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International Appeal operations update

Turkey: Population Movement



International Appeal n° MDRTR003

Glide n° OT-2011-000025-TUR

Operation update no. 8

29 February 2016

Period covered by this operation update: 5 June 2015 – 31 December 2015

The over four-year crisis in Syria has displaced more than 4 million people into the neighbouring countries. As of 31 December 2015, there were over 2.5 million Syrian people living in Turkey. Out of them, around 284,000 people are living in camps under the protection of the Turkish Government.

With the current Operations Update, the **timeframe of the IFRC's Turkey: Population Movement Emergency Appeal (MDRTR003) is extended until 30 April 2017** to continue supporting the Turkish Red Crescent (TRCS) in its response to the growing humanitarian needs in Turkey during the crisis. The plan and budget for the Emergency Appeal will be revised during in first half of 2016 to increase the number of community centres operated by the Turkish Red Crescent and to take into account the additional needs related to the newly displaced people as well as for the people remaining in the camps and urban areas.

This Operations Update is published to report on the implementation progress of the activities under the Revised International Appeal issued in June 2015.

Number of people affected

2,503,549

Number of people assisted

500,000

Total budget

44,601,503

Operational budget

32,356,188

Coverage

89%

(against the operational budget)

The TRCS continues to work in close coordination with its partners and in line with its assigned mandate and duties which consist of the procurement, delivery and distribution of essential relief supplies (shelter and other non-food items) and the organization of food supplies for the camps.

In addition to the ongoing activities in the camps, and taking into account that most of the displaced population live in urban areas, the Turkish Red Crescent is currently focusing its efforts on developing community services and outreach programmes that will also aim to assist members of host communities as a way of building up resilience and coping mechanisms in major urban areas providing:

- (a) information on registration and services available,
- (b) psychosocial support and children-oriented activities,
- (c) capacity building and strengthening community links, including language and culture lessons
- (d) healthy lifestyle promotion,
- (e) focused food/non-food items (NFI) support for urban areas and
- (f) education infrastructure and equipment support for Arabic-language education centres.

In addition to this, the operation includes contingency preparedness for massive displacement of people including food and NFI support for short-term periods. These services are in addition to the continuation of relief services and food support provided in protection camps.

List of RCRC movement partners actively involved in the operation

American Red Cross
Austrian Red Cross
Bulgarian Red Cross
British Red Cross
Canadian Red Cross
Croatian Red Cross
Danish Red Cross
Finnish Red Cross
German Red Cross
Japanese Red Cross
Kuwait Red Crescent Society
Monaco Red Cross,
Netherlands Red Cross
Norwegian Red Cross
Qatar Red Crescent Society
Swedish Red Cross
Swiss Red Cross.

List of other partner organizations actively involved in the operation

Turkish Disaster and Emergency Management Agency (AFAD)
Directorate General for Migrations Management (DGMM)
Turkish Ministry of Foreign Affairs
DG ECHO
UN agencies (WFP, UNICEF, UNHCR, UNFPA, IOM).

The respective Governments of
Bulgaria
Canada
Denmark
Estonia
Finland
France
Ireland
Italy
Japan
Mexico
the Netherlands
Norway
Republic of South Africa
South Korea
Switzerland
United Kingdom of Great Britain and Northern Ireland
and the USA.

The appeal depicts the main action lines of the TRCS plan aiming for longer-term support to all displaced population that are affected by the crisis in the region.

Appeal history¹

- Initially launched on 9 November 2012, the Appeal aimed for CHF 32,311,219 for a period of six months to assist 170,000 people.
- Revised on 28 May 2013 to reflect the expected growth of the camp population to 225,000 Syrians accommodated in 19 camps, the appeal budget was increased to CHF 44,183,265.
- A second revision on 18 November 2013 increased the budget to CHF 44.5 million for supporting up to 250,000 people and extended the timeframe of the operation until 30 June 2014. The second revision was coordinated with the IFRC's Syria Complex Emergency appeal (n° MDRSY003) and the regional population movement appeal for Iraq, Jordan, and Lebanon (n° MDR81003).
- A third revision extended the appeal timeframe until 31 December 2015 and included a component of orientation and psychosocial services in urban areas and support for operational cost.
- The IFRC published Operations Updates on 21 December 2012, 31 January 2013, 9 May 2013, 15 July 2013, 18 November 2013, 20 February 2014, 30 September 2014, and 7 April 2015.
- The fourth revision extended the appeal timeframe until 30 June 2016 and had a deeper focus on long-term community support for displaced people and host communities in urban areas, while preserving the TRCS's mandate for support in protection camps.



Child Friendly Spaces (CFS) are operating in the framework of TRCS's community centres. *Photo: Turkish Red Crescent*

¹ Previous Operations Updates and Revisions can be accessed [here](#).

A. Situation analysis

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 2.5 million; some 284,000 people out of them are currently living in camps under the protection of the Turkish Government.

On 29 April 2011, 252 Syrian people crossed the Turkish border fleeing from the civil disruption in their country that has since then evolved into a conflict that has caused the death of thousands of people and pushed nearly 4 million people out of their country. By December 2015, the cities hosting the most Syrian people are Sanliurfa, Istanbul, Gaziantep and Hatay.

Some 284,000 Syrians are being hosted in protection camps offering a variety of services, including shelter, education, nutrition, health, etc.

CITIES	CAMP NAMES	# of Syrians	TOTAL ²
HATAY	Altınözü 1	1,331	17,843
	Altınözü 2	2,935	
	Yayladağı 1	2,727	
	Yayladağı 2	3,232	
	Apaydın	5,124	
	Güveççi	2,494	
GAZİANTEP	İslahiye 1	8,275	50,467
	İslahiye 2	10,275	
		9,136	
	Karkamış	7,220	
	Nizip 1	10,597	
Nizip 2	4,964		
ŞANLIURFA	Ceylanpınar	22,072	112,371
	Akçakale	29,845	
	Harran	14,133	
	Viranşehir	18,065	
	Suruç	28,256	
KİLİS	Öncüpınar	10,436	33,706
	Elbeyli	23,270	
MARDİN	Midyat	3,116	13,994
		1,592	
	Nusaybin	0	
	Derik	9,286	
KAHRAMANMARAŞ	Merkez	18,334	18,334
OSMANİYE	Cevdetiye	9,526	9,526
ADİYAMAN	Merkez	10,007	10,007
ADANA	Sarıçam	10,694	10,694
MALATYA	Beydağı	7,967	7,967
Total			284,909

The proportion of Syrian people living in camps makes up an average of 9.2 per cent of the total displaced people living in those cities, the majority living out of the camps. The Turkish Government and humanitarian organizations has conducted

² <https://www.afad.gov.tr/tr/icerikDetay1.aspx?ID=16&icerikID=848> as of 25 February 2016

several surveys in February-April 2014³ and also in the first quarter of 2015 aiming at how to improve the registration of displaced people and granting access to health and education services. These surveys show that the Syrian displaced people are grateful to the Turkish society for receiving them as guests. The surveys also highlight the diversity of conditions under which Syrian people live around Turkey. Displaced people come from different backgrounds with a number of highly educated people perceiving Turkey as a country of new opportunities far from conflict. However, most people report their wish to return to their country once the conflict ends. The baseline survey carried out in Sanliurfa city in the first quarter of 2015⁴ summarizes some of the wishes of displaced people as follows: being able to work or having means for self-supporting their families, learning the Turkish language as a means for having access to work and integrating into the community. They would like to ensure that their children have access to education and contribute to society and also to preserve their native language and culture. Among their wishes, the interviewed persons emphasized the need for creating spaces where adults and children can gather and socialize safely. Last, but not least there is a definite need to address the stress related to children`s displacement (psychosocial support).

On the side of the host communities, the close bonds between people living in Northern Syria and South-Eastern Turkey, as well as the Turkish people`s hospitality contributed to the good reception of the displaced people when the conflict began. However, after over four years of the conflict, the social structure and coping strategies are being stretched.

Taking into account the need of Syrians to better harmonize communities and social customs, one of the recurrent subjects along with other humanitarian actors and authorities is not to hide the needs of the local people. At the same time, the stigmatization and social acceptance of displaced people are better addressed alongside the rights and opportunities of local people.

The recently issued Law on ‘The Working Permit of the Foreigners that are Under Temporary Protection⁵’ aims also at the better harmonization with and integration of Syrian people living in Turkey into the host community.

The country has also experienced steep surges in population movement – such as the one experienced in September 2014 with 160,000 people crossing from Kobane (Ayn-Al-Arab) to Suruc in the course of a week. Provinces, especially in south-eastern Turkey, must be prepared for possible new displacements as the conflict in Syria evolves.

Taking into account the recent developments at the border between Turkey and Syria, and based on the request of the Turkish Red Crescent, CHF 986,000 was made available immediately through the Emergency Appeal to support the Turkish Red Crescent`s response activities (hot meal and other food items distribution via mobile kitchens, etc.) at the border and also to prepare contingency stocks in case the situation deteriorates.

Currently, with the improvement of the registration system and better understanding of the crisis as a protracted one, there is a need for a comprehensive longer term strategy that prepares the society for the potential permanency of parts of the displaced Syrian people.

Summary of the current response

Overview of Host National Society

The TRCS was established in 1868 and is a founding member of the International Federation of Red Cross and Red Crescent Societies (IFRC). Its 4,150 employees and 700 branches are providing support to vulnerable people living in Turkey and overseas. TRCS has nine Regional and 25 Local Disaster Management and Logistics Centres, and it is capable of providing emergency shelter and food for 300,000 people in case of any type of emergency or disaster.

With over 90 per cent of the Syrian displaced population living in urban areas alongside displaced people from other nationalities also affected by conflict in the region, the Turkish Red Crescent is currently focusing on community services and outreach programmes that will also aim to assist members of host communities as a way of building up resilience and coping mechanisms. While continuing to support displaced people living in protection camps, the TRCS has extended its humanitarian services to four major urban areas providing: (a) information on registration and services available, (b) psychosocial support and children-oriented activities, (c) capacity building and strengthening community links including language and culture lessons (d) healthy lifestyle promotion, (e) focused food/NFI support for urban areas and (f) education infrastructure and equipment support for Arabic language education centres. In addition to that, the operation includes contingency preparedness for a massive displacement of people including food and NFI support for short-term periods.

Coordination with authorities

The Turkish Authorities lead the coordination and management of the humanitarian assistance for people displaced in the country by the conflict in Syria and Iraq. These duties are assigned to the Turkish Disaster and Emergency Management

³ <http://www.hugo.hacettepe.edu.tr/TurkiyedekiSuriyeliler-Syrians%20in%20Turkey-Rapor-TR-EN-19022015.pdf>

⁴ <http://adore.ifrc.org/Download.aspx?FileId=92490&pdf>

⁵ The decree on the law is numbered as 2016/8375.

Agency (AFAD), the Directorate General of Migration Management (DGMM) and the Turkish Ministry of Foreign Affairs. At the province level, the Governorates and the local AFAD and DGMM units are working closely with the respective departments of the Turkish Ministry of Health and the Ministry of Education, the security authorities and other relevant agencies. The TRCS continues to work in close coordination with AFAD and in line with its assigned mandate and duties which consist of the procurement, delivery and distribution of essential relief supplies (shelter and other non-food items) and the organization of food supplies for the camps. In addition, there is an on-going coordination with the local authorities for activities aiming at displaced people and host communities living in urban areas.

Overview of Red Cross Red Crescent Movement in country

The TRCS is the only host and operational Movement component in the country; no other component is operational within Turkey. However, there are many Movement Partners and Governments supporting directly or indirectly the TRCS's actions. The IFRC and the TRCS express their sincere thanks to the Red Cross and Red Crescent Societies and the Governments of Canada, Denmark, Estonia, Finland (also donating in-kind items), Ireland, Italy, Japan, Kuwait, Mexico, Monaco, Norway, South Korea, Sweden, Switzerland, and the United States of America as well as to the European Commission's Directorate for Humanitarian Aid and Civil Protection (ECHO) for their support in response to the IFRC's Appeal. The TRCS also conveys its gratitude to the Red Cross Societies and Governments of Austria, Bulgaria, Croatia, France, Germany, the Netherlands, Norway, the Republic of South Africa, South Korea, Sweden, the UK, and Qatar as well as UN partners for their support to the Turkish Red Crescent provided on a bilateral basis.

Movement Coordination

The IFRC Secretariat's Regional Office for Europe maintains close cooperation and coordination with the Turkish Red Crescent at different levels. Continuous support is provided in the areas of finances, disaster management, resource mobilization and planning and reporting. Turkish RC has one main counterpart for all cooperation and operational issues which is Head of Country Cluster at the IFRC Regional Office for Europe.

The TRCS is working together with the IFRC Shelter Research unit aiming to do research on better tent materials for winter conditions. In terms of the Syria operations logistics, there is also an on-going work with the IFRC Secretariat's Global Logistics Services for acquiring hygiene kits for the people that are living in cities. Also, German Red Cross is supporting Turkish Red Crescent for its programme of hygiene promotion in camps.

The IFRC Secretariat's Regional office for Europe and the IFRC Secretariat's Middle East and North Africa (MENA) Regional Office are working together with the Host National Societies, Partner National Societies and ICRC for synchronizing their actions, and fundraising events envisaging a Movement wide strategy following recommendations of the Syria Crisis Real-Time Evaluation.

In line with the Syria Crisis Movement Advisory Platform's recommendations, the IFRC Secretariat's appeal is a reference framework for support to the Turkish Red Crescent operation. Besides multilateral funding channelled through the IFRC Secretariat, the following Partner National Societies have also provided support for activities either in line with the appeal or complementary ones: the British, Bulgarian, Finnish, German, Netherlands, Norwegian and Swedish Red Cross Societies.

The IFRC Secretariat maintains communications with the German Red Cross and the Norwegian Red Cross, two major Movement Partners in supporting bilateral programmes. There is communication also with other Movement partners supporting the appeal. The Turkish Red Crescent's response is in harmony with the recommendations of the Syria Crisis Movement Advisory Platform.

Currently, the IFRC Secretariat (channelling Red Cross partners supporting the appeal) and German Red Cross are coordinating their support towards the Turkish Red Crescent Society's plan of action, thereby ensuring an optimal synergy.

Inter-agency coordination: In coordination with AFAD and DGMM, the TRCS continues to cooperate with the main actors that have been channelling international humanitarian assistance. Cooperation with the UN agencies, such as WFP and UNICEF, continues for food support and children-oriented activities. The Turkish Red Crescent has been providing assistance to its humanitarian partners/actors as an implementing agency in such important technical services as the customs clearance, transportation and delivery of humanitarian in-kind assistance. The Turkish Red Crescent takes part in the regular OCHA coordination meetings in the scope of the Zero Point Relief Operation and the Protection, Education and community Services working group. This operation aims to be in line with UN 3RP, given the strong focus in building up resilience and coping mechanisms at community level.

As an auxiliary to the Turkish Government and with an increasing coordination role, the Turkish Red Crescent established community centres with a successful coordination mechanism with other humanitarian partners and government institutions.

B. Operational implementation

This Operations Update no. 8 provides an overview on the Turkish Red Crescent's response to the Syria crisis, reporting on the implementation progress of the activities under the Revised Emergency Appeal, looking into both past activities and into longer-term support for building up resilience and adaptation among people displaced by conflict and the host communities in Turkey.

The main objectives and activities are organized under the following headings: **Shelter and Settlements, Emergency Relief, Community Services and Outreach, Education Support, National Society Capacity Building and Operational Support**, detailed below.

The focus of the Turkish Red Crescent's strategy and the IFRC Secretariat's support on urban population is aligned with UN 3RP⁶, the overall Red Cross and Red Crescent Movement Strategy for the Syria crisis and with the Turkish authorities' objectives, without losing sight of the TRCS's mandate and responsibilities towards the displaced people living in camps and the mandate for humanitarian custom clearance services.

The Turkish Red Crescent has been providing a first-line response in all the activities related to the Syrian people. The Turkish Red Crescent has immediately reacted to the increasing influx of Syrians by activating its volunteers and organizing its dedicated structures to receive, protect the people in need.

The Operational Plan of the Revised Appeal is devised as a framework for action in the sense that it presents the main lines of action of the National Society while being flexible enough for adapting them to changing conditions. Hence, without much variation, it will be possible to adapt it to longer term support and to scale up any activity if the situation evolves. The idea of an integrated plan of action also allows for partners to continue contributing on a bilateral or multilateral basis with greater transparency.

Contingency provision plans are also in place, developed jointly by the IFRC Secretariat's Regional Office for Europe's Operational Team and Turkish Red Crescent to prepare to respond to the needs in a "worst case scenario". This scenario focuses on developments that are less likely to materialize, but might still occur, and implies a significant deterioration of the situation resulting in mass displacement over the contingency provision plans for up to 50,000 people.

Shelter and settlements

Outcome 1: The nutrition needs of up to some 284,000 temporarily displaced people living in protection camps are met through comprehensive food support.	
Output 1.1 Provide hot meals for up to 150,000 people while facilities for a voucher programme are in place.	Acquire, transport and distribute food rations following TRCS standards and procedures. Reporting on relief distributions.
Output 1.2 Supply food grants in an amount of TRY 50 per month for up to 150,000 people through an electronic family cash card system.	Set up card system in camps. Develop operational procedures with facilitating bank. Distribute cash cards for each family Deposit agreed amount twice per month Monitor use of funds by families and quality of services by suppliers. Produce monthly reporting.
Outcome 2: The quality of living conditions of some 284,000 temporarily displaced people living in protection camps is improved through distribution of non-food relief items.	
Output 2.1: Up to 255,000 temporarily protected people receive essential non-food items	Acquire, transport and distribute non-food items (NFI) following TRCS standards and procedures: 300,000 blankets; 50,000 stoves and hot plate cookers; 20,000 heaters; 70,000 kitchen sets; 160,000 mattresses; 150,000 pillows; 100,000 bed linens. Distribution of non-food items inside the camp
Outcome 3: The living conditions of some 284,000 temporarily protected Syrian people improve through shelter support.	
Output 3.1: Tents and tarpaulins are set up in camps for hosting temporarily protected people.	Acquire, transport and distribute shelter items following TRCS standards and procedures: 10,000 tents and 30,000 tarpaulins. Distribution of the emergency shelter items inside the camps
Output 3.2: 80 multipurpose tents are available in camps for social activities that reduce the impact of	Procure raw material according to TRCS standards and procedures

⁶ <http://www.3rpsyriacrisis.org>

displacement.	Distribute multipurpose tents Set up multipurpose tents in the camps
Outcome 4: The sanitation and hygiene conditions of temporarily displaced people living in protection camps are improved through the setting-up of sanitation facilities and distribution of NFIs.	
Output 4.1: Supply of hygiene products (hygiene kits, including baby kits) for 284,000 people to help improve the health conditions of people living in camps.	Acquire, transport and distribute 600,000 hygiene kits (including baby kits) following TRCS standards and procedures. Reporting on relief distributions.
Output 4.2: Shower and toilet containers are set up in camps to ensure better health conditions for up to 2,400 people. ⁷	Acquire, transport and distribute sanitation facilities following TRCS standards and procedures: 20 latrine containers and 20 shower containers Procure goods according to TRCS standards and procedures. Set up the container facilities in the camps. Provide reporting on distributions.
Outcome 5: The educational and psychosocial needs of children living in protection camps are met through comprehensive programme.	
Output 5.1: Supplementary education and recreational activities are provided for up to 110,000 children through TRC especially trained personnel.	Set up and equip child-friendly spaces in protection camps. Train and maintain a minimum of 45 specially trained workers for providing support to children living in camps. Carry out child protection awareness raising Carry out Gender-Based Violence Prevention (GBVP) workshops and talks

Progress towards the outcomes

Since the beginning of the crisis, the Turkish Red Crescent has been assisting the Turkish Government's operation in camps through comprehensive support assisted by Movement and Non-Movement Partners. This heading aims to depict the whole range of activities carried out by the National Society for some 255,000 protected people in camps around South Eastern Turkey.

The Turkish Red Crescent has a mandate for food services within the Turkish National Response System. TRCS's initial food distribution programme turned into a hot meal programme when the first camps started functioning. In the following years, the number of protected people taking shelter in camps has been rising which requires a different approach to nutrition needs. Based on its previous cash transfer activities, the TRCS developed a cash transfer programme that allows people to decide over the food items they need, given the infrastructure is available (stores and POS). While the e-card programme began and grew with support of WFP, it is now co-financed by WFP and AFAD. By the end of December 2015, the programme has distributed TRY 320,825,490 through family e-cards. This outcome is included for reporting purposes but not included in the appeal budget.



Relief distribution by TRCS.
Photo: Turkish Red Crescent

Currently, there are 29,418 active in-camp cards and 14,108 off-camp cards. Each card is provided to a family, not to an individual. The target for the in-camp is 150,000 persons and for the off-camp is 100,000 people.

The second outcome of this heading is related to the provision of items necessary for people to live in the shelter facilities provided. The household items supplied to the population in camps include mattresses, bed linen sets, pillows and heaters (during winter). They also include kitchenware necessary for cooking and storing food.⁸

⁷ Activities under this output are currently not being carried out, thus are not reported on.

⁸ The appeal budget and target numbers reflect only the Red Cross Red Crescent Movement's support. However, this operation update includes the overall distribution figures depicting overall contributions from non-Movement Partners to TRCS's operation.

The third outcome accounts for TRCS shelter support to displaced population living in camps. The appeal outputs and budget reflect only the Red Cross and Red Crescent-channelled support for acquisition of tents and tarpaulins. At the same time, information on the overall support channelled through TRCS is provided to depict the magnitude of relief activities in the country. The tents and tarpaulins are produced by the TRCS shelter systems unit according to long durability and high thermo-insulation standards. They comply with the Turkish authorities' requirements for the camps and are benefiting from current TRCS-IFRC Shelter Research Unit partnership.

A comprehensive logistic report is being prepared by the Turkish Red Crescent, depicting data on the distributed items. The report will be available with the release of the next Operations Update/ Revision of the Emergency Appeal.

The fourth outcome depicts the sanitation and hygiene needs support provided by the TRCS to displaced people living in protection camps. The Movement support channelled through Turkish Red Crescent has benefited from harmonized standards among different Movement partners and in the case of IFRC Secretariat, procurement is carried out through Global Logistics Services in line with Syria Crisis procedures.

In 2015, the Turkish Red Crescent launched a hygiene promotion campaign in camps and has reached approximately 270,000 Syrian people so far with such activities. Every second month, the TRCS distributed 50,000 hygiene kits to 50,000 families. Launching hygiene promotion trainings in the cities through community centres is also planned for 2016. A total of 231,000 hygiene kits have been acquired and distributed so far.

The last outcome under this heading addresses the educational and psychosocial needs of children in camps. The UNICEF-TRCS programme has reached 108,858 children in 23 camps and three community centres.

Currently, there are 27 Child Friendly Spaces (CFS)⁹ operating throughout the country, and more are planned to be established. Child Friendly Spaces are funded with joint support from the IFRC and the UNICEF. The IFRC's Violence Prevention Advisor paid a field visit to Istanbul and Sanliurfa Community Centres to identify the current status of the achievement of child protection minimum standards, challenges, and also had specific and practical suggestions to include more extensively child protection within programming. An article was published on ifrc.org on child friendly activities of the Turkish Red Crescent, which can be reached via the following link: <http://www.ifrc.org/en/news-and-media/news-stories/europe-central-asia/turkey/safe-spaces-for-children-in-turkey-70761/>

Emergency relief

Outcome 1: The National Society is prepared to meet the nutritional needs of up to 50,000 people displaced into Turkey as a consequence of the Syria crisis for up to 6 months, in case of a deterioration of humanitarian situation.	
Output 1.1: TRCS is prepared to offer up to 30,000 hot meal rations daily for displaced vulnerable people during a massive influx of population.	Acquire and equip a mobile kitchen. Acquire, transport and distribute hot meals at the Turkish - Syrian border.
Output 1.2: Up to 50,000 food parcels and baby food items are available for short term support for displaced people	Acquire, transport and distribute 50,000 food parcels
Outcome 2: The National Society is prepared to meet the NFI needs of up to 50,000 people, in case of deterioration of the humanitarian situation and further increase of the influx of temporary protected people.	
Output 2.1: The TRCS is prepared to assign part of its stock to address the NFI needs of up to 50,000 displaced people	Acquire, stock and distribute relief items (including hygiene kits and baby diapers) for short term relief action.

Progress towards the outcomes

This objective includes the emergency activities carried out during the siege of Kobane (Ain-Al-Arab) in Northern Syria, as well as other short-term activities aiming to provide relief to the mobile displaced people around Turkey. It also aims at building the overall response capacity of the National Society in order to cope with massive population movements, which are a constant threat as the conflict continues and the situation evolves in Syria and Iraq.

The Turkish Red Crescent has a mandate for food services within the National Emergency Response System.

The two mobile kitchens acquired in 2015 with the assistance of the Movement are used primarily for supporting the population made vulnerable by international crises, such as the ones in Syria and Iraq. Two vehicles related to the mobile kitchens have been procured.

⁹ Including those ones in two community centres.

The overall emergency response capacity for NFIs is also addressed through this objective. The emergency needs are determined through the local branches and TRC Migration Department is supporting beneficiaries with this information. Turkish Red Crescent focuses on the cities that are most populated with Syrians and coordinates with other partners including NGOs and INGOs in order avoid duplication of efforts.

Community services and outreach

Outcome 1: The living conditions of up to 500,000 displaced people living in Turkey are improved through the dissemination of information and humanitarian services offered by pertinent institutions.	
Output 1.1: Selected branches and community centres facilitate access to services offered for Syrian people living in Turkey (including registration process) through information sharing and communication material.	<ul style="list-style-type: none"> Identification of participating branches and community centres Design, approval and printing of communication material Training of branch personnel and setting up of information points Implementation Monitoring
Outcome 2: The coping capacity of 40,000 displaced people living in urban areas and members of host communities in Turkey is improved through comprehensive psychosocial support, including children-oriented activities.	
Output 2.1: Four community centres provide comprehensive psychological and social services support for up to 30,000 Syrian children and adults including psychological group and individual counselling, child-friendly spaces and children-oriented activities.	<ul style="list-style-type: none"> Set up and equip four community centres. Develop agreements and protocols with Government and relevant partners Recruit and train staff and voluntary personnel. Carry out group psychosocial coping strategies workshops and talks. Carry out psychological group counselling sessions. Carry out individual psychological sessions. Carry out Gender-Based Violence (GBV) prevention workshops and talks. Carry out peace culture workshops. Integrate community centre procedures into referral practices following humanitarian agencies coordination mechanisms practices. Set up safe environments for children oriented activities. Carry out children oriented psychosocial support activities (drama, painting, arts). Monitor the process.
Outcome 4: The resilience of displaced people and members of host communities in Turkey is increased through healthy lifestyle and health promotion activities.	
Output 4.1: Up to 80,000 temporarily protected people living in camps receive information on first aid.	<ul style="list-style-type: none"> Train 40 children and youth workers on First Aid Implement two first aid talking sessions in each protection camp.
Output 4.2: Four community centres provide comprehensive health orientation services to displaced people and members of host communities following culturally acceptable practices and uses.	<ul style="list-style-type: none"> Recruitment and training of personnel and setting up of facilities. Acquisition and distribution of sensitization material (brochures, implements, etc.) Carrying out healthy lifestyle workshops and talks Carrying out health promotion counselling Carrying out CBHFA training and distribute first aid kits Implementation Monitoring.
Outcome 5: The resilience and coping mechanisms of displaced people volunteering for community oriented activities are improved through a pilot food/NFI work programme.	
Output 5.1: Selected members of the community volunteering for community activities receive cash transfer to help them coping with their food and NFI needs.	<ul style="list-style-type: none"> Registration of volunteers. Assessment of the value of money equivalent for standard family needs. Printing and distribution of cash cards. Design and distribution of cash card use instruction brochure. Loading value two times per month. Monitoring.

Progress towards the outcomes

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. In order to increase the scope of its activities, TRCS launched its community centre project. 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. It 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.

Since the launch of its three community centres in Sanliurfa, Istanbul and Konya, 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.). The fourth community centre is planned to commence its operation in February 2016 in Ankara. Two more community centers are planned in the first half of the 2016, and several more community centres are envisaged to be opened until the end of 2016. The community centers are not only providing psychosocial support to Syrian population but also through it is coordination and needs assessment capacity, they are providing information to the relevant parties for providing emergency relief.

Under the second outcome, psychological coping strategies for displaced people are being promoted with a special focus on women and children in the form of:

- Individual, group and family psychosocial services;
- Child-friendly spaces and activities;
- Drama and painting workshops for children;
- Vocational trainings are also part of the psychosocial mechanism since it enables Syrians to communicate with each other and develop their skills.

The TRCS centres also offer Gender-Based Violence Prevention (GBVP) and counselling. Turkish Red Crescent has a well-developed case management system and coordinates with the Ministry of Family and Social Policies. Therefore, TRCS is providing trainings on GBVP for the beneficiaries, volunteers and staff and managing cases that are relevant with GBV issues. The activities are offered to target people in their native languages without using translators if possible.



Community outreach by TRCS. Photo: Turkish Red Crescent



Vocational courses in TRCS community centres. Photo: Turkish Red Crescent



Activities in the Child Friendly Spaces. Photo: Turkish Red Crescent

Also, TRCS has an effective case management system that is implemented through its Community Centres. Beneficiaries approaching the community centres are provided with information on practical information about the city that they are living. In case, they request health, education or any other support, social services expert is referring the beneficiary to the suitable service institution through external referral mechanism. For traumatic cases or any other issues related with the mental health, TRCS psychologist provides support.

The TRCS strategy aims to provide displaced people with tools for integrating into society and have access to supplementary sources of income.

- Orientation talks on Turkish habits and customs.
- Turkish language and culture courses.
- Vocational trainings in different areas.
- Seminars on various subjects.

ŞANLIURFA CS with Numbers		İSTANBUL CS With Numbers	
Name of Programme	Number of People	Name of Programme	Number of People
Child programme	4502	Child programme	553
Adult programme	674	Adult programme	208
Field works, referral services and cultural activities	3132	Field Works & referral services	455
Total	8308 (8129 individuals)	Total	1216 (1136 individuals)

KONYA CS with numbers	
Name of Programme	Number of People
Child programme	120
Adult programme	91
Field Works & referral services	85
Total	286

At the same time, courses of Arabic language are offered for members of the host community and to displaced children as a TRCS-led survey revealed the displaced adults` interest for their children not to lose contact with their cultural roots.

Other activities aim at strengthening social networking between members of the host communities and the displaced people.

- Fora for displaced people and members of host communities to share their concerns and questions.
- Joint social activities.
- Sports activities for children.

Healthy lifestyle orientation will look into nutrition and other health-related issues, orientation and counselling, also into build up the communities` resilience through the dissemination of Community Base Health Care and First Aid both in Arabic and Turkish.

As the programme aims to offer activities in the displaced population`s mother language, the involvement of volunteers that are also part of the target population is a key to the action. In order to provide support for this community, volunteers and families, the IFRC Secretariat and TRCS are working on a method for humanitarian assistance also through cash transfer for food and NFI.

The whole range of activities and services offered by TRCS centres will adapt to the specific needs of displaced people and host communities.

The IFRC Regional Office for Europe conducted a six-month evaluation of the community centre in Sanliurfa and a Beneficiary Satisfaction Survey in August 2015. For more details, please refer to the “Planning monitoring, evaluation and reporting” section, as well as the [Annex](#) of this Operations Update.

Education support

Outcome 1: Two communities in Turkey have infrastructure for addressing the education needs of displaced Arabic speaking children.	
Output 1.1: Prefabricated schools or tent modules are ready to host some 1,000 children in two communities.	Identify of location for schools. Develop agreements for set up and functioning. Acquire, set up and equip two prefabricated school modules and three tent schools.
Outcome 2: Arabic speaking children in two communities in Turkey have access to learning materials in their own language.	
Output 2.1: Arabic speaking children receive learning materials for carrying out their studies	Acquire and distribute backpacks containing notebooks, stationery and other materials required for different lessons Monitoring
Output 2.2: Arabic speaking children use learning materials (course books and others) approved by the respective educational authorities and in line with the standard curricula.	Identify course books to print and develop agreement with ministry of National Education. Print course books in Arabic. Distribute books and monitor the process.

Progress towards the outcomes

The programme also aims at supporting the infrastructure for specialized Arabic language schools for them to offer services to displaced children. Hence, the appeal will provide support to set up and equip two prefabricated schools and three tent schools across Turkey.

The first school is envisaged to be opened in early March 2016 supported by this Emergency Appeal.

National Society capacity building and support

Outcome 1: National Society headquarters and operational branches have access to technical expertise to effectively respond to the situation.	
Output 1.1. Staff involved in the operation have access to security and DM tools to cope with the situation.	Stay Safe and Sphere handbooks are translated into Turkish. Induction training to personnel and volunteers is assigned to field missions. SPHERE ToT is organized. National Society hosts an IMPACT training. TRCS personnel have access to on-line and peer-to-peer Red Cross and Red Crescent Movement training. TRCS workers receive DM, PSP, First Aid, PMER, Humanitarian Diplomacy, Gender Awareness, Resource Mobilization and Security training.
Outcome 2: National Society headquarters and operational branches have access to humanitarian and material resources to effectively address the needs of displaced population and to fulfil their Humanitarian Logistics mandate	
Output 2.1. National Society human resources (HR) are in place to meet operational and finance reporting needs.	National Society maintains a 134-member field team. Field finance team capacity is increased. Field communications capacity is increased.
Output 2.2: TRCS support services capacity is enhanced to meet the needs of the operation.	Increase warehouse capacity. Procure forklifts. Procure five vehicles to reduce rental costs. Meet transportation and monitoring costs of the operation.

Progress towards the outcomes

Continuous training is the base of a good response. The Turkish Red Crescent has carried out a number of trainings with the support of the IFRC Secretariat, including two IMPACTs, sessions on security, among other peer-to-peer and on-line training, as well as induction sessions for members joining the field team. The NS has now two SPHERE trainers and is integrating SPHERE within the development strategy. TRCS will conduct two SPHERE trainings at the first half of the 2016 to NGOs and INGOs that are working for the Syrian crisis.

Likewise, the team will benefit from Gender Awareness as a cross-cutting aspect to activities and also from Resource Mobilization and Humanitarian Diplomacy practical skills as a way to improve its independent resource management of the funds required to cope with the crisis.

The Turkish Red Crescent has an estimated monthly operational cost of TRY 300,000 for the Syria crisis, including personnel related cost for its 134 member field team, transportation and logistics, without the community oriented services. Over the course of four years this financial burden has been partially shared by TRCS partners, including the IFRC Secretariat and bilateral contributions from sister National Societies.

As part of zero point operation Turkish RC according to its mandate and responsibilities agreed with government to continue delivery of humanitarian assistance at the Syrian border. There has been insufficient contributions aiming at the sustainability of these activities having an impact on all Syria-related humanitarian operations in Turkey. The IFRC Secretariat aims now to increase direct support for operational cost of the National Society.

Given the amount of the items the TRCS has to channel, the stretching of warehouse and logistics handling capacity is a constant problem that the IFRC has tried to palliate through the acquisition of forklifts and a coordinated use of the warehouse. There is a need to increase this capacity and increase the vehicle fleet in four community centres, 25 camps and 12 province coordination offices, thinking in a longer term strategy. In total, 9 vehicles will be procured so as to support the operation.

In order to increase coordination and reporting, two English-speaking communication officers are integrated into the team, with one of them dedicated to increase the visibility of actions in response to the Syria crisis.

Operational support services

Human resources

The Turkish Red Crescent has some 134 staff members dedicated to the Syria and Iraq Crisis response. Of them, some 60 people are personnel of all departments around the country on four-month field rotations. Among desk officers, there is an English speaking finance officer solely dedicated to the operation, and two English-speaking communication officers were recruited. Dedicated personnel are also available for community centres and children-oriented activities in partnership with UNICEF. The operation was also supported by an IFRC Reporting and Communications delegate based in Ankara until 31 December 2015, the recruitment of the Integrated Programme Coordinator is in progress.

The Regional Disaster Management Coordinator, the Finance Controller, the Grant Administration Officer and the PMER Officer held planning and coordination meetings with the TRCS's International Programmes Department in Ankara several times. An IFRC Reporting and Communications Delegate was supporting the Turkish National Society in these activities from the beginning of 2013 until the end of 2015, carrying out quarterly visits to the target provinces.

Logistics and supply chain

The Turkish Red Crescent channels relief assistance to people living in protection camps and also has the mandate for carrying out the customs clearance or relief items aiming at Syrian territories. While the TRCS has a strong logistics and warehouse network across Turkey, with the support of IFRC and other partners, it maintains two main operation warehouses in Gaziantep and Hatay. Also, in order to provide support to the Syrians in cities, support in the form of non-food items (NFIs) was provided to the cities and TRCS hired a temporary warehouse in Mersin. These warehouses and the other camp warehouses are solely dedicated to the operation. The IFRC Secretariat has supported the operation with two forklifts to manage the great amount of items the National Society handles.

While TRCS acquisition procedures are in place for procuring relief items in the local market, it has been deemed convenient to use the IFRC Global Logistic Services (GLS) for acquisition of relief items (hygiene kits) especially tailored for the camps as well. This has ensured lower prices as well as the standardization of quality for items acquired for the Syria crisis. The TRCS and GLS maintain a close coordination for ensuring the timely arrival of items to target population.

At the end of 2015, the procurement of hygiene kits has been successfully realized with the support of the IFRC GLS.

Communications

The TRCS's Public Relations and Media Department is sharing news, photos and videos through their institutional websites at <http://www.kizilay.org.tr/> and <https://www.facebook.com/TurkKizilayi.org>. The National Society has hired a social media manager and is sharing updated contents through its English language Twitter account @RedCrescentTR.

The Turkish Red Crescent has been part of the Red Cross and Red Crescent Movement Campaign "Syria conflict 4 years on: women enduring crisis" (<http://www.icrcproject.org/app/syria-women/#feature8>) and it organized some awareness raising activities in April 2014.

The video "Life of a Syrian Family in Islahiye Camp, Turkey" is available at <https://youtu.be/OENTor011hI>. The Turkish Red Crescent has started the recruitment process of a local staff for improving visibility of the National Society response to Syria Crisis.

In 2015, the Turkish Red Crescent started a campaign in favour of the Syrian population living in Turkey, partially funded through this Emergency Appeal. The video can be accessed here: <http://www.kizilay.org.tr/suriye2015/>.

Planning, monitoring, evaluation, & reporting (PMER)

The IFRC Secretariat's Regional Office for Europe is providing technical support to TRCS in the areas of planning, external communications, reporting, capacity building and resource mobilization.

TRCS carries out the monitoring and evaluation of its activities and shares updated information with the IFRC Secretariat for publishing regular operations updates and other reports. The IFRC Reporting and Communications Delegate was actively supporting the TRCS's narrative and financial reporting for internationally funded activities (both for bilateral and multilaterally funded ones).

The overall official information on the relief operation in Turkey is coming from AFAD and the camp authorities' administration.

The operation is promoting baseline surveys and evaluations for actions in favour of displaced people living in urban areas. Appropriate monitoring is applied for all the activities listed under each heading.

In August 2015, a six-month evaluation of the Sanliurfa community centre's operation was conducted together with a Beneficiary Satisfaction Survey (BSS) so as to evaluate the progress of the planned activities as well as to assess the services provided by the community centre besides measuring the satisfaction of beneficiaries who have received services at the community centre since it opened its doors in January 2015. The results of the survey are planned to be used as lessons learned when it comes to opening community centres in other parts of Turkey in the coming period. The evaluation report is attached as [Annex](#) to this Operations Update.

Administration and Finance

The Turkish Red Crescent is responsible for the management of funds in country in accordance with IFRC standard procedures. The operation agreement states that the National Society procedures for acquisition and payment of services should be followed. The IFRC Secretariat's Regional Office for Europe and TRCS finance departments have made efforts for harmonization of protocols during the past two years; the Europe Regional Finance Controller has had several missions to Turkey for providing technical support to the National Society on the procedures regarding expense reporting and the validation of invoices.

Budget

Out of the overall CHF 44.6 million budget, the IFRC Secretariat is considering an operational budget of CHF 32.4 million.

The overall budget includes the bilateral contributions directly provided to the Turkish Red Crescent from Red Cross Red Crescent Movement Partners. It is to be noted that the TRC has received external support through UN agencies and other international organizations, Governments and other bilateral channels.

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[Click here](#)

1. Click [here](#) to return to the title page
2. Click [here](#) to see the Annex of the document
3. Click [here](#) to see the interim financial report

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.



Disaster Response Financial Report

MDRTR003 - Turkey - Population Movement

Timeframe: 09 Nov 12 to 30 Jun 16

Appeal Launch Date: 09 Nov 12

Interim Report

Selected Parameters

Reporting Timeframe	2012/11-2015/12	Programme	MDRTR003
Budget Timeframe	2012/11-2016/06	Budget	Approved
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget		32,356,188				32,356,188	
B. Opening Balance							
Income							
Cash contributions							
American Red Cross		105,645				105,645	
British Red Cross		189,598				189,598	
British Red Cross (from British Government*)		1,619,285				1,619,285	
Canadian Red Cross		10,000				10,000	
Canadian Red Cross (from Canadian Government*)		3,518,239				3,518,239	
Danish Red Cross		3,063				3,063	
Danish Red Cross (from Danish Government*)		156,908				156,908	
Estonia Government		84,297				84,297	
European Commission - DG ECHO		4,556,289				4,556,289	
Finnish Red Cross		1,817				1,817	
Finnish Red Cross (from Finnish Government*)		770,756				770,756	
Irish Government		609,830				609,830	
Italian Government Bilateral Emergency Fund		181,089				181,089	
Japanese Government		1,055,605				1,055,605	
Japanese Red Cross Society		198,454				198,454	
Kuwait Red Crescent Society		462,406				462,406	
Mexican Government		895,656				895,656	
New Zealand Red Cross		85,828				85,828	
Norwegian Red Cross (from Norwegian Government*)		5,366,288				5,366,288	
Other		1,096				1,096	
Red Cross of Monaco		54,833				54,833	
supreme master ching hai international association		19,531				19,531	
Swedish Red Cross		584,637				584,637	
Swiss Red Cross		450,000				450,000	
Swiss Red Cross (from Swiss Government*)		400,000				400,000	
The Netherlands Red Cross		93,990				93,990	
The Netherlands Red Cross (from Netherlands Government*)		2,391,054				2,391,054	
United States Government - PRM		4,956,385				4,956,385	
United States - Private Donors		1,274				1,274	
C1. Cash contributions		28,823,854				28,823,854	
Other Income							
Fundraising Fees		-977				-977	
C4. Other Income		-977				-977	
C. Total Income = SUM(C1..C4)		28,822,877				28,822,877	
D. Total Funding = B + C		28,822,877				28,822,877	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income		28,822,877				28,822,877	
E. Expenditure		-22,130,944				-22,130,944	
F. Closing Balance = (B + C + E)		6,691,933				6,691,933	

Disaster Response Financial Report**MDRTR003 - Turkey - Population Movement**

Timeframe: 09 Nov 12 to 30 Jun 16

Appeal Launch Date: 09 Nov 12

Interim Report**Selected Parameters**

Reporting Timeframe	2012/11-2015/12	Programme	MDRTR003
Budget Timeframe	2012/11-2016/06	Budget	Approved
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)			32,356,188			32,356,188		
Relief items, Construction, Supplies								
Shelter - Relief	8,389,346		5,864,182			5,864,182	2,525,165	
Construction - Facilities	520,590						520,590	
Clothing & Textiles	4,878,912		4,115,344			4,115,344	763,568	
Food	1,324,787		1,315,235			1,315,235	9,551	
Water, Sanitation & Hygiene	3,834,956		3,370,836			3,370,836	464,119	
Teaching Materials	282,783		3,923			3,923	278,861	
Utensils & Tools	1,256,088		663,332			663,332	592,755	
Other Supplies & Services			138,591			138,591	-138,591	
Total Relief items, Construction, Sup	20,487,462		15,471,442			15,471,442	5,016,019	
Land, vehicles & equipment								
Vehicles	455,073		216,734			216,734	238,340	
Computers & Telecom	68,821		33,393			33,393	35,428	
Office & Household Equipment	193,368		59,438			59,438	133,930	
Total Land, vehicles & equipment	717,262		309,565			309,565	407,697	
Logistics, Transport & Storage								
Storage	265,824		58,941			58,941	206,883	
Distribution & Monitoring	24,000		129,711			129,711	-105,711	
Transport & Vehicles Costs	776,060		234,025			234,025	542,035	
Logistics Services			204,588			204,588	-204,588	
Total Logistics, Transport & Storage	1,065,884		627,265			627,265	438,619	
Personnel								
International Staff	241,000		301,335			301,335	-60,335	
National Staff	22,500		24,264			24,264	-1,764	
National Society Staff	6,486,391		2,110,759			2,110,759	4,375,633	
Volunteers	38,674						38,674	
Total Personnel	6,788,565		2,436,357			2,436,357	4,352,208	
Consultants & Professional Fees								
Consultants			36,935			36,935	-36,935	
Professional Fees	105,000		103,546			103,546	1,454	
Total Consultants & Professional Fees	105,000		140,481			140,481	-35,481	
Workshops & Training								
Workshops & Training	403,925		37,612			37,612	366,313	
Total Workshops & Training	403,925		37,612			37,612	366,313	
General Expenditure								
Travel	142,000		176,139			176,139	-34,139	
Information & Public Relations	157,797		22,955			22,955	134,842	
Office Costs	388,247		205,108			205,108	183,139	
Communications	86,757		30,593			30,593	56,164	
Financial Charges	10,800		-100,460			-100,460	111,260	
Other General Expenses	11,326		5,832			5,832	5,494	
Shared Office and Services Costs	9,800		32,651			32,651	-22,851	
Total General Expenditure	806,727		372,818			372,818	433,910	
Operational Provisions								
Operational Provisions			1,228,937			1,228,937	-1,228,937	
Total Operational Provisions			1,228,937			1,228,937	-1,228,937	
Indirect Costs								

Disaster Response Financial Report**MDRTR003 - Turkey - Population Movement**

Timeframe: 09 Nov 12 to 30 Jun 16

Appeal Launch Date: 09 Nov 12

Interim Report

Selected Parameters

Reporting Timeframe	2012/11-2015/12	Programme	MDRTR003
Budget Timeframe	2012/11-2016/06	Budget	Approved
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)			32,356,188			32,356,188		
Programme & Services Support Recove	1,974,364		1,340,591			1,340,591	633,773	
Total Indirect Costs	1,974,364		1,340,591			1,340,591	633,773	
Pledge Specific Costs								
Pledge Earmarking Fee			155,075			155,075	-155,075	
Pledge Reporting Fees	7,000		10,800			10,800	-3,800	
Total Pledge Specific Costs	7,000		165,875			165,875	-158,875	
TOTAL EXPENDITURE (D)	32,356,188		22,130,944			22,130,944	10,225,244	
VARIANCE (C - D)			10,225,244			10,225,244		

Disaster Response Financial Report**MDRTR003 - Turkey - Population Movement**

Timeframe: 09 Nov 12 to 30 Jun 16

Appeal Launch Date: 09 Nov 12

Interim Report

Selected Parameters

Reporting Timeframe	2012/11-2015/12	Programme	MDRTR003
Budget Timeframe	2012/11-2016/06	Budget	Approved
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL2 - Grow RC/RC services for vulnerable people							
Disaster response	32,356,188		28,822,877	28,822,877	22,130,944	6,691,933	
Subtotal BL2	32,356,188		28,822,877	28,822,877	22,130,944	6,691,933	
GRAND TOTAL	32,356,188		28,822,877	28,822,877	22,130,944	6,691,933	

Annex 1

Mid-term evaluation report

COMMUNITY CENTRE PROJECT FOR SYRIAN PEOPLE UNDER TEMPORARY PROTECTION IN TURKEY



Dorottya PATKO, PMER Officer, IFRC Regional Office for Europe

7 September 2015

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Acknowledgements:

The evaluation team would like to acknowledge and thank the staff of the community centre as well as the colleagues from the Turkish Red Crescent for their valuable assistance in logistical and administrative support during the visit and also for interest, commitment and active participation in the community centre`s mid-term evaluation mission.

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 registered Syrian people has surpassed 1.7 million; some 255,000 people out of them are currently living in camps under the protection of the Turkish Government. 80 per cent of this population 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.

By December 2014, the cities hosting the most Syrian people are Sanliurfa, Istanbul, Gaziantep and Hatay. 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.

As a result, the first community centre of this kind started to operate in Sanliurfa as of 20 January 2015 within the scope of the Turkey: Population movement International Appeal (MDRTR003) operation, with the support from the Turkish Red Crescent and the Secretariat of the International Federation of Red Cross and Red Crescent Societies (IFRC).

2. Purpose and scope of the evaluation

The purpose of this mission was two-fold:

1. Assessment and mid-term evaluation of the services provided by the community centre (with the conducting of the Beneficiary Satisfaction Survey)
2. General PMER supporting mission (basic PMER and BSS trainings).

Taken into account the fact that since of the start of the community centre's operation more than six months have passed, it is 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.

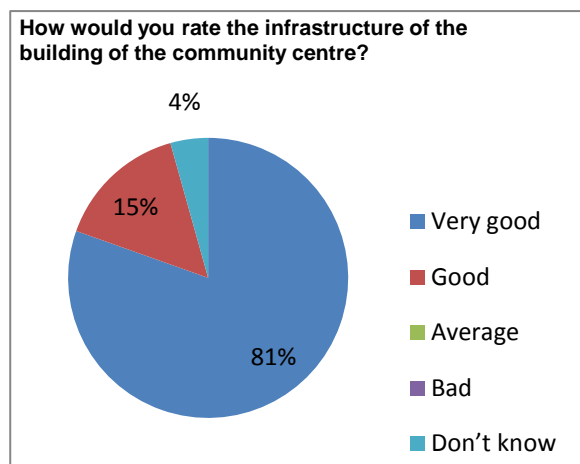
With the objective to improve our services and accountability through a two-way communication to people receiving assistance, after conducting the assessment on the received services and delivering the necessary support, we ask the beneficiaries to tell their thoughts and provide feedback on the services 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 Sanliurfa 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 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 2015 and onwards.

- There are four large rooms and two smaller rooms in the first floor of the building. Two course rooms and the large Child Friendly Space (CFS) are situated on the ground floor. Most of the rooms in the centre are big enough to accommodate a class of at least 10 people. There are also some smaller rooms. The Child Friendly Space is very spacious, can accommodate 40+ children. Meeting room Nr. 5 is well equipped with 10+ desktop computers. Course room Nr. 3 is equipped with 7 sewing machines. More is needed as per evaluation results. All course rooms have whiteboard and markers.



- As far as the hygiene facilities are concerned, there is one bathroom for males and a separate ones for females on the first floor. There is no proper ventilation inside and they tend to get very hot. There is one bathroom for males and females and one disabled toilet downstairs. 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 outside corridors are very hot.
- The community centre partially fits to people with disabilities. The first floor would require support for people in wheelchairs or needing to walk with crutches because there is no elevator. The rooms downstairs are easily accessible and could be used by these people. The stairs to reach the first floor are quite large with big gaps. There is a visible yellow sticker on the floor about the steep stairs, also a sign on the right of the stairs.
- 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 not shown in the hallways and corridors. There should be more visibility of the emblem inside the building, for instance at the doors and inner windows of the CFS, as currently there is only the logo of the UNICEF there. The staff is wearing the vest of the TRCS with the emblem clearly shown. Placing the no-arm signs to the outside of the building was in progress during the visit.
- Fire extinguishers are available on the ground floor and the first floor. Seven security cameras are set in the building, which are constantly monitored on a screen in the reception by a security guard.
- There is ablution facilities along with a praying room in the basement.

Outcomes of the FGDs and BSS results

Altogether 51 beneficiaries were interviewed during the evaluation mission. Out of this number 5 were children, for them a specialized and shorter version of the questionnaire was prepared.

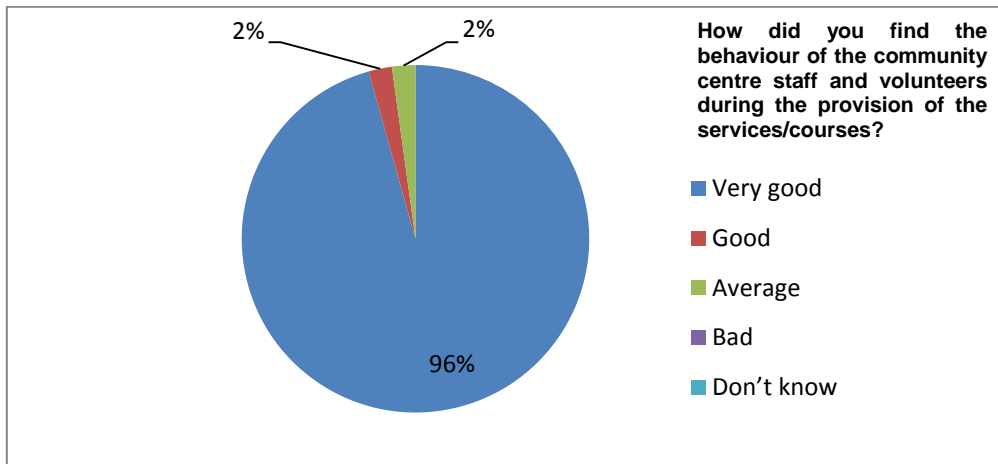
For the detailed information about their age, gender, nationality, level of education and information on how they were affected by the crisis please refer to Annex 1.

An estimated number of 200-250 people are benefitting from the services of the community centre per month. Altogether, approximately 2,500 people has used the services of the centre at least once as of mid-August 2015. Calculating with an average number of 225 visitors per month, the interview sample represents 22.6 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. The beneficiaries mentioned also

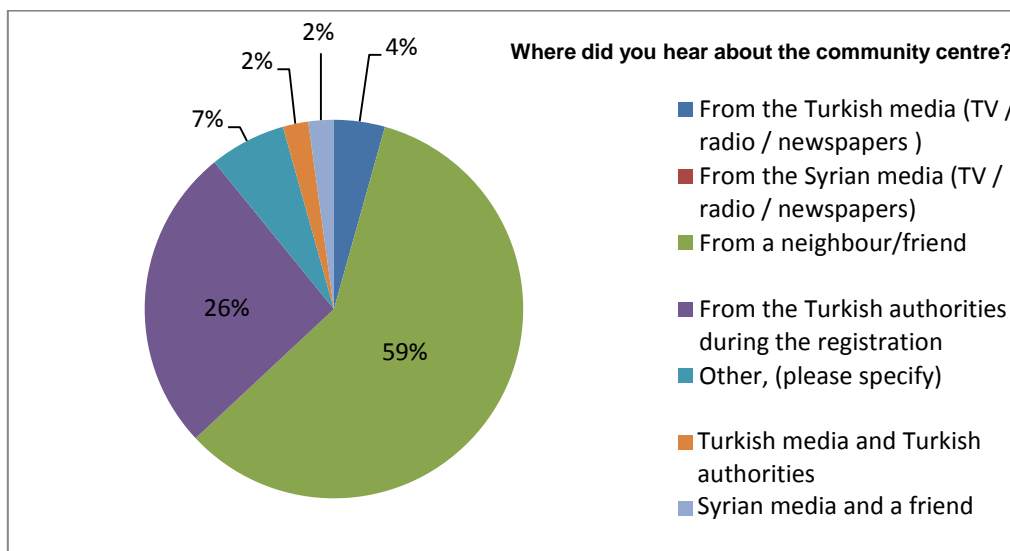
that they feel safe and comfortable in the community centre, with the feeling that they are spending their time useful in an enabling environment, with the possibility to make new friends.

As one beneficiary mentioned *“being in the community centre is a breath from my current life, my everyday struggles and problems”*.



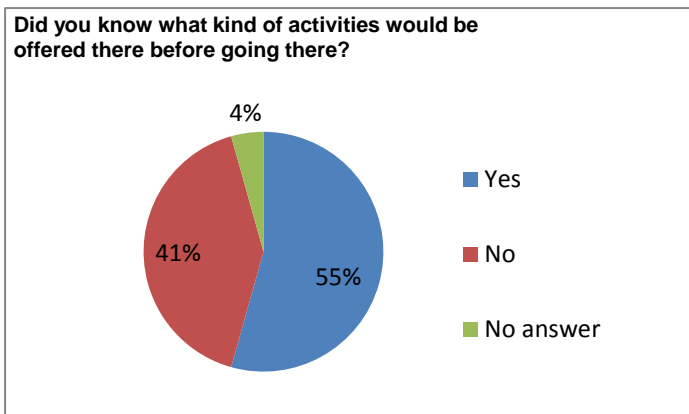
The beneficiaries emphasized that the Turkish Red Crescent helps them a lot, and it welcomed them very positively in the community centre. They noted that as far as they are aware, among the refugees coming from the region, the ones being hosted in Turkey have the best conditions compared to other refugees hosted by other countries in the region.

- Almost 60 per cent of the beneficiaries were informed about the activities of the centre by word of mouth, i.e. from neighbours and friends.

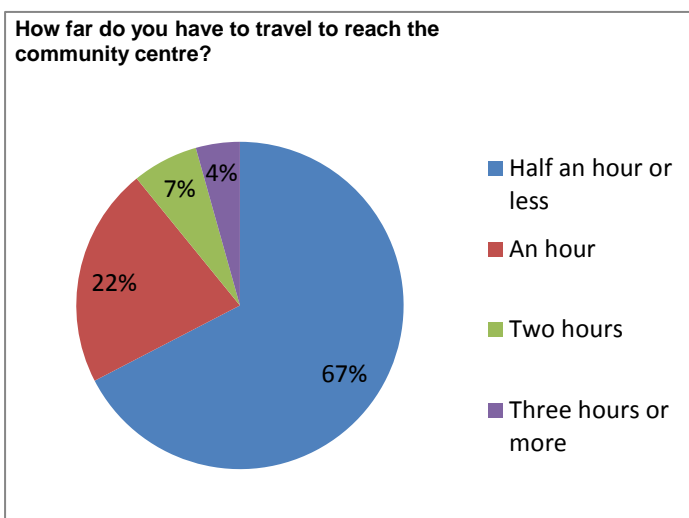


Besides the results of the BSS indicated above, during the FGDs some beneficiaries mentioned that they received information about the community centre through outreach activities/home visits of the staff of the centre. Some of them noted that they heard about the activities in shops and markets, and also they mentioned that they saw it on the internet and in the social media. One beneficiary mentioned that she came across the centre by accident, she was just walking on the street and realized that there is a dedicated institution for refugees.

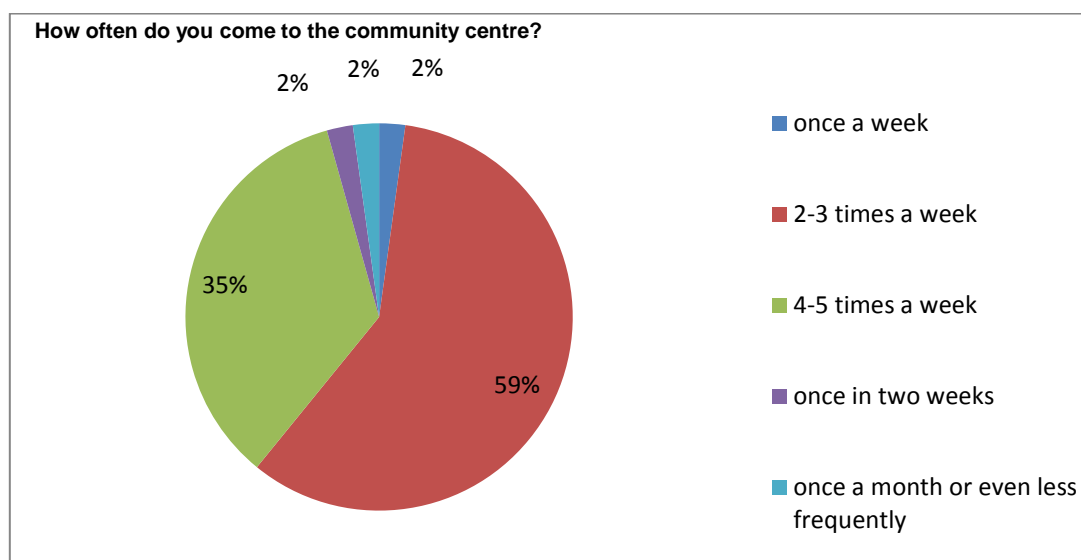
- When the beneficiaries were asked about whether they knew about the community centre as well as its activities prior to going there, more than half of the interviewed beneficiaries answered positively. However, according to the beneficiaries, awareness of the Syrian people shall be raised that the centre is available for them.



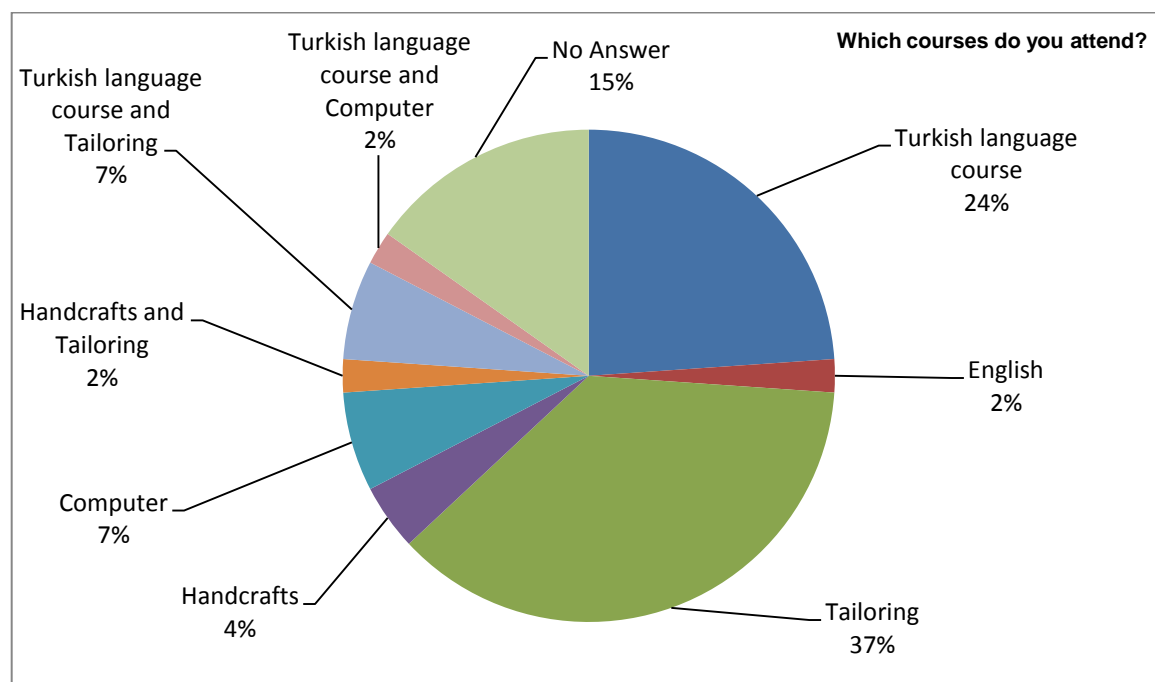
- Regarding the proximity of the community centre to the beneficiaries' homes, 89 per cent of the interviewed people mentioned that they have to travel an hour or less to reach the centre. However, there were some who mentioned that it takes them two or even three hours (or sometimes even more) to reach 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, 59 per cent of them are coming to the centre 2-3 times a week, and 35 per cent 4-5 times a week. These data show that there is a definite and clear great 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, tailoring course, handcraft course, computer course and English 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, registration and social support centre were mentioned.



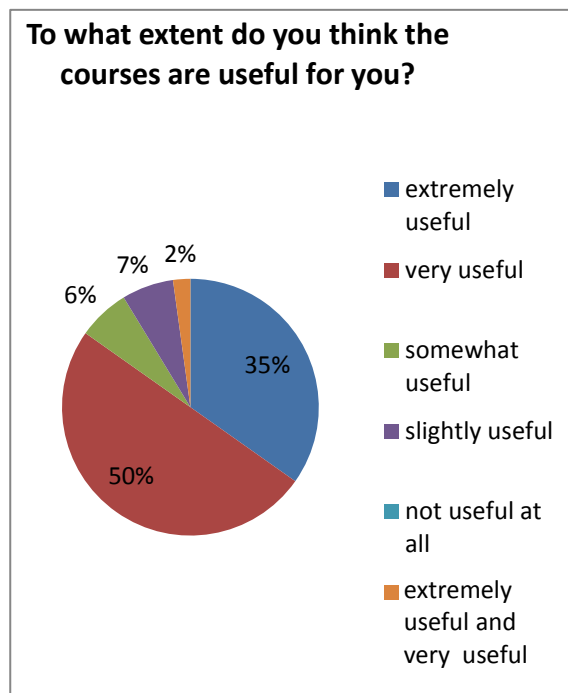
Comparing the results of the BSS (see above) and the outcomes of the focus group discussions, it is clear that the Turkish language course (24%) and the tailoring course (37%) are the most popular and attended ones.

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 and integrate to the host community; and also, they have better opportunities to find a job as well.

The knowledge of the local language (and thus learning about Sanliurfa's culture, traditions and customs) makes the lives of the beneficiaries considerably easier, both in the private life, both 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.

The beneficiaries mentioned, however, that the period until opening a new course is quite long. One Turkish language course lasts for two months, and there are not enough teachers to serve the raised interest.

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. 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. The beneficiaries told that they are satisfied with the methodology of learning and the way the tutors teach them.

When asked about why the courses are useful for them, the beneficiaries among others emphasized that they are good activities to spend their time useful, 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 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 the “*supporting social friend*”. The beneficiaries have the feeling that someone cares about them (even in the rural areas 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 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 have been cases where due to previous bad memories and experienced, the children were playing “war-like role plays”, with shooting, injuries and fighting, and also, some of the children got frightened when they heard some louder voice. So 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 kids 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 if 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 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, prepare some small ornaments, sing songs and also, to learn Turkish and Arabic. Learning Arabic is important for the children not to forget their own culture, traditions, language and not to lose their cultural identity. The children looked full of hopes and happy, happier than adults, and 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. For those illiterate, help was provided to put their answers on the paper.
- 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.
- The staff feels responsible for the work they are doing day by day, 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. They are proud to be referred to as “*friends*” by the beneficiaries. 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.

- Out of the three Syrian volunteers interviewed, two had been working with SARC in Syria. The volunteers feel their work useful with helping others, even if they have more background (university, etc.) than “just” being a volunteer. It is also essential for them to spend their time in a conducive way. They work in the centre voluntarily, however, possibilities shall be explored how they can be supported, as there is a risk if they find a job, they will quit from the centre. They mentioned that it would be very useful for them to have the vest with the TRCS’s emblem, so as to distinguish themselves, and also to make them feel part of the staff.
- 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 shall be harmonized and coordinated between the different organizations so as to address the beneficiaries` needs to the utmost extent and to avoid duplication of activities.
- 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 2,500 people with the services as of August 2015. By now, people are well aware of the activities of the TRCS and also the community centre. They started their outreach activities, as well as attracted volunteers. They managed to establish a functional, operating place, which is furnished and well-equipped. The centre has started its information and referral services. The logistics and HR processes are still ongoing. They managed to established from zero the currently working financial system step by step. 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 observations, the following recommendations shall be taken into account:

- 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, posters, awareness raising materials in public places (hospitals, schools, etc.), as well as inside the centre (board at the reception promoting the courses and activities, their schedules, etc.). The use of the social media would be also an added values, as more and more beneficiaries have access to internet, so it might be useful to have a dedicated section for the centre under the official webpage of the Turkish Red Crescent. Outreach activities can be also a way to have more people benefitting from the services provided by the centre. Of course, when talking about the number of people visiting the centre, it shall be taken into account that it was summer time when the evaluation was conducted, which means that quite some people were working in the fields. With the approach of autumn, winter, and with the continuation of the announced seminars, the number of people reached might also raise.
- The issue of **transportation** was raised several times in different context. On the one hand, it would be useful to arrange transportation for those who have to travel a lot to reach the community centre, and at the same time, it would be essential to provide transportation for children going to school, thus enhancing the number of children attending school. A shuttle bus 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 attendance.
- The **number of personnel and staff** 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. More Arabic speaking trainers would be definitely an added value.

- Possibilities shall be explored to launch **other types of vocational courses** (for example hairdressing, nursing, First Aid, English, etc.) or more advanced courses and activities (for example intermediate level of Turkish course or a higher level computer course or tailoring course with learning some new models and styles), with a shorter waiting period. It would be also important to start a greater number of income-generating courses and activities. It might be good to organize small exhibitions after one course ends, so as to attract more people.
- As the size of the centre allows (even with re-organizing the course rooms), it might be considered to buy **more machines and materials** for the vocational courses, also taking into account that with the approach of winter, thicker and warmer clothes might be needed to be prepared by the beneficiaries.
- The **involvement of men** into the courses and activities of the community centre shall be solved, as there is a considerably higher number of women benefitting from the services of the centre. Possibilities shall be explored how to launch tailor-made courses for men (computer, language, even vocational ones of “men-kind”).
- As far as the Child Friendly Place is concerned, there is a clear need for a place where **outdoor and sport activities** can be commenced, such as a playground or some green field and garden.
- Establishing **“day care centre/nursery”** 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.
- The needs of youngsters shall be also satisfied with the establishment of a **“Young(ster) Friendly Space”**, as they are no longer fit into the CFS. Activities and courses for them shall be tailored to their different and “more grown-up” needs, and a special place shall be created for them for socializing.
- All interviewed beneficiaries are aware of the services of the community centre, however, some of them expressed their need for clothes, food, etc., so it might be useful to refer them to other organizations from whom they can receive this kind of support (i.e. **satisfying their basic needs**). It is essential to establish proper networking with other organizations so that the relevant needs of the beneficiaries can be satisfied (referral to registration, health care, psychologist, schools, food items etc.). It shall be also explored how the tracking of those who have been referred to some institutions by the community centre can be managed.
- The number of **volunteers** (both Turkish and Syrian) shall be also increased and a clear **volunteer policy** is to be developed. Increasing the volunteers` visibility would be also essential, for example through a provision of a vest/T-shirt with emblems to them,
- 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.
- Taking into account the fact that the staff is exposed to sensitive life stories moments day by day, there is need for proper and adequate **psychosocial support (PSS)** for them to avoid their burn-out and to secure their wellbeing. This is of utmost importance, as there are cases to which the staff of the centre would like to react, but it overgrows on their emotional capacities.
- Regarding the effectiveness and timeliness of the operation, it was noticed that the progress in activities is slowed down by some **internal, bureaucratic procedures**. Thus more structured programme and planning would be necessary with the streamlining of the internal procedures (financial, HR, etc.).

6. Lessons learned

In general, the community centre project has been running well since the centre opened its doors in January 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".