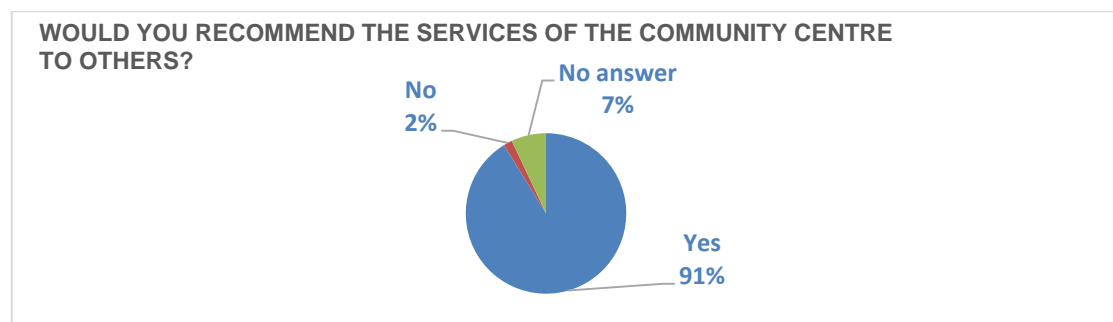
- The beneficiaries – without exception – mentioned that they are very grateful to the staff of the community centre for their services, behaviour, approach and care. They emphasized that the friendly atmosphere and attitude of the staff and the centre itself make them feel more confident in Turkey and they trust and show respect towards the TRCS.

They appreciated the staff's behaviour, saying that they are treated well in the centre and being provided with help, however, they do not necessarily feel the same within the host community from time to time. The beneficiaries mentioned also that they feel safe and comfortable in the community centre, with the feeling that they are spending their time useful in an enabling environment, with the possibility to make new friends. The people interviewed emphasized that the Turkish Red Crescent helps them a lot, and it welcomed them very positively in the community centre.

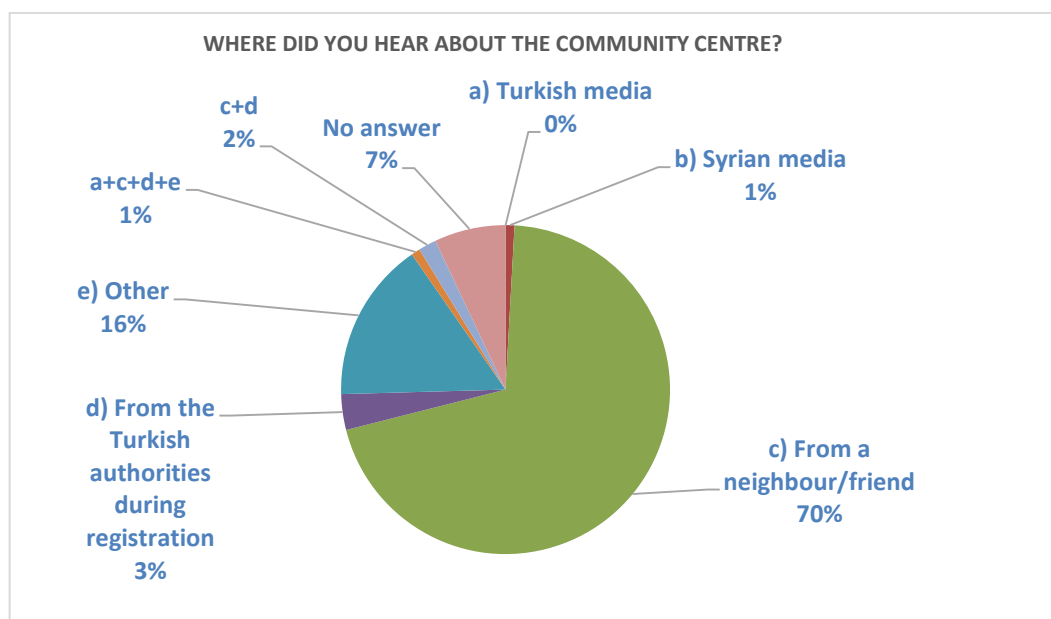
As one beneficiary mentioned *"being in the community centre is a special time for us, a kind of get away from the everyday struggles"*.



- 91 per cent of the beneficiaries would recommend to others to use the services of the community centre. This clearly shows their level of satisfaction, however, there are some recommendations which might be taken into account for future activities (please see the relevant section of this report).

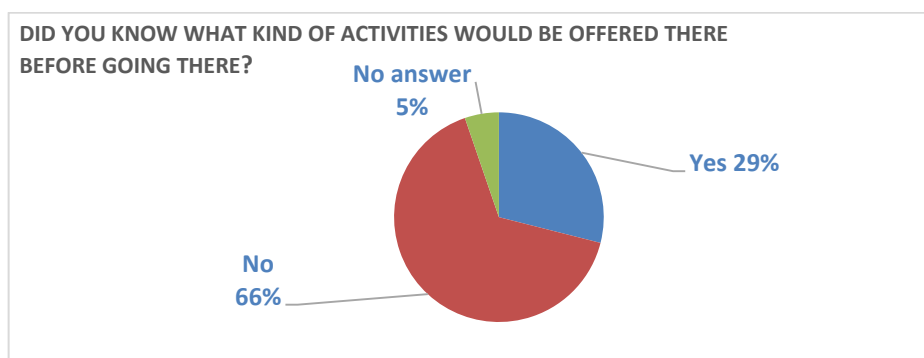


- 70 per cent of the beneficiaries were informed about the activities of the centre by word of mouth, i.e. from neighbours, relatives and friends.

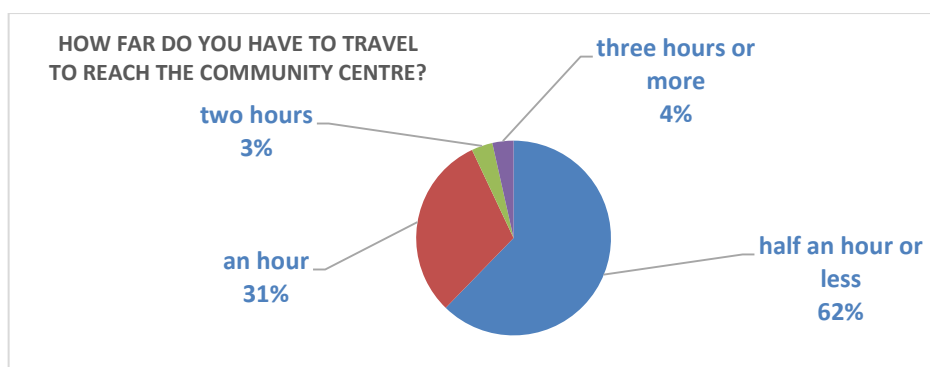


Besides the results of the BSS indicated above, during the FGDs, the beneficiaries mentioned that they received information about the community centre through outreach activities/home visits of the staff of the centre. Some of them noted that they heard about the activities in schools, hospitals, mosques, municipality and also they mentioned that they saw it on the internet and in the social media.

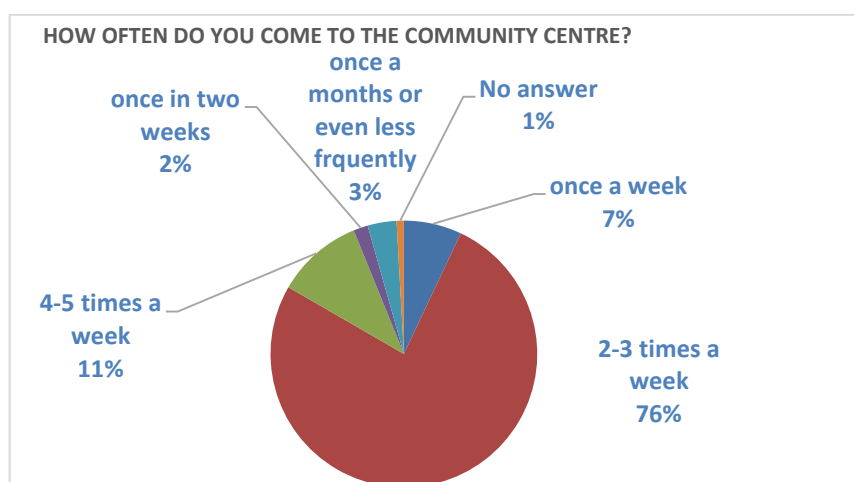
- When the beneficiaries were asked about whether they knew about the community centre as well as its activities prior to going there, only 29 per cent of the interviewed beneficiaries answered positively. This clearly shows that the awareness of the Syrian people shall be raised that the services of the TRCS are available for them, which shall be performed through enhancing the visibility of the centre.



- Regarding the proximity of the community centre to the beneficiaries' homes, 93 per cent of the interviewed people mentioned that they have to travel an hour or less to reach the centre. However, there were some who mentioned that it takes them two or even three hours (or sometimes even more) to reach the facility. The beneficiaries themselves clearly indicated that they would need some kind of transportation (organized by the community centre) so that more people could visit the centre, and even those could benefit from its services, for whom the distance is the only impedimental factor.



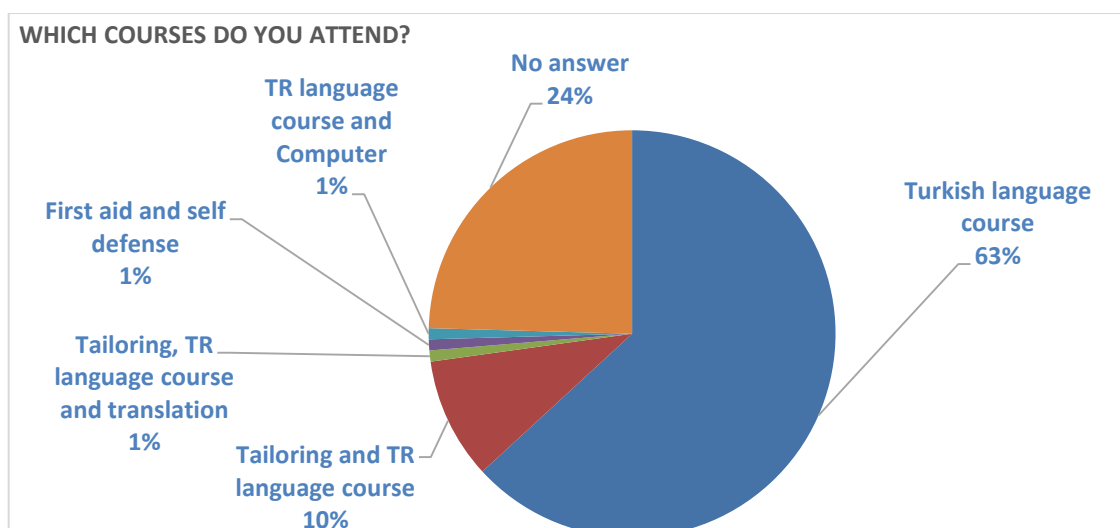
- As far as the frequency of the beneficiaries' visit to the centre is concerned, 76 per cent of them are coming to the centre 2-3 times a week, and 11 per cent 4-5 times a week. These data show that there is a definite interest from their side towards the activities and services of the community centre and also indicate that they are satisfied with the currently running activities. When interviewed, the beneficiaries made some recommendations, which will follow in the coming section of the report.



- The centre currently provides the following services to them: Turkish language course, needlecraft course and computer course. There is a special programme for children in the framework of the Child Friendly Space (CFS), and the centre is also providing referral services to the ones in need. For example, cases of referral to psychological support, health care and registration were mentioned.

Comparing the results of the BSS (see below) and the outcomes of the focus group discussions, it is clear that the Turkish language course (63%), followed by the tailoring (needlecraft) course are the most popular and attended ones.



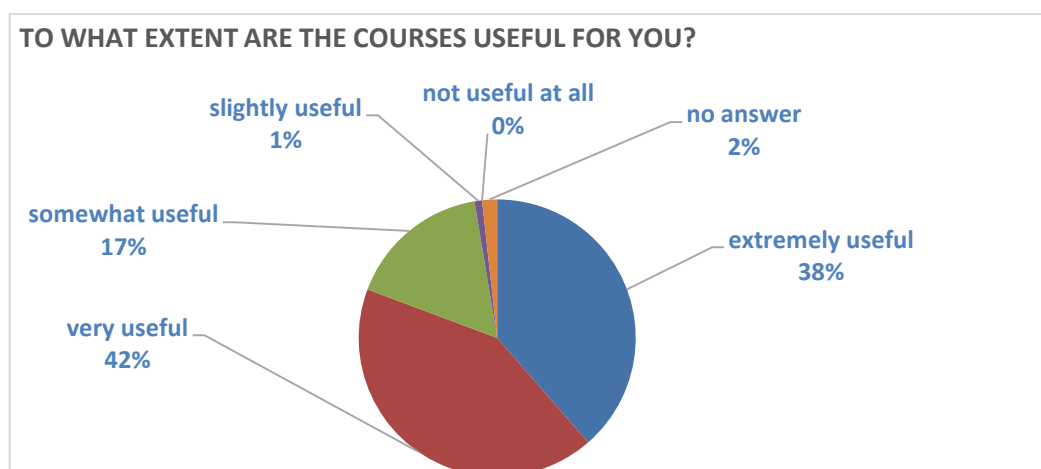


Regarding the Turkish language course, the beneficiaries mentioned that the opportunity to learn Turkish is one of the greatest added value of the centre, as such they can better adapt to and integrate into the host community; and also, they have better opportunities to find a job as well. As mentioned by one of the interviewed beneficiaries, learning Turkish “brings them closer to the local community”.

The knowledge of the local language (and thus learning about Turkish culture, traditions and customs) makes the lives of the beneficiaries considerably easier, both in the private life and work-wise, as it creates the feeling of “being part of the local context”, and also raises their cultural awareness. Also, it is valid from the other way round: the host community also understands the Syrian better, thus creating the environment of acceptance.

As far as vocational courses are concerned, the interviewed people noted that it is very important for them to improve their vocational skills and learn new activities in the framework of training and education, as it is a potential for them to generate income and also a long-term solution to integrate themselves into the society.

When asked about why the courses are useful for them, the beneficiaries among others emphasized that they are good activities to spend their time in a useful way, the environment is relaxing, they can make new friends and socialize, essential from psychological point of view and they can learn as well, which experience can be used for a job-finding opportunity in the future. They also mentioned that it is much higher appreciated to have a talent than receive for example a one-time food package as a support from the community centre, as they referred to it “we are not given fish, but taught how to do fishing.” However, possibilities shall be explored how they can sell their own, hand-made products at the local market and how to be self-sustainable.



They also mentioned that the community centre is the place where they have the feeling that people are not judging them, they can express their views and feelings freely, the staff is

friendly and the environment is safe. They were referring to the centre as their “*second home*” and “*hope for them*”.

The beneficiaries have the feeling that someone cares about them (even through the outreach activities) and they are precious. Their voices are heard, they have the impression that they are important and feel the ownership in the project.

- The operation of the Child Friendly Space (CFS) was highly appreciated by the interviewed beneficiaries from several points of view. They are very grateful that their children are in good hands, in an enabling environment, with possibility of playing and also learning. The beneficiaries mentioned that it is really useful to have the CFS, as when they are attending different courses, their children are handled by professionals in the CFS simultaneously. The parents mentioned that for some children the attendance at the CFS’s activities mean the only possibility and opportunity to be educated. They also learn about life and how to behave with others. The feeling of socialization, being in community and with children of the same age is also an added value of the centre.

It is also essential from psychological point of view to organize different kind of joyful activities for the children, who might have been traumatized. There is definitely a need to continue the activities in the CFS as the stress and trauma of the children clearly decreases via taking part in the children-specific activities.

The teachers and staff dealing with kinds are very experienced, they are motivated to play with and teach the kids and are very engaged in the activities. The community centre is promoting for the children to attend school, and it serves as an alternative of the school if there is no school during the year. However, the best possible option would be that the children are going to school and to the community centre simultaneously and the activities of the two institutions could run parallel and complementarily.

The results of the questionnaire for and the session held with the children show that they are very much satisfied with the services of the centre, they have friend there and they have the opportunity to play different games, draw, read and listen to different tales and stories, prepare some small ornaments, sing songs and also, to learn Turkish. The children looked full of hope, happy, and comfortable. According to the tutors, their self-confidence is considerably raised since the beginning of the implementation of CFS activities, their attitude has been changed from being shy to open.

### ***Outcomes of the meeting/discussion with staff members and volunteers***

- As mentioned earlier, the FGDs were conducted by the staff of the centre. Before the action, they had a briefing with the evaluators on the methodology of organizing the discussions. As it was a completely new experience for them, they had the opportunity to clarify any technical issues with the evaluators regarding the process of the interviews prior to them. After each focus group discussions, the facilitators briefed the evaluators about the outcomes of the meetings. In the framework of the discussions, the BSS questionnaire was filled out.
- During the discussions with the staff it turned out that they like the centre very much, they like working with beneficiaries, even if it is sometimes very hard mentally and emotionally to cope with the situation.
- As the staff mentioned, compared to the first weeks and months of the operation of the community centre, the beneficiaries are more confident also toward the staff and the services, and they feel comfortable in the centre, having the opportunity to have courses, a fixed daily schedule/program, and not feeling bored while sitting at home. Through socializing, and meeting their peers of a more or less same background and history, they are step by step gaining more self-confidence.
- The staff feels responsible for the work they are doing day by day and they have a real ownership in the project. They expressed that they are aware of the trust coming from the beneficiaries and they, in return, would like to provide them as much as experience and knowledge as possible. The staff is thinking positively and motivated by their important work, saying “*making people happy makes us happy as well*”. It is clear that the proper level of trust is built between the staff and the beneficiaries, which is inevitable for conducting the activities and providing the services of the centre.

- The volunteers feel their work useful with helping others, even if they have more background (university, etc.) than “just” being a volunteer. They find it useful to work in the centre both from professional and personal aspects, as *“we learn and teach at the same time”*, and they also told *“with helping others, I also gain a lot of knowledge.”* The staff is exposed to new impressions and people every day, sometimes even becoming friends, making their life more complete as such.
- The community centre’s staff and the TRCS is seen as an organization to provide support to people in need. When the centre started to operate, they were looking at the practices of other NGO’s community centres, but by now the TRCS’s community centre became a model on the process, on the way of dealing with beneficiaries, and others are checking its services. As the community centre is now in the position of social networking, activities are harmonized and coordinated between the different organizations so as to address the beneficiaries` needs to the utmost extent and to avoid duplication of activities. Cooperation with other organizations is working properly and constant coordination is maintained.
- There has been a very hard and effective job done by the community centre’s manager and all the staff that the centre has reached its current form and state now: they considerably increased the number of staff, they have reached some 7,461 people with the services as of June 2016. Besides the provision of different courses, the centre performs outreach activities and has a well-established referral, information and case management system, where they not only conduct household visits, but also following up on the respective cases, thus reaching even the most vulnerable with their services.
- By now, people are well aware of the activities of the TRCS and also the community centre. The community centre is more advanced and offers more complex services than other centres of this kind and its work is well appreciated by local and governmental organizations. They managed to establish a functional, operating place, which is properly furnished and well-equipped.
- The community centre has introduced measures and established methods to track the progress on what they are doing (case reports, weekly reports, direct observations, attendance sheets, registration forms).

## 5. Recommendations

Taken into account the key findings and outcomes of the BSS and focus group discussions, the following recommendations have been made based on the feedback received from the beneficiaries as well as the observations of the evaluators, which shall be taken into account for the future:

- One of the most essential issues is how to enhance the **visibility of the community centre**, i.e. how to attract and reach more people to use the services of the centre. It might be useful to seek for possibilities to set up information boards, billboards, posters, awareness raising materials in public places (hospitals, pharmacies, schools, even on local buses etc.) both in Turkish and in Arabic languages, as well as inside the centre (more visible board at the reception promoting the courses, activities, their schedules; such information to be made visible in the waiting area of the health centre, etc.). The use of the social media platforms would be also an added value, as more and more beneficiaries have access to internet. Outreach activities can be also a way to have more people benefitting from the services provided by the centre, which shall be enhanced in the future through more home and field visits, etc.
- The issue of **education of children** is definitely an area where the community centre could take its part. As child labour is unfortunately quite common in this region – not only among the Syrian, but also among the Turkish population due to the level of poverty –, and most children do not attend school, the community centre shall promote the importance of attending school among its parent visitors, and due to its spill-over effect, among children. A possible way of promoting school activities is teaching Turkish from the basics to children (which is actually ongoing in the framework of the CFS), and, even more importantly, supporting those children who have language-problem at schools with the provision of back-up classes, help with their homework, etc. Support to register children in the schools is also marked as needed by their parents, so the community centre’s staff may be engaged in this area as well to come over administrative and language barriers.

- The issue of **transportation** was raised several times in different context. It would be useful to arrange transportation for those who have to travel a lot to reach the community centre. A shuttle service would definitely be an option to transfer people to the centre and back to an in advance agreed meeting point. If the issue of transportation is solved, not only the number of beneficiaries reached would raise, but also the level of the courses` attendance.
- The **number of personnel** shall be raised, as it is clear that there is a definite need for courses of different kind, there is enough place to accommodate even a higher number of participants, however, there is shortage of experienced trainers. With the employment of more staff, more people could be also reached, thus enhancing the effectiveness of the services provided. Besides, there is an urging need for more translators as well, who could provide support to the staff at the health centre, to the case and social workers as well as at the courses if needed. A higher number of social and case workers would be also optimal, who may provide counselling support when it comes to daily “problems” of beneficiaries (accompanying them to visits to hospitals, to children`s schools, providing help with signing an apartment rental agreement, etc.).
- Both the staff of the community centre and its beneficiaries highly appreciated the **psychosocial support (PSS)** provided to them. PSS needs were expressed by the more educated groups, who also indicated the need for more psychologists and also for group therapy. There is currently one psychologist employed in the centre, who is dealing with the staff`s PSS needs, as well as organizing separate PSS case sessions for the beneficiaries. Previously, PSS was provided to staff on a weekly basis, at the time of the evaluation mission it was organized rather on an ad hoc basis. However, taken into account that the staff and volunteers are exposed to serious emotional burden at some times, it would be required to re-introduce the regular PSS sessions (at least on a bi-weekly basis). Again, this is rather difficult to be performed with only one dedicated staff, so hiring at least an additional psychologist would be recommended.
- The beneficiaries told that they are satisfied with the methodology of learning and the way the tutors teach them, however, **more speaking classes** would be necessary, and learning the **language of “everyday life”**, which would be necessary for their daily communication at the schools of their children, hospitals and shops/markets.
- It would be advisable to organize **Arabic courses** for the staff and volunteers of the community centre so as to ease the communication between them and the beneficiaries. Also, it might be good to consider organizing Arabic courses for children at the CFS, so as to ensure that they do not forget their own culture, traditions, language and do not lose their cultural identity.
- Possibilities shall be explored to launch **other types of language and vocational courses** (for example hairdressing, English language, computer, nursing, First Aid, training on homecare for the elderly, music and art classes, courses on the Quran, etc. ) or more advanced courses and activities (for example intermediate level of Turkish course, a higher level computer course or tailoring course with learning some new models and styles). A lot of beneficiaries mentioned the need for hairdressing courses. Quite some hairdresser saloons are located in the neighbourhood of the centre, so it may be a good opportunity for the Syrians to be employed there after successfully completing the course. However, a “mini market-research” might be useful to be conducted so as not to overload the market with loads of newly trained hairdressers. In the future, however, possibilities shall be explored on starting a greater number of income-generating courses and activities. Some beneficiaries mentioned that they would require more information about the job market and job possibilities, it is suggested to organize information sessions on laws, requirements, preconditions of working in Turkey etc. with professionals from the respective fields. Other fields of interest were also expressed, please refer to the relevant question and answer in the survey – *“What are the most important areas of life you would like to get (more) information about?”*.
- The **involvement of men** into the courses and activities of the community centre shall be promoted, as there is a considerably higher number of women benefitting from the services of the centre. It is to be noted that men do participate at evening language courses after having finished at their workplaces (they are mainly employed in the textile or construction sector or as assistants at barber shops), however, they are very much exhausted at the end of the day. Possibilities shall be explored how to launch tailor-made courses for men (computer, language, even vocational – carpenter, painter, etc. – typical “men`s jobs”).

- As far as the **building`s infrastructure** is concerned, the need for noise isolation was expressed (for example between the needlecraft and the language course rooms). Also, it might be good to consider to separate more rooms for case and social workers and to establish a kind of “resting room” for volunteers if the space allows. In general, the infrastructure was referred to as (very) good by the beneficiaries, however, the purchase of some more equipment and material (smartboards, zig-zag machines, more sewing material, etc.) might be considered for the future, along with the establishment of a dedicated ablution and praying space. As there are quite some steps inside the building, it was recommended to place “*Mind the steps*” and after floor cleaning “*Caution – wet floor*” signs (yellow-green type, both in Turkish and in Arabic) from safety reasons to avoid accidents and casualties.
- The building is not easily accessible by **people with disabilities**. Possibilities shall be explored how to find solution to this issue, although there are reported cases when the case/social workers personally visit the one with disabilities. However, from integration and socializing point of view it may be good to ease these people`s involvement in the activities of the centre (set-up of special carrier machine instead of having to use the steps or being carried up the stairs by staff of the community centre).
- Both during the focus group discussions and as a result of the survey it turned out that there is a huge need to have **outdoor, sport and recreational activities** (even during the weekend). Possibilities shall be explored (discussions with nearby sport halls of schools etc.) how to realize it in the future.
- Establishing “**day-care centre/nursery/kindergarten**” for those parents, who want to attend the courses of the centre, but might be not in the position to do so, because they do not have anyone to take care about their babies/smaller children while they are in the courses. In addition, a small baby nursing room would be also good to be separated for the parents not having to change diapers of their babies in the bathrooms.
- It might be good to consider the **employment of more Syrians in the community centre** (even if first as volunteers). It may enhance the two-way communication between the Turkish and Syrian communities, as well as the centre could also benefit from the experience of the Syrians (see the survey`s relevant section about the professions of the interviewed beneficiaries).
- Opportunities shall be explored for **building the capacities of the staff** of the community centre (specialized trainings for those who work in the centre and also for those who do the field visits and outreach activities). In this way the quality of the services can be enhanced and also, the staff feels the ownership and their responsibility in the project. It shall be also explored how the development of beneficiaries can be tracked. Also, internal deadlines shall be set up in the form of an activity tables so as to be able to properly track the progress of the planned activities.
- According to the survey results, 70 per cent of the beneficiaries do not know how to make complaint about the services they received in the centre or should they have been mistreated or hurt by the staff. Taken into account that this proportion is considerably high and apparently no **complaint mechanism** is in place currently, it is strongly recommended to have a complaint/suggestion box set up in the centre, where the beneficiaries anonymously can express their views regarding the provided services.

## 6. Lessons learned

In general, the community centre project has been running well since the centre opened its doors in August 2015. More and more beneficiaries are visiting the centre and are benefitting from its services. The number of people reached could be enhanced through better awareness raising and visibility, the relevant recommendations can be read above.

The beneficiaries are extremely appreciative of the services of the Turkish Red Crescent and its community centre, this has impacted their life in a positive way and they have come to realize that there is opportunity and possibility to continue living their lives after their previous struggles. They know it is not easy for them to adapt from one day to another, but the community centre is definitely an added value for this new chapter in their journey of life.

Last, but not least the host community's engagement shall be mentioned: they shall also feel the ownership and they have to be involved in the project in the future so as to create the atmosphere of "peacefully living together".

## Annex 1 – Schedule for the mission

## Annex 2 – Beneficiary Satisfaction Survey results

### 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.



Photo on the left: Yard of the centre with drawings by local artists and beneficiaries.

Photo on the right: Guiding tables at the entrance of the centre.

Photo credit: Dorottya Patko, PMER Senior Officer, IFRC Regional Office for Europe

## Annex 1 – Schedule for BSS and Focus Group Discussions in the Community Centre in Istanbul

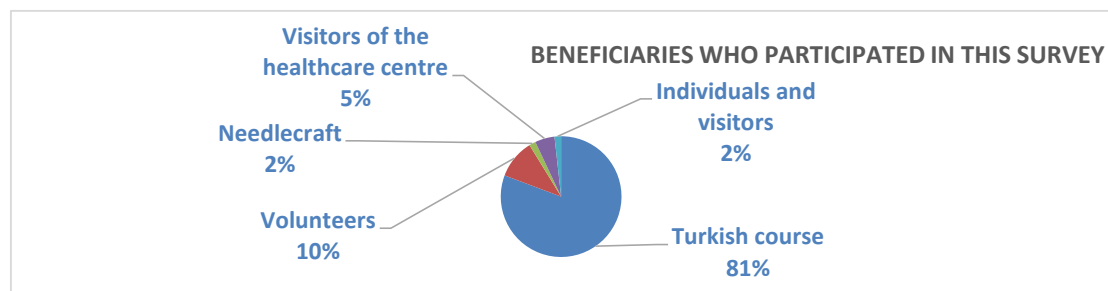
	<b>MONDAY 30 May</b>	<b>TUESDAY 1 June</b>	<b>WEDNESDAY 2 June</b>	<b>THURSDAY 3 June</b>	<b>FRIDAY 4 June</b>
<b>09:30-10:00</b>	Basic Beneficiary Satisfaction Survey (BSS) training for staff and volunteers  Introduction to Mid-term Evaluation	Turkish Course V BSS	Mid-term Evaluation	Turkish Course V FGD	Mid-term Evaluation
<b>10:00-11.30</b>		Psychologist Services – Case-worker Feedback session with Facilitator for Day-1 (Turkish Course 1 and 3)	Psychologist Services – Case-worker Mid-term Evaluation (continued)	Psychologist Services – Group Therapy Feedback session with Facilitator for Day-2 and 4 (Turkish Course 5)	Q&A, wrap up meeting
<b>11:30-12:00</b>		Needlecraft I BSS	Needlecraft I FGD	Needlecraft II BSS	
<b>12:00-13:00</b>	<b><i>Lunch break</i></b>	<b><i>Lunch break</i></b>	<b><i>Lunch break</i></b>	<b><i>Lunch break</i></b>	<b><i>Lunch break</i></b>
<b>13:30-15:30</b>	Turkish Course I BSS and FGD	Turkish Course IV BSS and FGD Feedback session with Facilitator for Day 2 (Turkish Course IV and Needle craft 1)	Turkish Course VI BSS and FGD Feedback session with Facilitator for Day-3 (Needle craft 1 and Turkish course 6)	Feedback session with Facilitator for Day-4 (Needlecraft II)	Psychologist Services – CFS Weekly Assessment Meeting Wrap up (continued if needed)
<b>15:30-16:00</b>	Turkish Course III BSS	Psychologist Services – Outreach Session with Children	Session with Children		
<b>16:00-17:00</b>	Turkish Course III FGD Psychologist Services – Staff Support Programme		CFS Activities – Outreach		

## Beneficiary Satisfaction Survey (BSS) Istanbul 2016

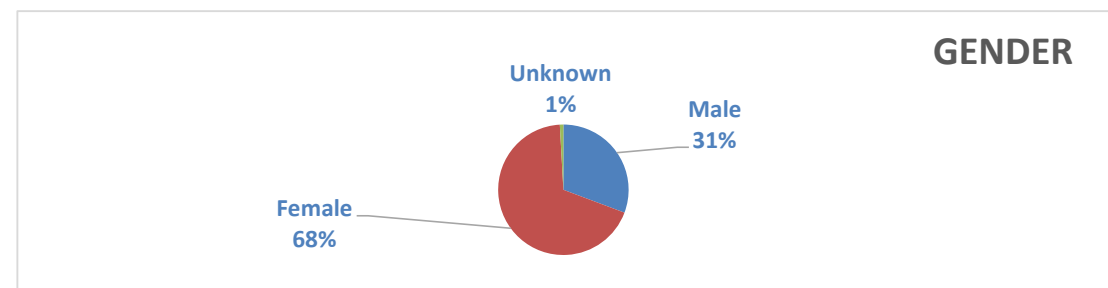
### Information on respondents

The number of the beneficiaries who participated in this survey is **114**

Turkish course	92
Volunteers	12
Needlecraft	2
Visitors of the healthcare centre	6
Individuals and visitors	2
<b>Total</b>	<b>114</b>

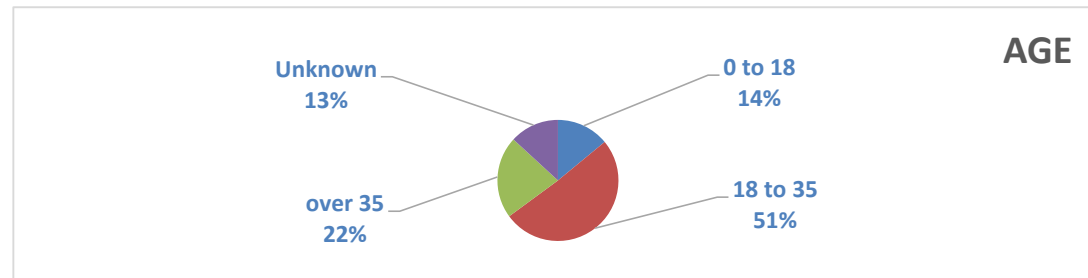


Gender of respondent	
Male	35
Female	78
Unknown	1
<b>Total</b>	<b>114</b>

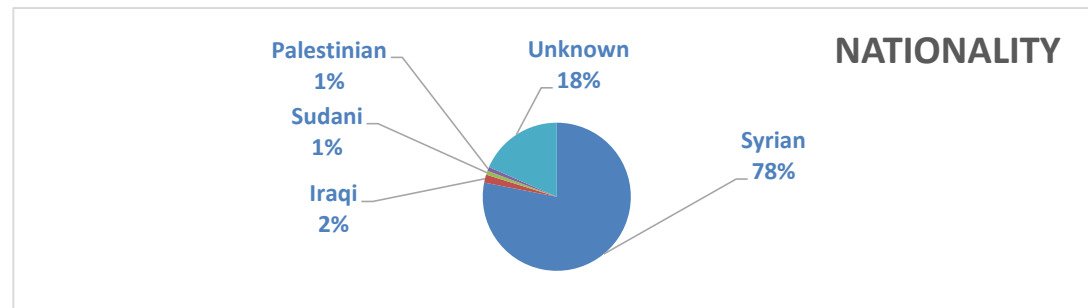




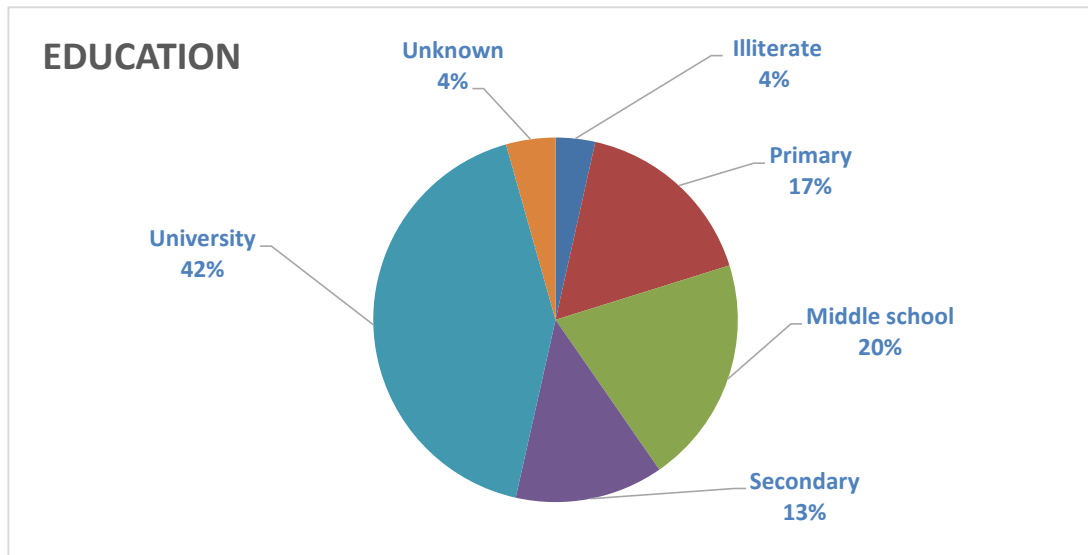
Age of the respondent	
0 to 18	16
18 to 35	58
over 35	25
Unknown	15
<b>Total</b>	<b>114</b>



Nationality of the respondent	
Syrian	89
Iraqi	2
Sudani	1
Palestinian	1
Unknown	21
<b>Total</b>	<b>114</b>

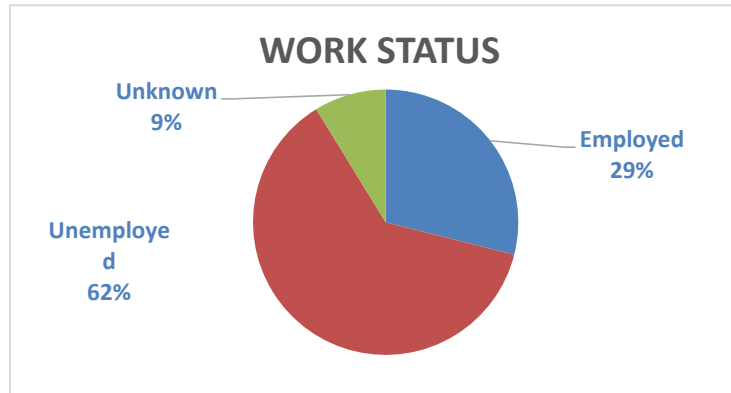


Level of education	
Illiterate	4
Primary	19
Middle school	23
Secondary	15
University	48
Unknown	5
<b>Total</b>	<b>114</b>

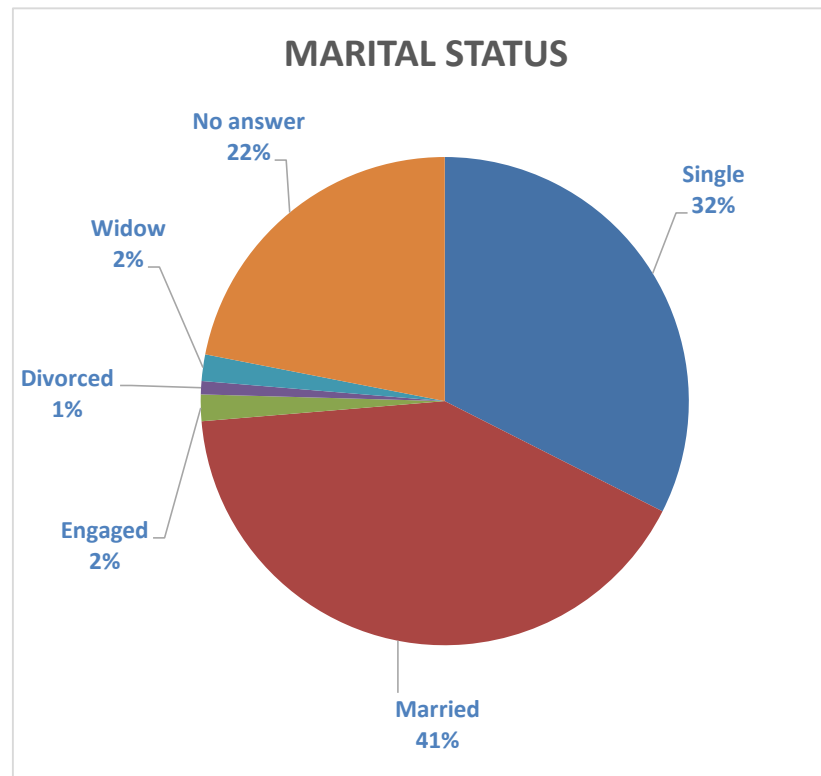


Work status	
Employed	33
Unemployed	71
Unknown	10
<b>Total</b>	<b>114</b>

Profession	
Carpenter	1
Engineer	4
Engineer Assistant	1
House wife	17
Bags Maker	1
Teacher	21
Tailor	3
Dental technician	2
Accountant	1
Student	5
Biologist	1
Nurse	1
Computer technician	2
Doctor	2
hairdresser	1
Dentist	1
Merchant	1
laborer	2
Laundry, Dry Cleaning Worker	1
Car painter	1
Electricity technician	1
There is no profession	26
No Answer	18
<b>Total</b>	<b>114</b>



Marital status	
Single	37
Married	47
Engaged	2
Divorced	1
Widow	2
No answer	25
<b>Total</b>	<b>114</b>

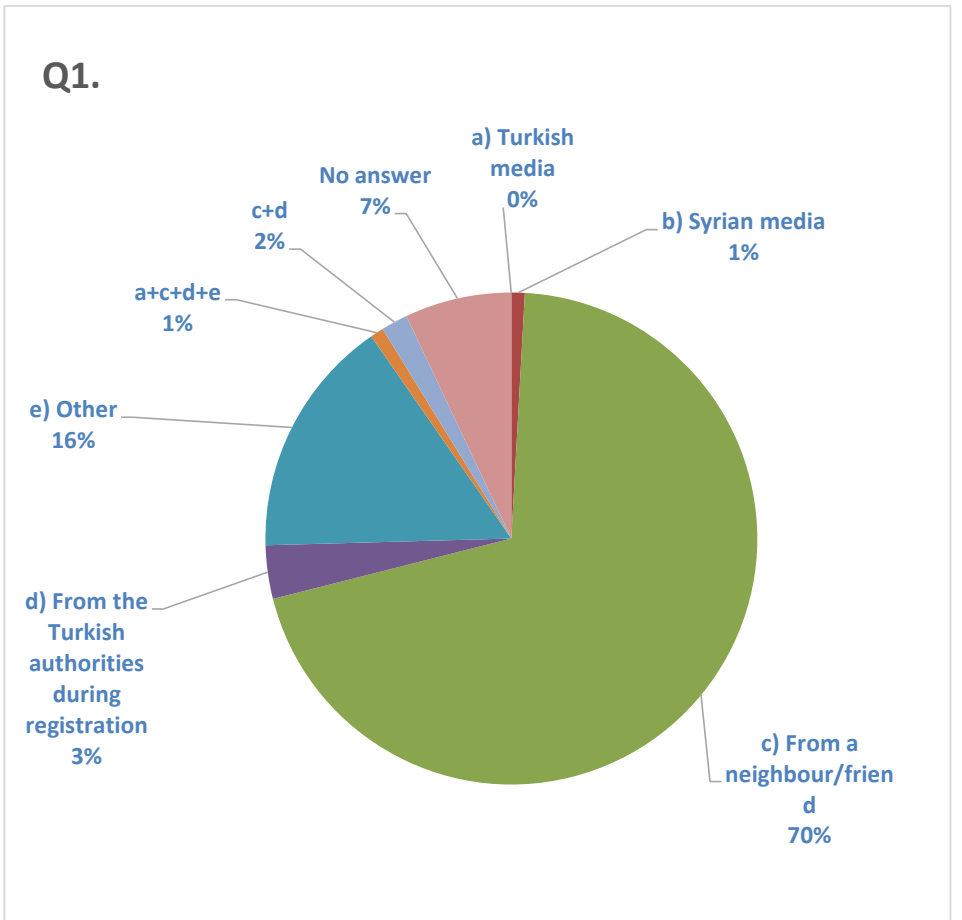


## Questions and alternatives

<b>1. Where did you hear about the community centre?</b>	a)	From the Turkish media (TV / radio / newspapers )
	b)	From the Syrian media (TV / radio / newspapers)
	c)	From a neighbour/friend
	d)	From the Turkish authorities during the registration
	e)	Other, (please specify)

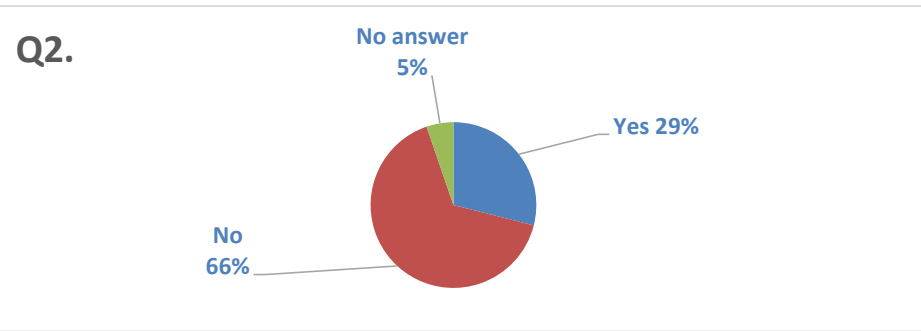
<b>Answers of the question 1</b>	a) Turkish media	0
	b) Syrian media	1
	c) From a neighbour/friend	80
	d) From the Turkish authorities during registration	4
	e) Other	18
	a+c+d+e	1
	c+d	2
	No answer	8
	<b>Total</b>	<b>114</b>

e	School x3 / Hospital 1/ Near my house 1/ Relatives 1/ Mosque 1/advertisement 1/ Kizllayi 1/ SMS 1/ Without answer x8.
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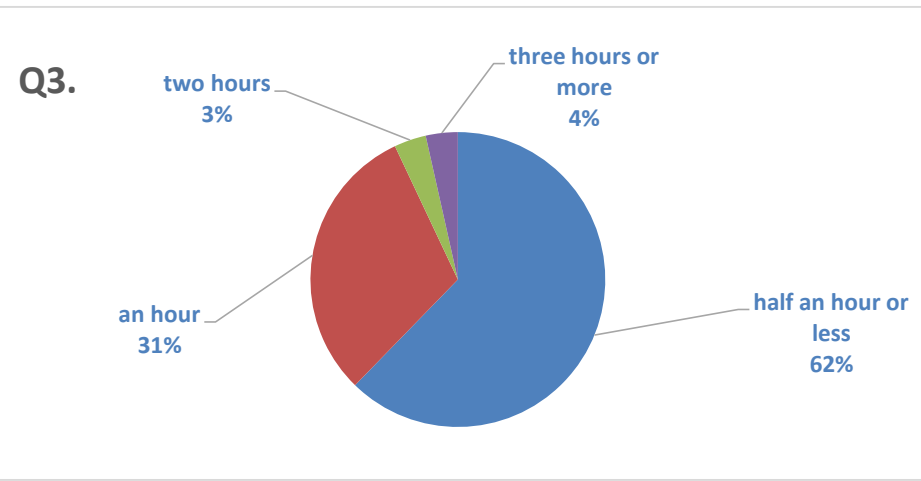
2. Did you know what kind of activities would be offered there before going there?	a)	Yes
	b)	No

Answers of the question 2	a	33
	b	75
	No answer	6
	<b>Total</b>	<b>114</b>



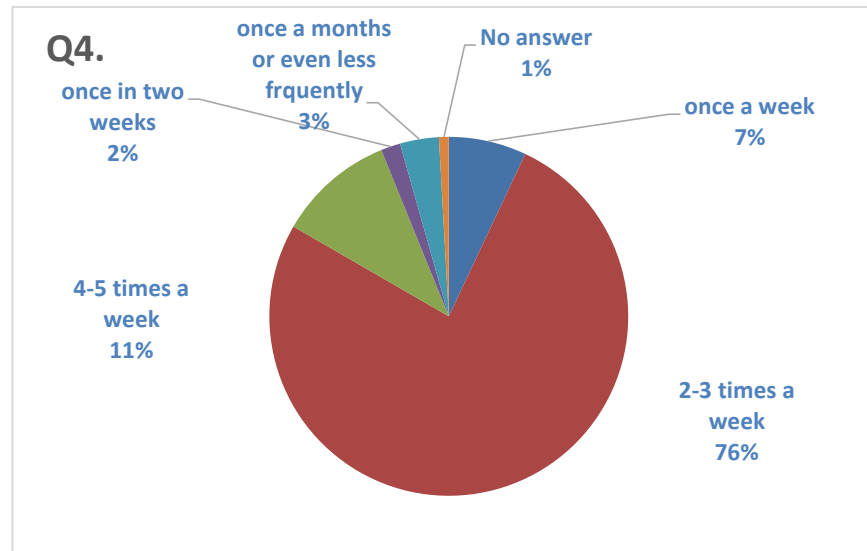
3. How far do you have to travel to reach the community centre?	a)	Half an hour or less
	b)	An hour
	c)	Two hours
	d)	Three hours or more

Answers of the question 3	half an hour or less	71
	an hour	35
	two hours	4
	three hours or more	4
	<b>Total</b>	<b>114</b>



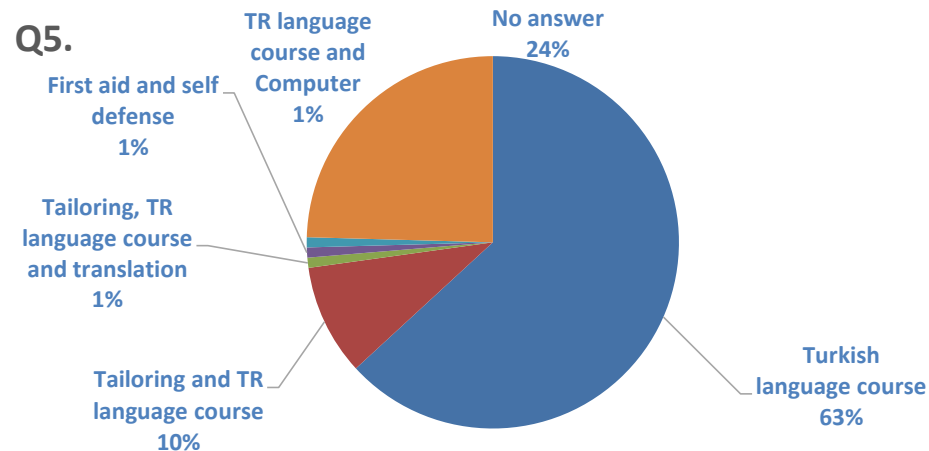
4. How often do you come to the community centre?	a)	once a week
	b)	2-3 times a week
	c)	4-5 times a week
	d)	once in two weeks
	e)	once a month or even less frequently

Answers of the question 4	once a week	8
	2-3 times a week	87
	4-5 times a week	12
	once in two weeks	2
	months or even less	4
	No answer	1
	<b>Total</b>	<b>114</b>



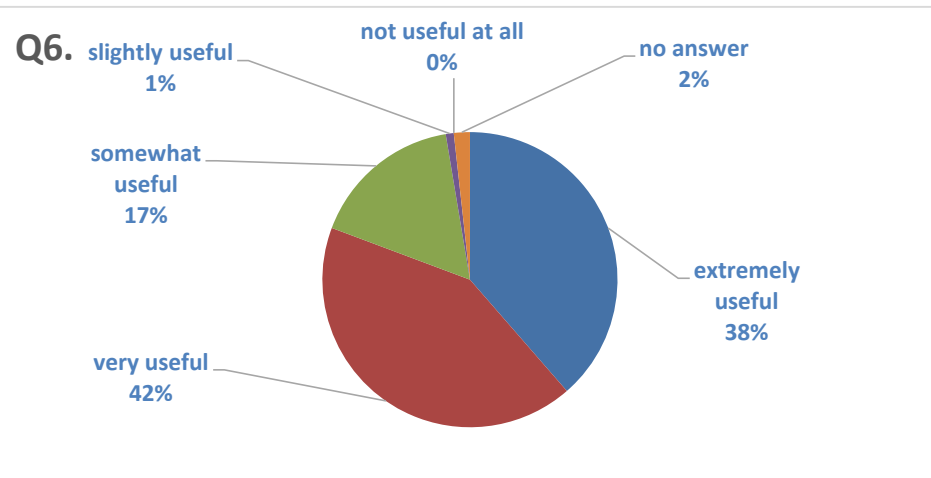
**5. Which courses do you attend?**

Answers of the question 5	Turkish language course	72
	Tailoring and TR language course	11
	Tailoring, TR language course and translation	1
	First aid and self defense	1
	TR language course and Computer	1
	No answer	28
	<b>Total</b>	<b>114</b>



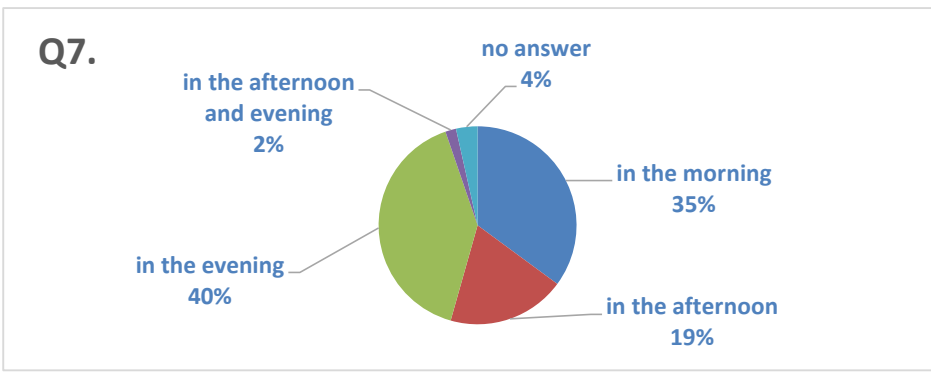
6. To what extent do you think the courses are useful for you?	a)	extremely useful
	b)	very useful
	c)	somewhat useful
	d)	slightly useful
	e)	not useful at all

Answers of the question 6	extremely useful	44
	very useful	48
	somewhat useful	19
	slightly useful	1
	not useful at all	0
	no answer	2
<b>Total</b>	<b>114</b>	



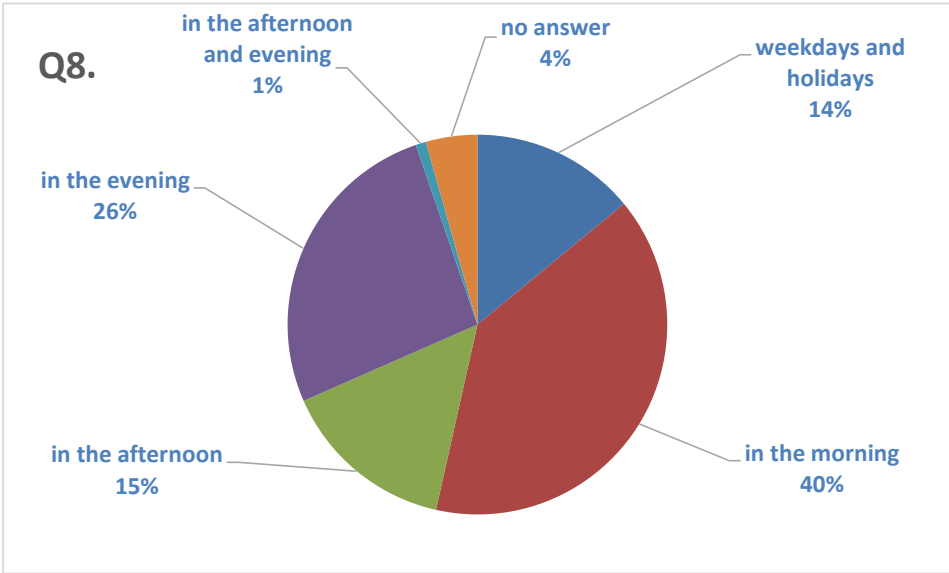
7. At what time do the courses take place?	a)	In the morning
	b)	In the afternoon
	c)	In the evening

Answers of the question 7	in the morning	40
	in the afternoon	22
	in the evening	46
	in the afternoon and evening	2
	no answer	4
<b>Total</b>	<b>114</b>	



<b>8. What time would be the best for you?</b>	a)	Weekdays and holidays
	b)	In the morning
	c)	In the afternoon
	d)	In the evening

Answers of the question 8	weekdays and holidays	16
	in the morning	45
	in the afternoon	17
	in the evening	30
	in the afternoon and evening	1
	no answer	5
	<b>Total</b>	<b>114</b>



**9. What kind of (vocational) courses would be the most appropriate for you?**

Answers of the question 9	*	Hairdressing and sport
	*	sport and Child rearing
	*	Graphic design and handicraft
	*	Business administration (x2)
	*	General culture courses
	*	Computer (x8)
	*	English and Turkish language.
	*	Turkish language / conversation course (x12)
	*	Turkish course (x4)
	*	translation Course(x1)
	*	Quran Courses
	*	Tailoring and hairdressing.
	*	Educate the children.
	*	English course. (x3)
	*	English and computer
	*	Hairdressing. (x2)
	*	Tailoring. (x7)
	*	Turkish language course and Tailoring. (x4)
*	Turkish L anguage course (x6).	
*	No answer. (x60)	

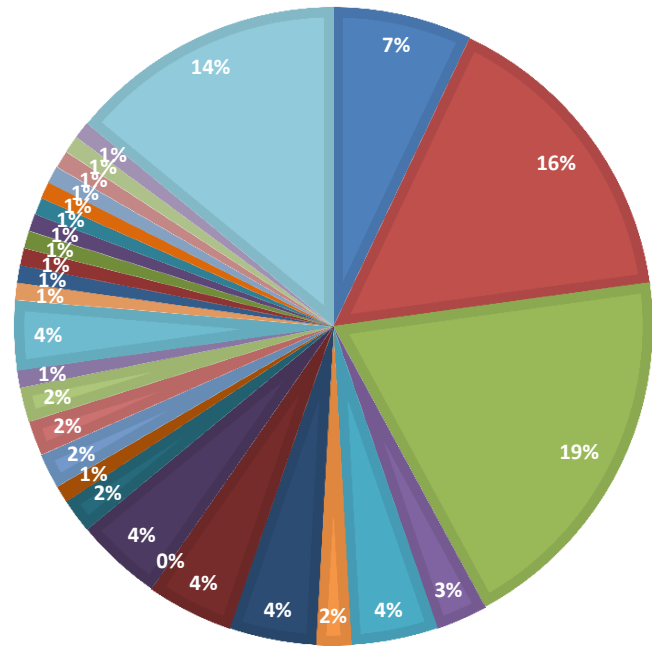
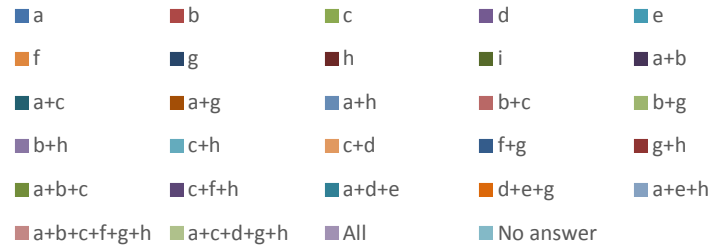




10. What are the most important areas of life you would like to get (more) information about?	a)	legal	f)	food
	b)	employment	g)	shelter
	c)	security/safety	h)	services for the disabled
	d)	education	i)	other
	e)	medical services		

Answers of the question 10	a	8
	b	18
	c	22
	d	3
	e	5
	f	2
	g	5
	h	5
	i	0
	a+b	5
	a+c	2
	a+g	1
	a+h	2
	b+c	2
	b+g	2
	b+h	1
	c+h	4
	c+d	1
	f+g	1
	g+h	1
	a+b+c	1
	c+f+h	1
	a+d+e	1
	d+e+g	1
	a+e+h	1
	a+b+c+f+g+h	1
	a+c+d+g+h	1
All	1	
No answer	16	
<b>Total</b>	<b>114</b>	

### Q10.



**11. Have you been referred to any kind of institution of social assistance? If so, please specify. (registration, health, PSS, food, protection etc.)**

Answers of the question 11	No	62	Health (9) Registration (1) without answer (2)
	No answer	40	
	Yes	12	
	<b>Total</b>	<b>114</b>	

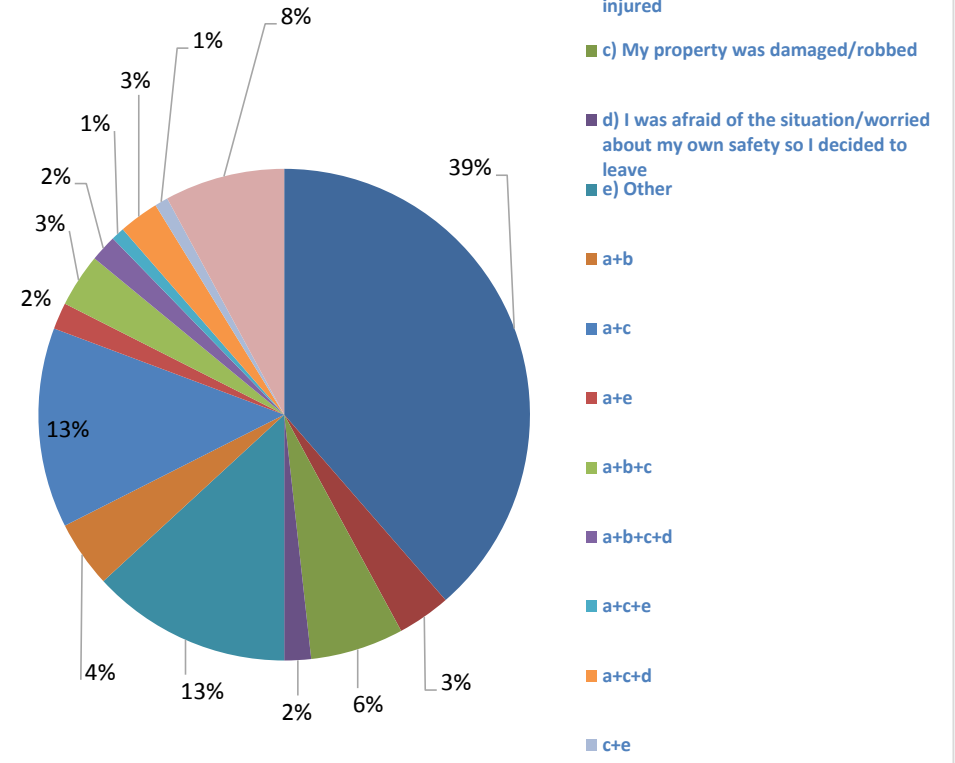
**12. Have you received any information about the work of the Turkish Red Crescent since the crisis started in Syria?**

Answers of the question 12	Yes	22	<p><b>Q12.</b></p> <p>The pie chart displays the following data:</p> <ul style="list-style-type: none"> <li>No: 77%</li> <li>Yes: 19%</li> <li>No answer: 4%</li> </ul>
	No	88	
	No answer	4	
	<b>Total</b>	<b>114</b>	

**13. How were you affected by the crisis?**

Answers of the question 13	a) I was forced to leave my home	
	b) I or someone in my household was injured	
	c) My property was damaged / robbed.	
	d) I was afraid of the situation/worried about my own safety so I decided to leave.	
	e) Other, (please specify)	
	a) I was forced to leave my home	44
	b) I or someone in my household was injured	4
	c) My property was damaged/robbed	7
	d) I was afraid of the situation/worried about my own safety so I decided to leave	2
	e) Other	15
	a+b	5
	a+c	15
	a+e	2
	a+b+c	4
	a+b+c+d	2
	a+c+e	1
	a+c+d	3
	c+e	1
	No answer	9
	<b>Total</b>	<b>114</b>

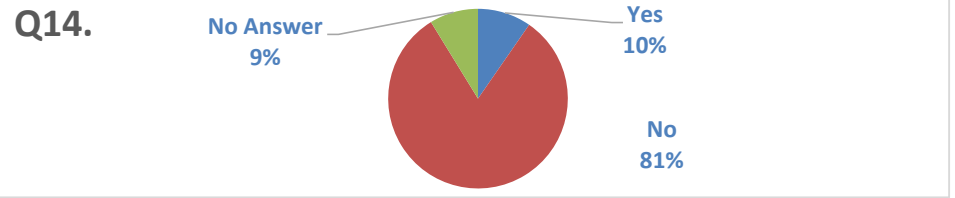
**Q13.**



e  
 ISIS (1) . War (3) . No work (3) . Military service (1) . Syrian regime (1) . Death of family member (3). Bad situation in Syria (1) . Without answer (3). Arrest of family member (2).

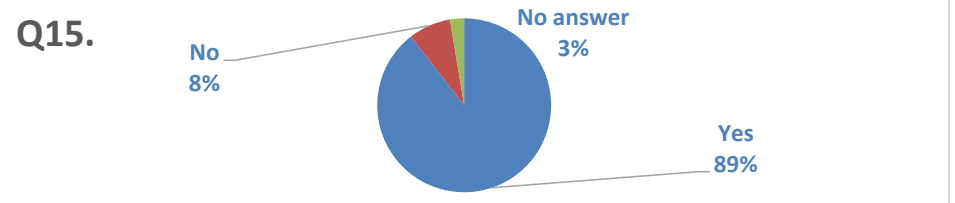
**14. Did you receive other type of assistance from the Turkish Red Crescent besides the services of the community centre?**

Answers of the question 14	Yes	11
	No	93
	No Answer	10
	<b>Total</b>	<b>114</b>



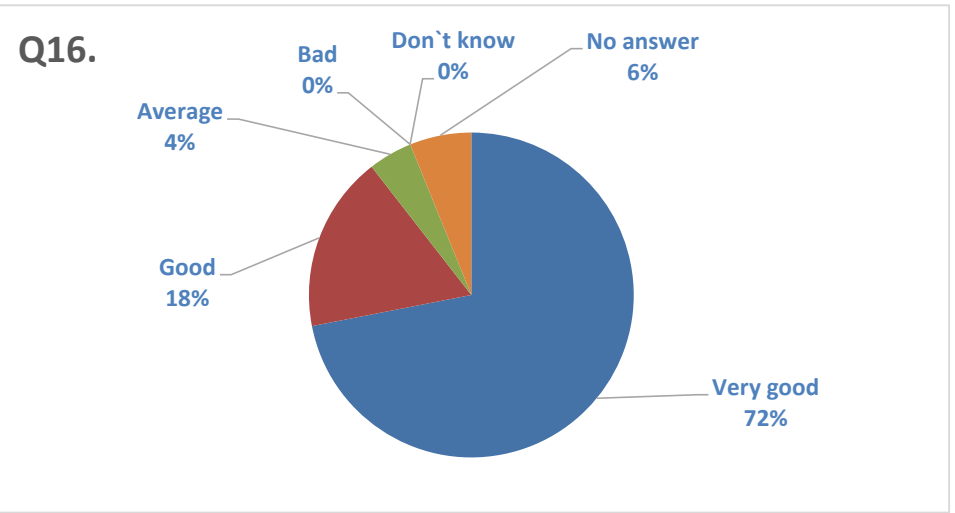
**15. Were the Red Crescent staff/volunteers wearing uniforms and/or visible Red Crescent emblems?**

Answers of the question 15	Yes	102
	No	9
	No answer	3
	<b>Total</b>	<b>114</b>



<b>16. How did you find the behaviour of the community centre staff and volunteers during the provision of the services/courses?</b>	a)	Very good
	b)	Good
	c)	Average
	d)	Bad
	e)	Don't know

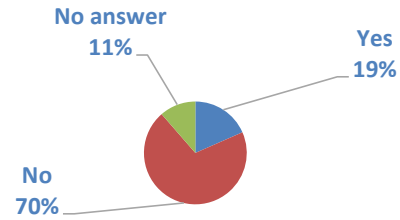
Answers of the question 16	Very good	82
	Good	20
	Average	5
	Bad	0
	Don't know	0
	No answer	7
<b>Total</b>	<b>114</b>	



**17. Do you know how you might make a complaint about the services you received if you were mistreated or hurt by the staff?**

Answers of the question 17	Yes	21
	No	80
	No answer	13
	<b>Total</b>	<b>114</b>

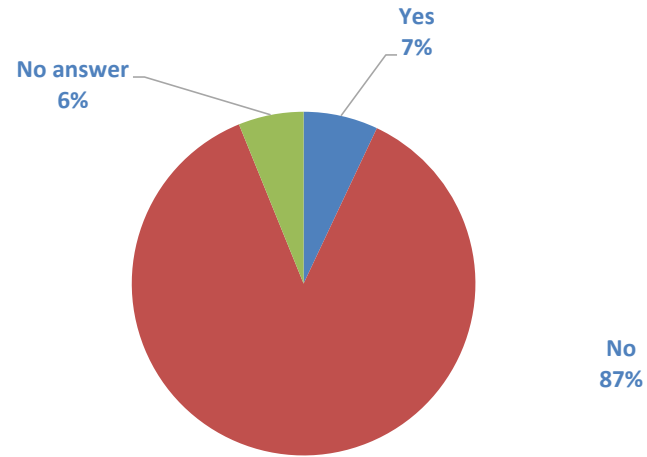
Q17.



**18. Did you face any difficulties when using the services of the community centre? If so, please specify.**

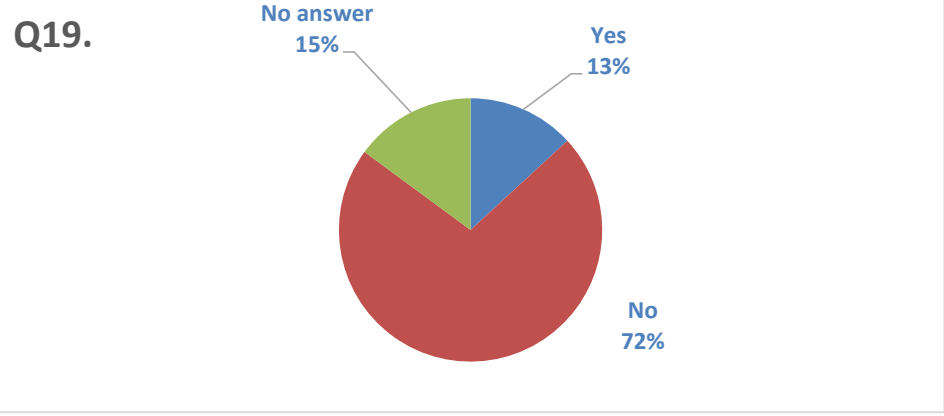
Answers of the question 18	Yes	8
	No	99
	No answer	7
	<b>Total</b>	<b>114</b>
	Difficulties	The doctor in the hospital refused treat me
I request to have a place for the children under 2 years. (2)		
if there is a possibility to have a translator to help us.		

Q18.



**19. Did you encounter any communication difficulties (i.e. language issues etc.) with the staff of the community centre? If so, please specify.**

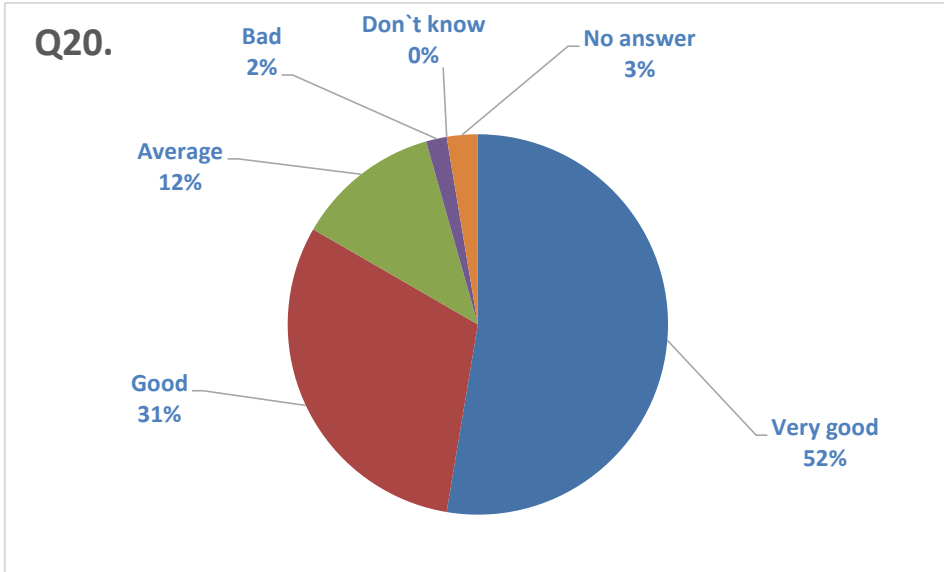
Answers of the question 19	Yes	15
	No	82
	No answer	17
	<b>Total</b>	<b>114</b>
	Difficulties	In the hospital (3x)
In the school		
with the language (4x)		
we need a translator		



**20. How would you rate the infrastructure of the building of the community centre (cosy, comfortable, appropriate for the courses, proper temperature etc.)**

a)	Very good
b)	Good
c)	Average
d)	Bad
e)	Don't know

Answers of the question 20	Very good	60
	Good	35
	Average	14
	Bad	2
	Don't know	0
	No answer	3
	<b>Total</b>	<b>114</b>



**21. Is there any change you would like to propose in regard to the services of the centre?**

Answers of the question 21	*	Bigger center, new courses, Translators and hire the syrians
	*	Advertisement for the center
	*	Kindergarten.
	*	Sport room.
	*	Sport for women. (x2)
	*	English course. (X2)
	*	Help us to register the children in the school.
	*	Turkish for children. (x3)
	*	Hairdressing and Sport activities.
	*	Turkish Courses through Arabic. (x2)
	*	Conversation courses
	*	Courses and information about the work market.
	*	Computer and Arabic courses.
	*	Help us with the timetable of the Medical staff. (x2)
	*	English courses with the material and books for the students
	*	English and Arabic courses.
	*	Advanced turkish courses
	*	Computer and English courses and bigger center.
	*	Special place or room for Volunteers.
	*	First aid course.
	*	Music courses.
	*	Recreational and sport activities .
	*	Special room for the children and Hairdressing.
	*	Hairdressing. (x2)
	*	German, Music, drawing and Quran courses
	*	Special room for the children less than two years. (x7)
	*	Longer classes
	*	English, French, computer and Quran Courses
	*	Better services in the hospitals
	*	Bigger center and new courses. (x2)
	*	No. (x36)
	*	No answer (X34).



**22. How can you use in the future the knowledge that you gained by using the services of the community centre?**

Answers of the question 22	*	in networking, integration, work and study
	*	in my study.
	*	in the Market.
	*	I do not know.
	*	to teach Turkish and to be a traslator.
	*	to teach Turkish and to integrate into society
	*	to be a translator. (x3)
	*	to help the others. (x9)
	*	to know the laws.
	*	to communicate with neighbor and police.
	*	to have a new friend and networking. (x2)
	*	in the integration and hospital.
	*	in the work market. (x12)
	*	in the hospital. (x2)
	*	the integration. (x13)
	*	to speak with society. (x7)
	*	to integrate in the society and to speak with locals. (x12)
	*	in my future career.
	*	in the integration and work market. (x2)
	*	In the work and study fields .
*	in my life.	
*	to use it with my children and my friends.	
*	No answer (x37).	



**23. Would you recommend the services of the community centre to others?**

Answers of the question 23	Yes	104
	No	2
	No answer	8
	<b>Total</b>	<b>114</b>

