



ISSUE 7: OCTOBER 2020

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), almost 1.8 million refugees living in Turkey are receiving humanitarian support through monthly cash assistance.

October snapshots



1,789,603 individuals
reached with cash assistance



221,037,360 TRY
cash transferred to 315,458
households



30,853 individuals
included through SASF
allowance

Highlights

Cash transfer takes place on 31 October

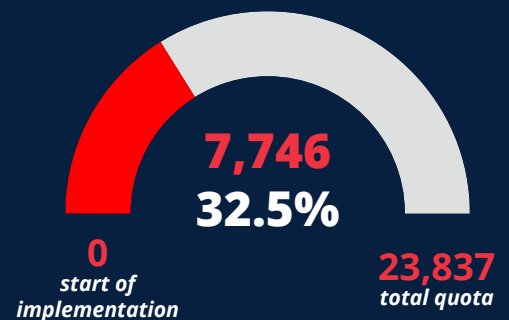
On 31 October, 221,037,360 TRY was transferred to 1,789,603 individuals living under temporary and international protection in Turkey. The cash transfer included the severe disability top-up of 6,285,000 TRY. The total amount of cash transfers since IFRC took over the ESSN in partnership with TRC is 2,029,363,740 TRY.

Outreach teams help the most vulnerable to receive their ESSN cards

TRC outreach teams are implementing card delivery activities to vulnerable groups to reduce negative coping strategies. The teams conducted 400 outbound calls to households who became eligible in September, but have not collected their cards yet. More on outreach activities can be found on page 4.

SASF ALLOWANCE

As of October, 7,746 vulnerable households are receiving the ESSN assistance via the SASF allowance. This makes up 32.5 per cent of the total quota for all SASF offices in the different districts across Turkey. There has been a slight increase of 2 per cent in the implementation of the allowance since April. As per the Ministry's circular, some SASFs will not conduct household verification visits due to the pandemic until 31 October. Consequently, many have been relying on visits they had conducted prior to the spread of the virus and local networks to assess the vulnerability of the households and include them in the ESSN.



Funded by
European Union
Humanitarian Aid

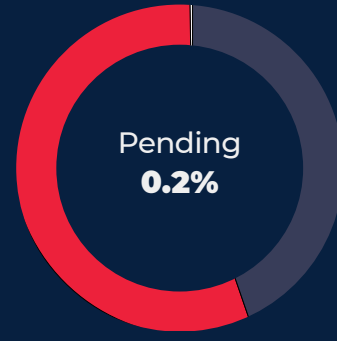


ESSN APPLICATIONS

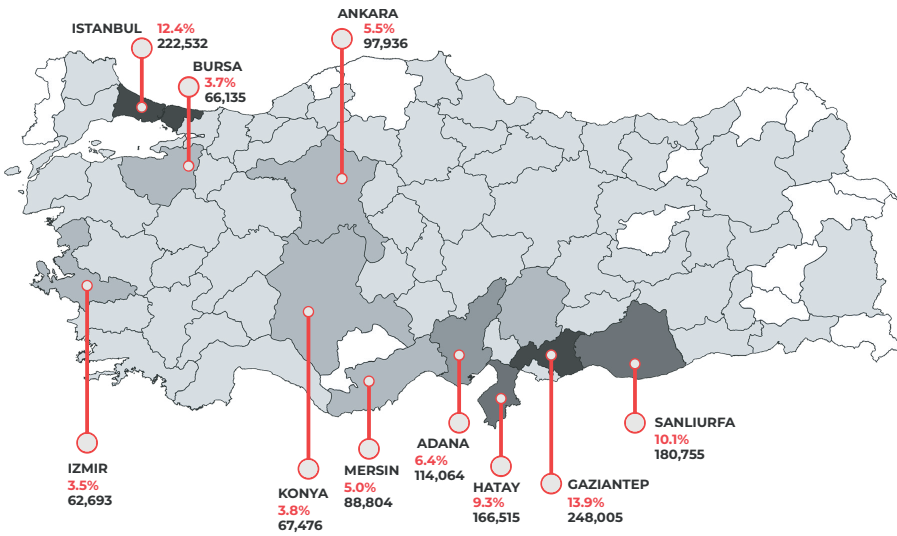
In October, 3,864 household applications for the ESSN were received at SASF offices and TRC service centres. Application trends for September and October show a steady level similar to the average monthly applications prior to the pandemic.

The total number of household applications received since the beginning of the ESSN is 595,809.

Eligible
54.8%

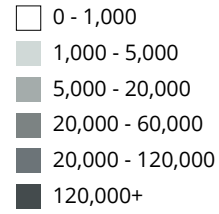


Ineligible
45.0%



Province breakdown of ESSN recipients

Number of individuals



CRITERIA BREAKDOWN ¹



41.6%
households with four or more children



26.3%
households with high dependency ratio (≥1.5)



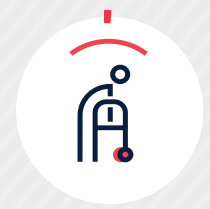
14.3%
households with single caregiver and children (<18)



9.1%
households with one or more individual with a disability



4.9%
single female



1.3%
elderly people above 60 with no other adults in the household

***2.5%** of households (7,746 HHs) receive the ESSN assistance within the scope of SASF allowance.

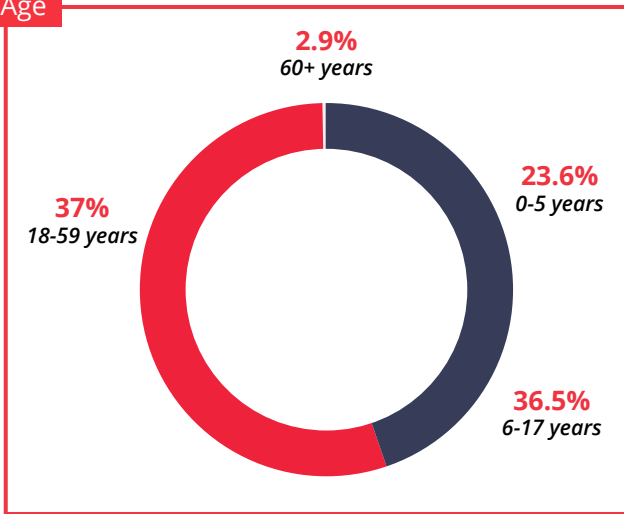
Sweepbacks: The third sweepback of 269,600 TRY was realized in October from 493 uncollected cards. The first sweepback of 1,692,670 TRY took place in August for 608 uncollected cards, and the second sweepback of 492,480 TRY in September for 492 uncollected cards. The total amount of sweepback transactions including October is 2,454,750 TRY.

¹ 131,296 households with four or more children; 82,997 households with a dependency ratio equal to or above 1.5; 45,013 households with a single parent with no other adults and at least one child under 18; 28,744 households with at least one individual with a disability rate of 40%; 15,432 single females; 4,230 households with elderly people above 60 with no other adults in the household.



IN NUMBERS: DEMOGRAPHICS OF PEOPLE WE SERVE

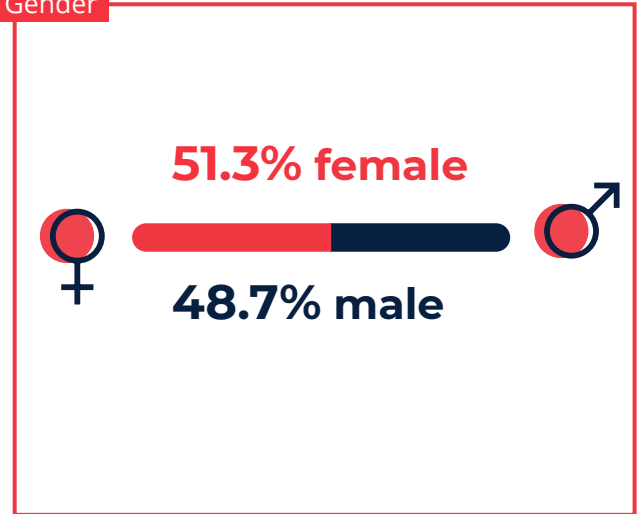
Age



Age breakdown of ESSN recipients for October:

0 - 5 years: 423,081
6 - 17 years: 654,172
18 - 59 years: 660,388
60+ years: 51,962

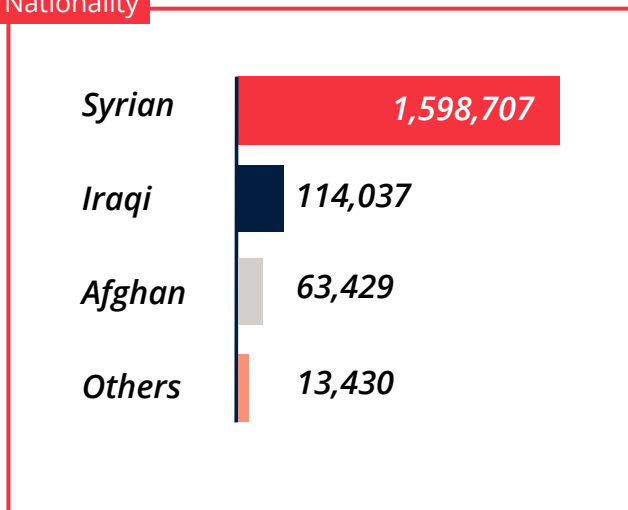
Gender



Gender breakdown of ESSN recipients for October:

Female: 919,043
Male: 870,560

Nationality



Among the 'others' category are Iranian, Somali, Pakistani, Chinese and Palestinian nationals.

Disability



Individuals with a valid severe disability health report received an additional top-up of 600 TRY per person, totalling 6,285,000 TRY for October.

CARD DELIVERY TO THE MOST VULNERABLE

TRC outreach teams are making outbound calls to communicate with eligible ESSN recipients who have not yet collected their cards. The purpose of this activity is to eliminate barriers vulnerable groups face in accessing the assistance. Analysis is conducted on a monthly basis whereby vulnerable groups are identified and then contacted. In October, the teams made 400 phone calls in 52 provinces to inform the households that they are eligible and that they can collect their cards. Besides the phone calls, the teams have also been delivering cards to the homes of those who are unable to visit the banks.

The outbound calls also aim to determine the vulnerability of a household by taking into consideration the household's composition and whether there are any members with special needs or disabilities, whether there are elderly members and whether the household is a single woman. Such challenges may hinder a household's ability to wander freely and to visit the bank to collect their cards. Depending on the outcome of these outbound calls, the teams deliver cards to the homes of those who are unable to visit the bank. This activity is planned to continue throughout the pandemic and will help to counteract the challenges brought on by COVID-19.

70 of the 400 eligible households had received their cards, while 112 had not received them yet.

Households who were not able to collect their cards were identified via the calls. TRC outreach teams immediately proceeded with the necessary steps and procedures and delivered the cards to the addresses of the vulnerable households. In addition to card delivery, referral and follow-up have also been put in place for those with protection needs or barriers to accessing the ESSN.



Thoughts from the field:

"The language of human maturity is benevolence. Helping is not a favour, but a human duty. I am human, too."

- İbrahim Aktürk, TRC outreach

"It was priceless to witness the moments when sadness turned into joy in every house we visited to deliver the cards."

- Melih Habeşoğlu, TRC outreach

"She [ESSN recipient] said that Turkey and Syria are brother countries, and that she would save a place for us in each of her prayers. We were very touched."

- Gökhan Yıldık, TRC outreach



PROGRAMMATIC HIGHLIGHTS

Monitoring and evaluation:

TRC and IFRC field teams visited 12 Halkbank branches and three TRC service centres in five provinces (Ankara, Gaziantep, Hatay, Istanbul, Izmir) to monitor card distribution. The teams observed that the banks were not overly crowded and adhered to hygiene and physical distancing rules put into place to prevent the spread of COVID-19. The teams also observed that those who could not speak Turkish were accompanied with friends or family who could speak Turkish to help them overcome the language barrier. Employees at the bank mentioned that there were some uncollected cards possibly due to households being included in the ESSN via the SASF allowance and not being aware nor informed of their inclusion. TRC outreach teams are identifying and contacting these households so they can collect their cards.

Accountability to affected populations:

The rumour tracking system has been put in place and action to counteract rumours is currently being planned for the next period. Currently, the TRC 168 hotline is keeping track of rumours received through phone calls with the use of the rumour category recently added to the hotline.

In October, the call centre received 15,647 calls from 71 provinces - 81 per cent of the calls were in Arabic. The official Kizilaykart Facebook page reached 92,235 followers and the total number of messages replied to in October is 40,089. A total of 64,762 SMSs were sent including confirmation of receiving the complaint, monthly removal and the reasons, uncollected cards, discrepancies, and dormant account warnings. The

total number of messages received on the website is 96 with all messages responded to.

Communication:

Collaboration with influencer CZN Burak for World Food Day took place on a variety of social media channels. Media engagement in Turkey also took place, resulting in more than 100 media mentions of the broadcast as well as the mention of ECHO.

Field coordination:

Field teams continue to visit key stakeholders.

IFRC has a team of regional Field Coordinators and Field Officers who are responsible for liaison with relevant stakeholders in their region, technical support to TRC field teams and oversight of ESSN field activities. They are based within the Kizilaykart area offices in Gaziantep, Istanbul, and Ankara. This enables TRC and IFRC to have strong day-to-day coordination in terms of planning, preparing and implementing field activities together.

In October, IFRC Field Coordinators and Officers joined TRC Referral & Outreach field teams during their regular visits in 44 districts (16 provinces) across Turkey. They cover local authorities, such as SASF offices, PDMM offices and Provincial Health Directorates, as well as key non-governmental stakeholders. These field visits are crucial to sensitize stakeholders about the ESSN and to advocate for reducing access barriers and solving issues. In addition, IFRC field teams joined TRC M&E field teams during card distribution monitoring at Halkbank branches in Ankara and Istanbul, and at the Service Center in Gaziantep.