

ISSUE 21: JANUARY 2022

EMERGENCY SOCIAL SAFETY NET (ESSN)

Thanks to European Union funding and a partnership between the International Federation of Red Cross and Red Crescent Societies (IFRC) and the Turkish Red Crescent Society (TRC), 1.5 million refugees living in Turkey are receiving humanitarian support through monthly cash assistance.

January snapshots



1,529,495 individuals reached with cash assistance





Highlights

Giving people the #powertobe: Launch of the ESSN digital awareness campaign

Building on its success from last year, #PowerToBe once again sets out to promote unity and solidarity by portraying four talented refugees as individuals with certain passions. As a digital awareness campaign, #PowerToBe brings together refugees and European influencers through their shared passions.

Please refer to page 4 to meet four passionate Syrians living in Turkey – Hiba, a musician; Eslam, an illustrator; Ibrahim, a swimmer, and Mohammed, a coffee lover – who are regaining control of their lives through the help of monthly cash assistance funded by the EU, ultimately giving them more power to be themselves.

Sweepbacks: In January, 694,836.41 TRY in total was swept back in total, 143,070 TRY being swept back from 232 uncollected cards and 551,766.41 TRY from 4,432 dormant accounts). The total amount of funds swept back since April 2020 is 20,180,920.35 TRY.

SASF ALLOWANCE

In January 2022, 9,512 households 37,946 individuals received ESSN assistance via the SASF allowance across Turkey. The SASF allowance continues to play an integral role in minimizing exclusion errors and including vulnerable households into the ESSN.



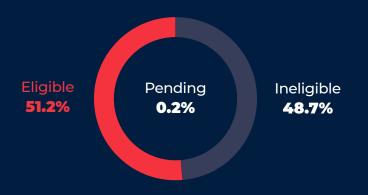


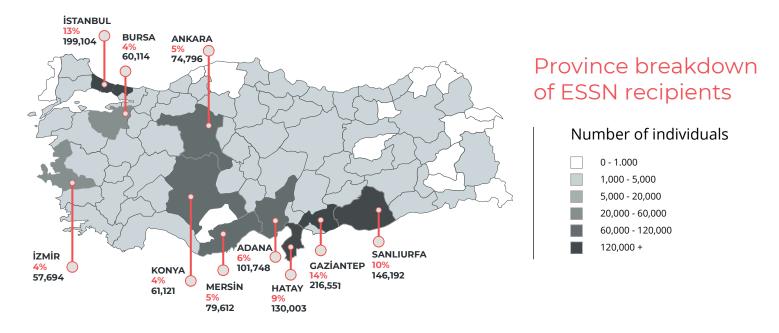


Funded by the European Union

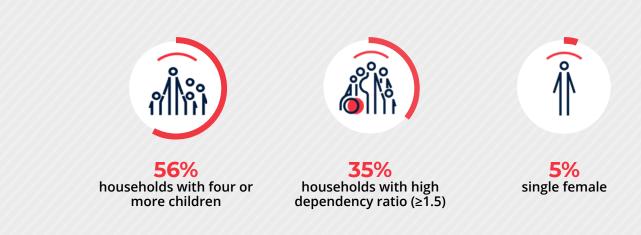
ESSN APPLICATIONS

- In January 2022, a total of 2,435 household applications were received by the SASF offices and TRC Service Centres.
- While 40.1 per cent of these applications were received by TRC Service Centres and 59.9 per cent at SASF offices.
- The total number of household applications received since the beginning of the ESSN III Programme reached 642,511, with 36.3 per cent of the total application having been received by the TRC Service Centres.





CRITERIA BREAKDOWN¹

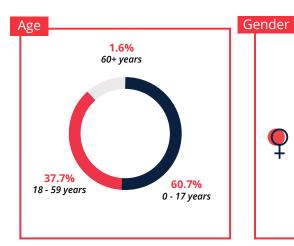


*4% of households (9,512 HHs) receive ESSN assistance within the scope of the SASF allowance.

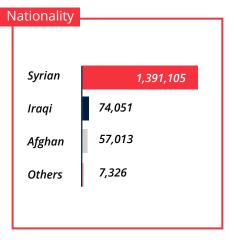
^{138,691} households with four or more children; 86,793 households with a dependency ratio equal to or above 1.5; 11,614 single females.



IN NUMBERS: DEMOGRAPHICS OF PEOPLE WE SERVE



50.3% female 49.6% male



Age breakdown of ESSN recipients: 0 - 17 years: 928,959 18 - 59 years: 576,125 60+ years: 24,411 Gender breakdown of ESSN recipients: Female: 770,098 Male: 759,397 Among the 'others' category are Iranian, Somali, Pakistani, Chinese, Palestinian and other nationals.



The digital awareness campaign aims to provide external audiences with an opportunity to walk in refugees' shoes by showcasing their stories and perspectives. The campaign was launched in January 2022 collaborating with influencers from Germany, Italy, Sweden, Poland, Portugal, and Turkey.

In the past four weeks, the campaign has the following results:

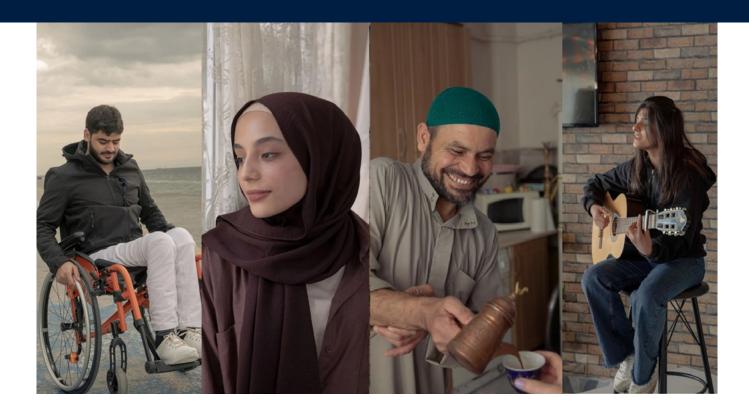




active engagement rate (people liking commenting/people reached)



positive sentiment



Ibrahim

After being shot by a sniper in Syria while out visiting a friend, Ibrahim became a paraplegic. Ibrahim says swimming sets him free from all limitations including the wheelchair. He sees new worlds in oceans.

Eslam

Born and lived in Syria until the war broke out and she was forced to seek refuge; first in her sketches, then in Turkey. Eslam's biggest dream is to have an exhibition of her own, in her own words, to "show the world – even if just a little bit – what happened in Syria".

Mohammad

Mohammad loves making coffee as well as drinking it. He prepares coffee with cardamom and cloves as the smell reminds him of his homeland. As part of the campaign, Mohammed also exchanges ideas with influencers from Turkey. Of course, it's all about one thing: coffee.

Hiba

Hiba not only sings but also writes her own songs which are mostly about love, pain and her dreams. To her, music is more than a mere passion; it is also her source of hope.

PROGRAMMATIC HIGHLIGHTS

Monitoring and evaluation:

- PDM12 and Focus Group Discussion on debt were presented in Syrian Task Force and Basic Needs Working Group meetings. PDM 13 Report is ready and will be published as soon as possible. PDM14 data collection cycle is ongoing.
- IVS-2 data collection cycle is ongoing. IVS survey has been updated in line with answering some of the gaps in respect of livelihoods as it will be one of the main sectors for enlightening programmes future.
- Further analysis is ongoing with minimum expenditure basket. There will be three steps to increase baskets accuracy which will affect transfer value calculations.
- Vulnerability to poverty approach has been studied in terms of targeting.

Referral and outreach:

Referral and Outreach field teams conducted 182 visits in 12 cities, raising awareness of local authorities, NGOs and carrying out advocacy activities through local authority visits to remove barriers encountered during ESSN application.

As part of their monthly efforts, data verification and transfer management teams have identified abnormalities in some households. Concordantly, referral and outreach teams reached those households in collaboration with local authorities. Also, households that have spent their assistance in multiple provinces within the same month were visited together with the SASF staff to better understand the situation and carry out sensitization activities when needed.

Community engagement and accountability (CEA):

 An effective feedback and complaint mechanism is crucial for the programme for consistent improvement. ESSN information provision mechanisms continue to disseminate information on important issues. In this regard, 31 posts have been published in January 2022 regarding the ESSN as well as other important issues such as Covid-19 rules (mask, hygiene, distance), warning about fraudulent cases, minimum withdrawal amounts from ATMs etc. 19,678 followers liked, shared or clicked upon particular elements of the posts. In January, 387 ESSN related information requests/feedback/complaints have been replied through the Kızılaykart Facebook page and website. All of the questions were responded to within a day. Consequently, 6 referrals were made. Also, the ESSN website has been re-designed to provide a more user-friendly interface to applicants.

- SMS is the most effective and direct communication channel used for information provision. ESSN-related SMSes are sent to beneficiaries informing them about their eligibility/ineligibility status, monthly removals reasons, ,uploads and sweepback, warning about dormant accounts and uncollected cards etc. In January 285,654 SMSes were sent to the programme applicants and beneficiaries in 4 languages (Arabic, Turkish, English, Farsi).
- In January, 168 Kızılay Call Centre continued to provide services in 5 languages (Arabic, Turkish, English, Farsi and Pashto) to share information with the programme target group. 14,881calls have been received and recorded. A total of 14,653 (98%) of these calls were closed. Of these calls, 14,033 (94%) were received in Arabic from a total of 76 provinces.

Coordination:

The 3RP Basic Needs Working Group conducted the first sectoral meeting on 20 January. The meeting was implemented jointly; both National and Field members attended the meeting. The coordination unit with the IFRC counterpart participated and took the necessary action. The coordination unit presented the ESSN periodic figures and field updates to almost 40 participants from different humanitarian organizations. Coordination unit attended the CBI-TWG meeting and other sectoral working group meetings. Periodic coordination meetings with the partners were conducted as usual. The planning and discussion of the current year's activities are ongoing with partners.



