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International Appeal Revision

Turkey: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

Revised Appeal n° MDRT003

Glide n° OT-2011-000025-TUR

To be assisted: 265,000 people to be assisted additionally under this extension (totalling 2.76 million people assisted by the end of the appeal)

Revised appeal funding requirements: 122 million Swiss francs

Funding gap: 18.9 million Swiss francs

Appeal launched: 9 November 2012

Revision n° 7 issued: 20 December 2019

Appeal ends 30 June 2021

Appeal extended: 18 months

This revised International Appeal seeks a total of **122 million Swiss francs** to enable the International Federation of Red Cross and Red Crescent Societies (IFRC) to continue supporting the **Turkish Red Crescent Society (TRCS)** in assisting some **2.76 million people** in Turkey who have been affected by the Syria crisis and other neighbouring conflicts for an additional 18 months (until 30 June 2021). Following IFRC's areas of focus and strategies for implementation, this appeal will cover: **Livelihoods and Basic Needs; Health; Protection, Gender and Inclusion (PGI); and Strengthening National Society.**

This revised Appeal has been readjusted to deliver services to an additional 265,000 people (from 2.5 million to 2.76 million), with an extended timeframe of 18 months to address the protracted nature of this crisis¹. To date, this appeal has supported some 2.3 million people since it was launched in 2012, with a balance of approximately 465,000 expected to be reached through this extension. This revised Appeal does not include the Emergency Social Safety Net (ESSN) programme funded by the Directorate-General for European Civil Protection and Humanitarian Aid Operations (DG ECHO) to support some 1.7 million refugees living in Turkey².

The planned response reflects the current situation and information available at this time of the operation and may be adjusted based on further developments and findings from field assessments, monitoring and evaluation activities.

¹ This seventh revision of the Appeal considers the protracted state of this crisis, and the transition to longer-term solutions, extending the operational timeframe through to 30 June 2021. Reasons for this also include: (1) the EU Regional Trust Fund in Response to the Syrian Crisis (MADAD fund) project implementation of activities finishing on 31 December 2020; (2) submission of the MADAD final narrative and financial report including EVR to the EU by 30 June 2021; (3) IFRC's preparation of a final financial and narrative report as well as conducting a final evaluation and final external audit of the International Appeal; and (4) the possibility of the EU MADAD Trust Fund conducting an external audit of the MADAD project after receiving the final financial and narrative report.

² As of April 2020 under FRIT II, IFRC will partner with TRCS in the implementation of [the ESSN](#) funded by DG ECHO to support up to some 1.7 million refugees living in Turkey. The ESSN scheme is a programme that provides cash assistance through TRC's payment platform (Kizilay Card) to the most vulnerable refugee families living in Turkey to cover their essential needs. This also promotes social cohesion and creates a positive impact on host communities by allowing the refugees to participate in the daily life of the community and contribute to the local economy.

The situation and the Red Cross Red Crescent response to date

March 2011: Political demonstrations in Syria turn violent, escalating into civil war. Large numbers of people begin to seek refuge in neighboring countries.

November 2012: An Emergency Appeal for CHF 32.3 million is launched to assist 170,000 people in Turkey displaced by the Syria and other neighboring crises for six months.

May 2013: First appeal revision increases the budget to CHF 44.2 million to assist 225,000 people in 19 temporary accommodation centres until end-Dec 2013.

November 2013: Second appeal revision raises the budget to CHF44.5 million to assist 250,000 people until end-June 2014, which was issued concurrently with the revision and launch of the Syria Complex Emergency appeal (MDRSY003) and the regional population movement appeal for Iraq, Jordan, and Lebanon (MDR81003).

June 2014: Third appeal revision extends the timeframe to end-Dec 2015, includes operational costs, and covers orientation and psychosocial services in urban areas.

June 2015: Fourth appeal revision and transformation into an International Appeal until end-June 2016, covering 500,000 people and emphasizing longer-term support to refugee and host communities in urban areas.

March 2017: Fifth appeal revision extends the operation to end-Dec 2017, to cover 1.86 million people strengthening focus on longer-term community and primary health care support in urban areas.

September 2017: Operations update no. 11 extends the appeal timeframe up to end-Dec 2018.

December 2018: Sixth appeal revision extends the operation up to end of December 2019 with funding requirements of CHF 121 million, focusing on protection needs, social inclusion and resilience building. IFRC also launches Turkey's multi-year [country plan](#) at longer-term capacity development and recovery for the National Society.

20 December 2019: Seventh appeal revision extends the operation up to June 2021 with a budget of CHF 122 million to cover the needs of 2.76 million people with livelihood and employability support, health and PSS, protection needs, social inclusion and resilience building.

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

Due to the continuing conflict in Syria, Turkey remains host to some 4 million refugees within its borders, including nationals from Syria, Somalia, Pakistan, Iraq, Iran and Afghanistan – making it the country with the largest refugee population worldwide. As of 16 October 2019, some 3.67 million Syrian people live in Turkey, registered under Temporary Protection. Around 63,000 of these refugees currently live in government-run temporary accommodation centres (camps) with access to shelter, food, education, health and social services, though this number continues to reduce as these are gradually being closed. The remaining approximately 3.61 million continue to live clustered in urban areas, many under challenging circumstances with scarce resources, despite commendable humanitarian assistance efforts by the Turkish government authorities. The refugees from other countries are registered under International Protection.

At present, some 93.6 per cent of the Syrian refugee population is distributed in 20 cities throughout Turkey, as reported by the Turkish government's Directorate General of Migration Management. As of 16 October 2019, Istanbul, Gaziantep, Hatay and Şanlıurfa alone host more than 50 per cent of the registered Syrian refugee population in Turkey. (table on following page) Apart from Istanbul, these cities are located in the south-east, where Turkey borders Syria.

Since January 2016, Turkey has granted Syrians, stateless persons and Palestinians from Syria temporary protection under the Regulation on Work Permit of Refugees under Temporary Protection. Being registered under



TRCS volunteers conduct needs assessments with seasonal agricultural workers outside Konya, Turkey. Many of these seasonal workers are refugees affected by the crisis in Syria. Photo: Turkish Red Crescent

Temporary Protection provides access to formal employment and public services, including education and healthcare.

However, challenges for refugees continue, including prolonged job permit processing, and language differences. It remains difficult for many refugees to find formal employment, forcing many to move within Turkey to areas where they can secure informal work. This kind of work is low paid; many refugees live in poor-quality housing and struggle to earn a minimum wage. Also due to this, poverty remains prevalent among the Syrian and refugee population due to the lack of access to a regular income, and the high cost of urban living.

Many refugees living in Turkey still struggle to meet their needs. Over 64 per cent of refugee households who reside outside of the temporary accommodation centres live below the poverty line, and contend with limited livelihood opportunities, exhaustion of savings, and adoption of negative coping mechanisms (such as child labour), which further exacerbate the residual protection risks they face. Given the current depression in the Turkish economy, fluctuating currency exchanges, and a rate of unemployment of some 13-14 per cent in 2019, targeted long-term investments through micro, small and medium enterprises, and training for increased employability and skills expansion are required to create new livelihood and employment opportunities for both refugee and host community members.

The operational strategy

Summary of Red Cross Red Crescent response to date

Through this appeal launched in 2012, TRCS has continued to play a leading role in supporting some 2.3 million refugees to date in temporary accommodation centres (camps) and urban settings providing first-line response through deploying its volunteers, staff, and emergency supplies; organizing its structures and resources to receive and provide safety for people in need, as well as providing support to refugee and host communities through community centres with a focus on:

1. Providing vocational training and entrepreneurship development for greater economic self-reliance and employability according to market demands;
2. Providing food support to vulnerable refugees in urban areas;
3. Promoting healthy lifestyles and good hygiene practices for better resilience;
4. Providing comprehensive psychosocial support (PSS) to individuals and groups;
5. Facilitating referrals for health services where needed;
6. Providing safe spaces for children, especially those needing PSS support;
7. Providing protection services, referrals and access to legal rights;
8. Assisting in Restoring Family Links (RFL);
9. Disseminating information for registration, essential services, and legal counsel;
10. Providing opportunities to encourage interaction for social cohesion and harmony among communities; and
11. Engaging communities in two-way communication for feedback to improve programming and service delivery.

The majority of interventions are now conducted through 16 community centres managed by TRCS in urban locations with large refugee populations. Under this appeal, IFRC supports 14 of these community centres, and Norwegian Red Cross, one. TRCS also manages one community centre supported by Qatar Charity. For further details, please refer to the most recent [Operations Update no. 13](#) on the progress of the implementation.

Many Red Cross Red Crescent (the Movement) partners and foreign governments also support TRCS's interventions in the Syria crisis operation directly and indirectly through bilateral and multi-lateral contributions. The International Committee of the Red Cross (ICRC) provides technical support to TRCS in RFL. Externally, the National Society works in partnership with government organizations, local NGOs, UN agencies and other INGOs, among others in response to this crisis.

This revised International Appeal seeks to strengthen and upscale provision of protection, psychosocial support, and health services through the community centres operated by TRCS, as well as to assist both refugee and host community members towards greater economic self-reliance through livelihood activities. The protracted nature and the scale of the crisis calls for a more comprehensive approach towards long-term resilience, including protection assistance, social inclusion, psychosocial support, health, and livelihoods. All interventions are aligned with the Red Cross Red Crescent principles, and with the UN's 3RP: Regional Refugee and Resilience Plan.

The IFRC supports three funding schemes in Turkey through: 1) the International Appeal; (2) the Country Operational Plan; and (3) the ESSN cash programme which begins in April 2020. These schemes complement each other wherein the International Appeal and the ESSN cash programme address the existing basic needs, livelihoods, health and protection needs of refugees and host communities affected by the crisis in Syria through community centre services and meeting basic needs through cash transfers respectively, while the Country Plan seeks to establish policies and enhance gains made from the interventions under the International Appeal and ESSN programme to further strengthen the National Society in the longer term (including in the areas of disaster risk reduction, health and PGI, mostly at policy level).

Needs assessment

Given the protracted manner in which this crisis has developed, response actors, including TRCS and IFRC, are compelled to rethink their response priorities and consider sustainable solutions to address ongoing needs. Several initial needs assessments and baseline studies were conducted between 2015 and 2018 in cities with high numbers of refugees to gather information on their needs. Through the course of programme implementation since this Appeal was launched, major humanitarian needs of vulnerable people identified by the TRCS include:

Livelihoods and basic needs: Surveys conducted by TRCS and IFRC confirm that employment and social integration are primary concerns for refugee families. Though there have been many vocational courses and job orientation activities run by local and national NGOs, several obstacles to steady gainful employment encountered by the refugee population include: inability to self-develop employability effectively due to lack of access to professional training that meets private sector needs in Turkey; lack of sustainable development of competencies for employment; slow and complex legal procedures to gain formal employment; lack of clarity by both refugee population and local authorities regarding the legal work status of foreigners; need for adaptation of existing skills of refugee population for the current Turkey context; limited opportunities for entrepreneurial development; and dependence or fear of losing eligibility for cash-based assistance programmes.

With the slump in the Turkish economy in 2019 and current national unemployment rates at 13-14 per cent, it must be ensured vulnerable host communities are also provided opportunities for consultation, and access to programmes as appropriate. As such, new approaches towards addressing the livelihood needs and social harmony of both refugee and host communities are vital for desired outcomes and sustainability.

TRCS also continues to provide hot meals daily for approx. 5,000 vulnerable refugees through its Ulucanlar soup kitchen in Ankara, covering the nutritional needs of vulnerable refugees by distributing 110,000 meals on monthly basis.

Health and Psychosocial Support (PSS): The presence of 4 million or so refugees continues to stretch the capacities of the Turkish public health services since the influx began in late 2011. Information and resources to access health services and case referrals at various levels need to be increased. Refugee communities in Turkey often lack access to quality preventive and curative health services due to language and cultural barriers as well as being unregistered and therefore, ineligible to access formal healthcare.

Health concerns include psychological well-being and coping with the after-effects of violence and conflict. Vulnerable groups such as children, women, the elderly and/or people with disabilities are of special concern due to specific needs in terms of mental health, psychosocial well-being, and trauma due to sexual/gender-based violence (SGBV) and individual rehabilitation needs. Support for such conditions is limited within communities and often, families are unable or reluctant to address such issues directly.

Protection: TRCS has identified gaps and limitations in regular protection mechanisms for many refugees hosted in Turkey. These include lack of access to financial and social resources, language skills, changing social norms, and negative coping mechanisms such as child marriage. Failing to ensure that refugees have dignity, access, participation and safety will likely increase tensions and uncertainty for refugees and host communities.

With the ongoing closure of the government-aided temporary accommodation centres (camps), more and more refugees are moving into urban centres for work opportunities, education and health facilities. Over 95 per cent of refugees in Turkey live in urban settings among host communities, often with limited access to legal information and legal assistance. Barriers to accessing their rights include language difficulties, illiteracy, poverty, and lack of awareness of laws and regulations among both refugees and local authorities. This lack of awareness of legal rights – such as the right to health assistance, education and work - amongst local authorities can result in an inconsistent implementation of rights.

Refugees in Turkey need support to ensure awareness of existing rights and services, and how to access them, as well as support to advocate with local authorities to ensure provision of services. With criminal offenses and violations such as SGBV, being unable or slow to obtain legal information/aid may cause many refugees to remain trapped in situations of violence. The current situation poses complex protection challenges to refugees in Turkey and reports from across the country have confirmed similar urgent needs. Refugees are at serious risk of violence, exploitation and abuse, and high numbers have reported exposure to protection-related incidents. Therefore, it is crucial to ensure culturally appropriate and sensitive service provision to recognize and/or acknowledge violence within the communities.

For those separated from their families, TRCS provides Restoring Family Links (RFL) services to trace or re-establish contact with missing people. TRCS also supports awareness-raising on strategies to prevent separation for those displaced, as well as awareness of the importance and rights of refugees to family reunification among local authorities and parties who are integral to the process itself.

Child protection: Not sending children to school is often the result of family negative coping mechanisms caused by the lack of income, proper nutrition, secure accommodation and access to socio-economic independence. Many girls and boys are sent to work to earn or supplement family income. Exploitation of children through child labour, child marriage (especially girls), and human trafficking, among others, increases significantly for those not accessing education. As of April 2019, UNICEF reports an estimated 400,000 children still out of school. As children currently comprise some 47 per cent of the refugee population under temporary protection in Turkey, comprehensive child protection mechanisms are critical to ensure children are protected; and to increase safety and care for all vulnerable children.

Children also bear the heavy burden of psychological trauma resulting from conflict, bereavement and insecurity. Coupled with the challenges of adapting to an unfamiliar environment, vulnerability to exploitation, and stigmatization and hostility from their peers and adults, the effects of psychological trauma are vast, and require appropriate response and support mechanisms to assist children in coping with such effects in a positive sustainable manner.

Community engagement and accountability: Community participation is crucial in ensuring needs are accurately met (and thereby, reduce vulnerability), and in putting the people being served at the core of Red Cross Red Crescent Movement's humanitarian assistance. Apart from receiving correct information and referrals for services where needed, service users also need to be engaged in two-way communication with TRCS and partners to ensure community feedback is considered in programme design and implementation. Feedback mechanisms, participatory dialogue and community forums organized to engage refugee and host communities together with Movement partners will inform ongoing humanitarian efforts and enhance overall effectiveness and accountability. Additionally, with no clear end to the conflict in Syria, and the very real possibility of refugees staying in Turkey for a longer time, strategies targeted at enhancing social cohesion and harmony between refugee and host communities are highly necessary to reduce hostility and xenophobia.

Targeting

With the systematic closure of the government-run temporary accommodation centres, more of the refugee population is compelled to seek alternative accommodation, gainful employment and public service outlets. With most of these amenities in urban areas, it is likely there will be increases in competition for housing, work and public services. As such, TRCS continues to provide services at its 16 community centres located in urban areas with the highest refugee population numbers in the effort to alleviate the pressure on urban health, economic and social systems.

In coordination with the Turkish authorities, TRCS applies the following priority selection criteria for vulnerable people to be served:

- Refugees with physical and psychological health needs, including mental health issues;
- People affected by trauma, resulting from war/conflict;
- People with disabilities or chronic illnesses;
- Households headed by women/girls/widows;
- Households headed by children below 18 years of age, or by people above 60 years of age;

Special attention is given to children, youth, adolescents and women, and marginalized populations, including the host community in the same situation who also seek community centre services.

Coordination and partnerships

TRCS is the largest humanitarian organization in Turkey with 168 branches and over 5,400 staff countrywide. It is the sole host and operational Movement actor in the country, and works closely with the relevant Turkish government ministries, local authorities, disaster response, and migration management agencies in line with its assigned mandate and duties.

Within the Movement, TRCS and IFRC work in close cooperation and coordination on a daily basis. Through its country office team in Ankara, IFRC assists the National Society in strengthening its capacity in strategic priority areas, to facilitate scaling up service delivery, including protection; information and data management; planning, monitoring, evaluation and reporting; and community engagement; and to facilitate TRCS's contribution to the regional and global IFRC humanitarian agenda. Where required, specific technical support is requested from the Regional Office in Europe, and the IFRC Secretariat in Geneva.

The ICRC provides technical support to TRCS in RFL. Norwegian Red Cross supports one community centre managed by TRCS in Bursa, as well as one child protection centre in Ankara, while German Red Cross currently supports the National Society in strengthening mental health and PSS interventions for refugees and host communities in Turkey. IFRC in Turkey also continues to coordinate with German and Norwegian Red Cross with regard to their respective activities and communicates regularly with other Movement partners supporting the multilateral appeal.

Under the interventions of this Appeal, TRCS also works closely with different ministries in the relevant areas, including:

- Ministry of Family, Labour and Social Services (MOFLSS) for referrals, including protection cases and related social activities, vocational training and employment matters;
- Ministry of Health (MOH) on health-related referrals, health training/seminars, checks for children and adults, and the health centre in the Istanbul Sultanbeyli community centre;
- Ministry of National Education (MONE) on language and vocational activities, and school-related matters;
- Ministry of Food, Agriculture and Livestock (MOFAL) on livelihood skills programmes and activities.

Coordination is also ongoing between TRCS and the local authorities regarding activities involving refugee and host communities in both urban and rural areas.

TRCS also partners with UNICEF and the relevant Ministries in the Conditional Cash Transfer for Education (CTE) programme, and with the World Food Programme in the Emergency Social Safety Network (ESSN) programme until end-March 2020. The National Society also works in coordination with other UN agencies, including UNHCR, UNDP, UNFPA and IOM.

Proposed areas for intervention

This revised Appeal aims to continue addressing vulnerable refugee and host community needs in alignment with the UN Regional Refugee Resilience Programme (UN3RP), and with the Turkish authorities' objectives, without losing sight of TRCS's mandate and responsibilities towards the refugee community. It also seeks to align with financial resources received or projected to be mobilized; and define implementation approaches as well as what is practically achievable within the planned timeframe. Geographically, TRCS will continue to work primarily through its 16 community centres (of which 15 are supported under this Appeal, including Norwegian Red Cross) in cities with large refugee populations as well as conduct outreach services to less accessible areas where needed.

This revised Appeal has been readjusted to deliver services to an additional 265,000 people (from 2.5 million to 2.76 million), with an extended timeframe of 18 months to address the protracted nature of this crisis. To date, this appeal has supported some 2.3 million people since it was launched in 2012, with a balance of approximately 550,000 expected to be reached through this extension.

Given the protracted nature of the crisis, interventions seek to integrate long-term resilience benefits as well as greater community engagement to build social cohesion and harmony. These include strengthening resilience and developing adaptation mechanisms focusing on protection needs to complement efforts in basic humanitarian aid provision, and promoting safety and dignity for refugee and host community members.

This revised plan of action covers the following areas:

- (a) **Livelihoods and basic needs**; including increasing opportunities for economic self-reliance and employability through language learning, vocational training and entrepreneurship development; provision of 110,000 hot meals a month in Ankara through the TRCS soup kitchen in Ulucanlar;
- (b) **Health**; through promoting healthy lifestyles and good hygiene practices through health education; providing comprehensive psychosocial support (PSS) to individuals and groups; facilitating referrals for health services where needed; providing safe spaces for children who need PSS support;
- (c) **Protection, Gender and Inclusion (PGI)**; through providing protection services and access to legal rights; responding to requests for RFL; disseminating information to access registration, basic services and legal counsel; providing platforms and environments for greater social interaction to build peaceful co-existence among communities; improving programming and service delivery through service user feedback and engagement;
- (d) **National Society capacity development**; by strengthening technical skills and capacity in the relevant programme and programme support areas.

Whereas the revised Emergency Appeal of December 2018 covered objectives under Disaster Response Preparedness/Risk Reduction (Emergency Relief); Protection and Social Inclusion; Health; Community Engagement and Accountability; Livelihoods; and National Society Capacity Building, this revision has been realigned with the IFRC Emergency Plan of Action standards put in place in July 2018, with outcomes, outputs and activities categorized under Livelihoods and Basic Needs; Health; Protection, Gender and Inclusion (PGI); and Strengthening the National Society.

Areas of Focus



Livelihoods and basic needs

People targeted: 46,500

Male: 21,855

Female: 24,645

Requirements (CHF): 8,300,000

Includes provision of hot meals, previously budgeted under DRR

Proposed intervention

Income generation and ability to sustain the everyday needs of their families continues to be one of the primary concerns of both refugee and host populations. For refugees, integration into the local labour market, and obtaining or enhancing in-demand skills are necessary to help individuals start up or scale up their own enterprises for income generation, and support community integration. These livelihoods interventions include providing vulnerable refugee and host communities with vocational training (including language training), entrepreneurship skills and opportunities for self-employment, and employment support services to enter the Turkish labour market. To support basic nutritional needs, TRCS will continue to provide daily meals to 5,000 of the refugee community (reaching 110,000 meals a month) through its soup kitchen in Ulucanlar. The target population is included among the 46,500 refugee and host community members, selected according to given criteria as mentioned under Targeting section above.

Activities ongoing and planned

Output 1.1: Vulnerable refugee and host community members have increased opportunities for economic self-reliance through vocational training and entrepreneurship development

- *Employ and/or develop partnership with relevant entrepreneurship mentors*
- *Support and advise refugee and host community members in generating business/entrepreneurship ideas*
- *Provide basic and advanced entrepreneurship training (new)*
- *Provide mentorship and incubation support to start-up or scale-up businesses*
- *Support potential entrepreneurs in developing and assessing the feasibility of business plans, and provide in-kind support*
- *Provide legal, financial and business management counselling to potential entrepreneurs*
- *Conduct vocational training to strengthen social cohesion among refugee and host populations*

- *Conduct vocational training to strengthen employability of refugee and host populations (new)*
- *Monitor and report on implementation and progress of activities*

Output 1.2: Refugee and host community members are provided employment support services through TRCS

- *Work with private sector partners and public institutions to establish greater opportunities to employment after vocational training (new)*
- *Cooperate with private sector partners to support greater employment opportunities for refugee and host communities*
- *Provide basic orientation in legal and cultural working conditions for refugee community members*
- *Profile refugee and host community members to identify their occupational and personal competencies*
- *Support the work permit application process and cover work permit fees (new)*
- *Monitor and report on implementation and progress of activities*

Output 2.1: Hot meals are provided daily through a kitchen in Ankara for up to 5,000 vulnerable refugees

- *Prepare hot meals at the Ulucanlar soup kitchen in Ankara*
- *Distribute hot meals at the kitchen venue and through mobile van at places where refugees live in Ankara*
- *Monitor and report on implementation and progress of activities*



Health³

People targeted: 321,400

Male: 138,202

Female: 183,198

Requirements (CHF): 17,279,000

Budgeted under WASH and partially under Migration in the funding requirements table

Proposed intervention

Urban refugee communities in Turkey often have little access to quality health services due to cultural barriers and the lack of language skills, as well as being unregistered with the authorities, and therefore, ineligible to access formal health care. Coordinating with protection and livelihood interventions, integration of health services for refugees into the public health system, and coordination with social and protection services can be further strengthened through supporting refugee and host communities to achieve greater health resilience with: (i) basic knowledge of good health and hygiene practices; (ii) community-based health and first aid (CBHFA); (iii) provision of comprehensive psychosocial support services; and, (iv) support for referrals to access health services. All services are available to adult and child refugees through community centres as well as through mobile and outreach services.

Apart from the 15 community centres, health education and outreach are also conducted through two health education centres in Konya and Şanlıurfa respectively. The target population includes 321,400 refugee and host community members having basic knowledge of good health practices as well as 125,000 having received PSS services, with vulnerable groups of children, women, older people, and people with disabilities being of special concern due to specific health needs in terms of mental health, psychosocial well-being, and trauma due to sexual and gender-based violence (SGBV), and individual rehabilitation needs.

The budget for these interventions is currently split between the Water, Sanitation and Hygiene Promotion - WASH (CHF 9,357,000) and partially under Migration (CHF7,922,000) funding requirement lines.

Activities ongoing and planned

Output 1.1: Refugee and host community members are equipped with basic health information for healthy lifestyles, hygiene promotion and preventive health care through community centre services

³ The distribution of hygiene parcels (previously under Water, Sanitation and Hygiene Promotion (WASH) is included under the Health AOF for consistency and to promote harmonization of activities with the International Federation Emergency Plan of Action standards of July 2018. The budget for these interventions is currently split between WASH and Migration funding requirement lines.

- *Conduct information sessions, awareness campaigns and outreach on healthy lifestyles, hygiene promotion and disease prevention*
- *Distribute health/hygiene information, education and communication (IEC) materials to refugee and host community members*
- *Conduct community-based health and first aid (CBHFA) activities for refugee and host community members*
- *Provide referrals for people to access medical/clinical services*
- *Provide pregnant women with hygiene packages for maternal/new-born care*
- *Monitor and report on implementation of activities*

Output 1.2: Health education activities are organized at two health centres in Şanlıurfa and Konya

- *Provide basic healthcare outreach and information on healthy lifestyles, hygiene promotion and disease prevention to urban and remote refugee and host communities in Şanlıurfa and Konya*
- *Produce and disseminate health-related IEC materials for children*
- *Produce and distribute health-related IEC materials in Arabic for refugee communities*
- *Provide referrals to refugee and host communities for essential medical/health services, including PSS referrals*
- *Monitor and report on implementation and progress of activities*

Output 2.1: Comprehensive psychosocial support is provided to refugee community members

- *Conduct group psychosocial counselling sessions for adults*
- *Conduct individual psychosocial counselling sessions for adults*
- *Provide access to child-oriented PSS activities for refugee children in mobile child-friendly spaces*
- *Monitor and report on implementation of activities*



Protection, Gender and Inclusion⁴

People targeted: 370,000

Male: 185,000

Female: 185,000

Requirements (CHF): 96,000,000

Budgeted under PGI and under Migration in the funding requirements table

Proposed intervention

Protection concerns include the lack of awareness, knowledge and fulfilment of rights and legal assistance. Now, especially, with the closure of government-aided temporary accommodation centres (camps), more refugees are moving into congested urban areas for work, education and health facilities. The majority of refugees in Turkey live among urban communities and have limited access to legal information and legal assistance. Obstacles to these include language differences, illiteracy, poverty and lack of awareness of legal rights, sometimes leading to inconsistency in implementation of rights. Also, lack of protection often causes many to be trapped in situations of violence and exploitation. As such, TRCS seeks to provide culturally appropriate and sensitive protection services to recognize, acknowledge and address such situations within the communities. TRCS also provides RFL services and awareness-raising regarding family reunification with relevant stakeholders.

Community engagement and accountability (CEA) will continue to be very much part of all programmes and services to ensure existing community needs are accurately met through feedback and two-way communication with service users. Participatory dialogue, feedback mechanisms and community forums are organized to support community engagement with Movement partners to inform ongoing programming and accountability. Activities will seek to ensure concerns of refugee and host communities are considered, and used to inform and improve service delivery. With no clear end to the conflict in Syria, and the very real possibility of refugees staying in Turkey for a longer time, enhancing social cohesion and harmony between refugee and host communities is highly necessary to reduce hostility and xenophobia.

⁴ Activities under the Migration AOF previously are now absorbed into the PGI AOF given the evolution of programmes and activities, and to maintain consistency and promote harmonization of activities with the International Federation Emergency Plan of Action standards of July 2018.

Interventions under this International Appeal are conducted through 15 community centres managed by TRCS throughout Turkey. The target population includes 370,000 refugee community members, selected according to given criteria as mentioned under the Targeting section above. Regular consultation with the target population on programme implementation and contextual adjustments are conducted through community meetings, surveys and feedback mechanisms, as well as through face-to-face consultations with community centre staff and volunteers.

The budget for these interventions is currently split between the PGI (CHF 8,000,000) and under the Migration (CHF 88,000,000) funding requirement lines.

Activities ongoing and planned

Output 1.1: Refugees are supported with relevant protection services according to individual needs

- *Provide case management to refugees in community centres, at home and through phone calls*
- *Provide emergency support to refugees to address urgent protection needs identified through assessment, community centre work, or referral*
- *Provide professional legal counsel to refugees at community centres, follow-up of cases of persons-at-risk, and support for legal procedures*
- *Provide legal information through seminars by legal professionals to refugees at community centres*
- *Provide referrals for individual cases to relevant institutions as needed*
- *Conduct an end-line survey to identify experience/perception of safety and dignity by refugees and to capture the resultant changes*
- *Monitor and report on implementation and progress of activities*

Output 1.2: Refugees are provided RFL services

- *Provide RFL services to refugees, including tracing services, family reunification and Red Cross Red Crescent Messaging services*
- *Strengthen RFL awareness and response through dissemination of promotional materials*
- *Maintain the existing database for RFL cases*
- *Monitor and report on implementation and progress of activities*

Output 2.1: Community centre services are set up and enable access to essential services and support for refugees to cope with consequences of displacement

- *Engage refugee community members as volunteers at the respective community centres*
- *Provide appropriate training to volunteers engaged in community centre and outreach activities*
- *Equip 15 community centres as required*
- *Provide services through 15 community centres*
- *Conduct outreach activities to provide information/services as required to refugees*
- *Support refugees to register with the authorities*
- *Produce and distribute information materials on community centre services and related issues*
- *Monitor and report on implementation and progress of activities*

Output 3.1: Refugees have participated in language classes and can communicate with local communities at work and in day-to-day activities

- *Organize Turkish language courses (A1, A2, B1) at community centres*
- *Record attendance of language course participants*
- *Monitor and report on implementation and progress of activities*

Output 4.1: An environment is created for refugee and host communities to interact for greater understanding and social integration

- *Conduct advisory committee meetings including host and refugee communities to discuss community centre services and community issues*
- *Conduct youth club meetings including refugee and host community youth, to discuss community centre services and youth issues*
- *Organize social, cultural or networking activities, including host and refugee communities*
- *Organize youth-oriented events for greater interaction among host and refugee community members*
- *Monitor and report on implementation and progress of activities*

Output 5.1: TRCS staff and volunteers understand the importance of CEA and how to apply it in their work

- *Conduct service user satisfaction surveys and/or programme evaluations annually at the community centres*
- *Develop a strategic document to integrate CEA as a cross-cutting approach in the Community-based Migration Programme (CBMP) (new)*
- *Update training modules on CEA as needed (new)*
- *Provide training and capacity development support to TRCS staff and volunteers*
- *Monitor and report on implementation and progress of activities*

Output 5.2: Refugees are engaged in two-way communication, incorporating their opinions and needs for the implementation of community centres services

- *Establish community feedback mechanisms to guide programme adaptation through analysis of feedback from community centre service users, including:*
 - *Set up/standardize feedback/suggestion boxes and information boards at community centres (new)*
 - *Conduct periodic focus group discussions and satisfaction surveys among refugee and host community members to obtain opinions and information on their needs, and suggestions on TRCS services at the community centres. (done through advisory committee and youth club meetings) (new)*
 - *Set up/update database to compile and analyse feedback collected from the focus group discussions tablets, TRCS staff/volunteers, and feedback/suggestion boxes at community centres. (new)*
 - *Develop and establish a system to track and address issues related to misperception and unverified hearsay among refugee and host communities (new)*
- *Monitor and report on implementation and progress of activities*

Strategies for Implementation

Requirements (CHF): 200,000

Based on the demand for the technical and coordination support required to deliver in this operation, the following programme support functions will be put in place to ensure an effective and efficient technical coordination: **human resources, logistics and supply chain; information technology support (IT); communications; security; planning, monitoring, evaluation, and reporting (PMER); partnerships and resource development; and finance and administration.** More details are available in the Emergency Plan of Action.

Strengthening the National Society

In order to ensure effective and efficient service delivery to vulnerable people, this International Appeal also covers provision of technical training and capacity development in the relevant sectors to National Society staff and volunteers.

Activities Planned

Output S1.1.1: TRCS staff have received technical training for more effective service delivery to vulnerable people

- *Support TRCS in providing Red Cross Red Crescent induction training to staff and volunteers*
- *Organize technical training for TRCS staff and volunteers*
- *Encourage TRCS staff/volunteers to utilize the Red Cross Red Crescent online learning platform modules*
- *Facilitate participation of TRCS staff in relevant training and meetings organized by the Movement and other relevant organizations*
- *Provide relevant technical training in programme support services, e.g. finance, PMER, resource mobilization, etc.*

as requested

- Prepare and submit the final financial report/EVR for the MADAD-supported project to Danish Red Cross (new)
- Prepare and submit the final narrative report for the MADAD-supported project to the Danish Red Cross (new)
- Conduct the final evaluation for the International Appeal (new)
- Prepare the final financial and narrative reports for the International Appeal (new)
- Conduct an external audit for the International Appeal (new)
- Conduct an external final evaluation of the MADAD project as requested by the EU MADAD Trust Fund (new)
- Monitor and report on implementation and progress of activities

Funding Requirements

As reflected in the revised Appeal issued in December 2018, this revision maintains the same funding requirement structure and Areas of Focus (AoFs) for consistency and to promote harmonization of activities with the IFRC Emergency Plan of Action standards put in place in July 2018.

The funding needs for objectives under Disaster Response Preparedness/Risk Reduction (Emergency Relief); Protection and Social Inclusion; Health; Community Engagement and Accountability; Livelihoods; and National Society Capacity Building; have been grouped below under the following AoFs, with the bulk of the budget currently absorbed under Migration AoF:

- i. Livelihoods and Basic Needs;
- ii. Water, Sanitation and Hygiene;
- iii. Inclusion and Protection;
- iv. Migration; and
- v. Strengthening National Society

International Federation of Red Cross and Red Crescent Societies

EMERGENCY APPEAL

MDRTR003 -Turkey - Population Movement

Funding requirements - summary

MIGRATION	96.000.000
LIVELIHOODS AND BASIC NEEDS	8.300.000
WATER, SANITATION AND HYGIENE	9.500.000
INCLUSION, GENDER AND PROTECTION	8.000.000
STRENGTHEN NATIONAL SOCIETY CAPACITIES	200.000
TOTAL FUNDING REQUIREMENTS	122.000.000

all amounts in Swiss Francs (CHF)

Elhadj As Sy
Secretary General

Reference documents



Click here for:

- [Previous Appeals and updates](#)
- [Revised Emergency Plan of Action \(EPoA\)](#)

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

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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 (NGOs) 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.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote **social inclusion**
and a culture of
non-violence and **peace**.