



ISSUE 2: MAY 2020

EMERGENCY SOCIAL SAFETY NET

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), over 1.7 million refugees living in Turkey are receiving humanitarian support through cash assistance.

May snapshot



1,715,900 people
reached with cash assistance



104,506,600 TRY
monthly top-ups were delivered
to 301,809 households



14,820 calls
were answered in the scope of
ESSN programme

Highlights

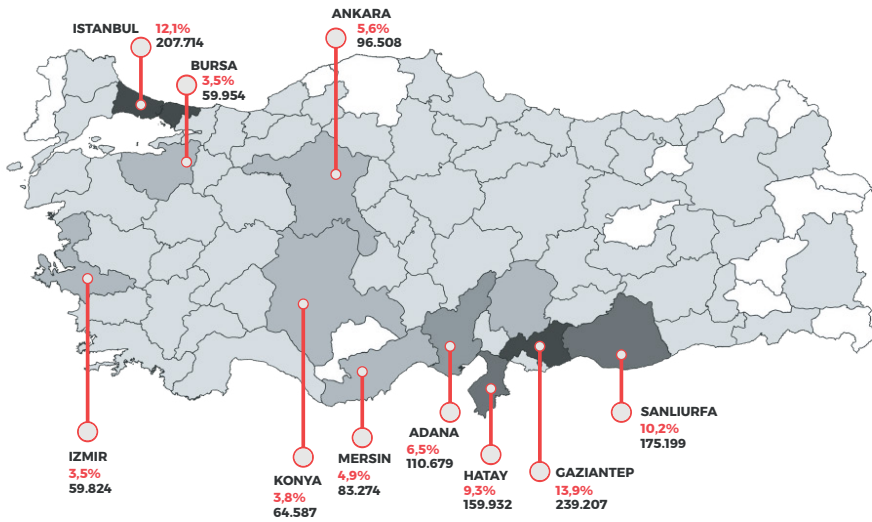
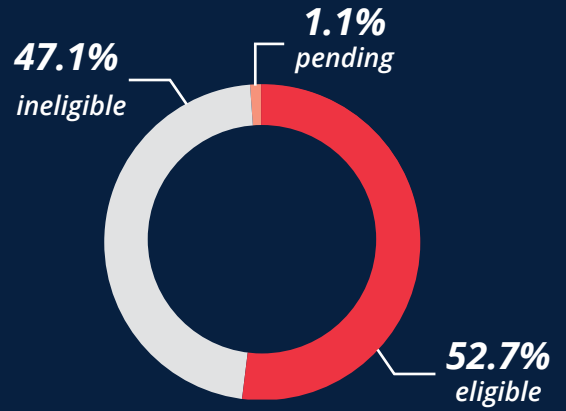
On 31 May the second cash transfer under the partnership between IFRC and TRC was made to 301,809 households including 7,314 households eligible through the Social Assistance and Solidarity Foundation (SASF) discretionary allowance, totaling 316,314,400 Turkish lira. Over and above the regular cash assistance, this month also included an additional quarterly top-up. The value of the top-up payment varies based on the household size to give more equity between ESSN recipients. Households with one to three members receive 600 Turkish lira, four to eight members receive 300 Turkish lira and nine or more members receive 100 Turkish lira.

OPERATIONAL CONTEXT: IMPLEMENTATION CONTINUES DESPITE COVID-19

On 31 May the Ministry of Health (MoH) reported a total of 163,942 COVID-19 cases including 31,429 active cases and a total of 4,540 deaths. Despite the increasing number of daily tests, figures have been decreasing with trends showing that the new daily cases are below 1,000. This had previously been anticipated by both the Government of Turkey and MoH and measures to avoid a second wave of the coronavirus are being implemented as life slowly returns to normal. Despite this, cash assistance was delivered without major restrictions and referrals as well as other supports to communities continued. Communication with communities ramped up, including providing critical health messaging to vulnerable groups about protecting themselves and responding to COVID-19.

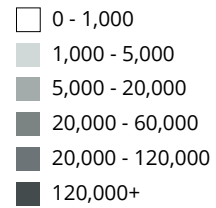
APPLICATION FIGURES AND TRENDS

April and May show a decrease in the number of applications because of the restrictive measures implemented to curb the spread of COVID-19. Applications dropped by 70 per cent in April and remained relatively the same for the month of May as people were mostly housebound due to the spread of COVID-19. A total of new 843 applications were received in May through the TRC Service Centres and SASFs. The service centres implemented strict measures, including physical distancing, to ensure the safety of both its staff and visitors. As of 01 June, the total number of applications for the ESSN is 577,881 of which 304,592 are eligible, 272,646 ineligible and 6431¹ not yet assessed.

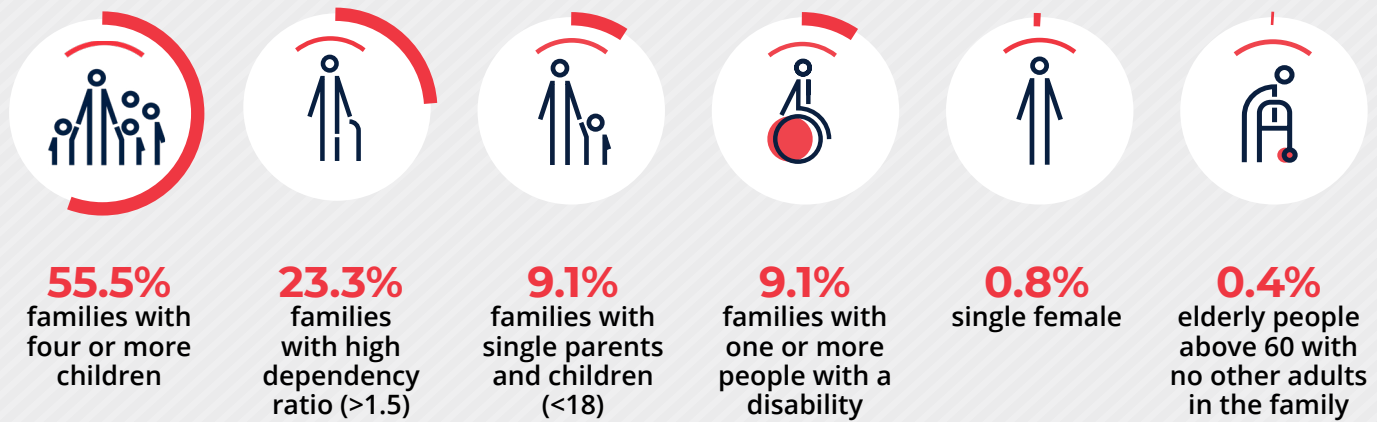


Province breakdown of ESSN recipients

Number of people



CRITERIA BREAKDOWN ²



*1.7% families that receive assistance was within the scope of SASF discretionary allowance.

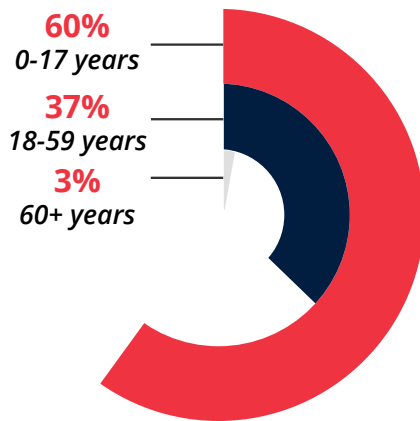
¹ This number reflects applications still pending Board of Trustees (BoT) decision.

² The actual figures are as follows: 952,698 families with four or more children, 399,635 families with high dependency ratio (>1.5), 156,503 families with one or more people with disability, 155,939 families with single parents and children (<18), 14,269 single female, 7,601 elderly people above 60 with no other adults in the family, 29,255 people receiving assistance within the scope of SASF allowance.



IN NUMBERS: DEMOGRAPHICS OF PEOPLE WE SERVE

Age



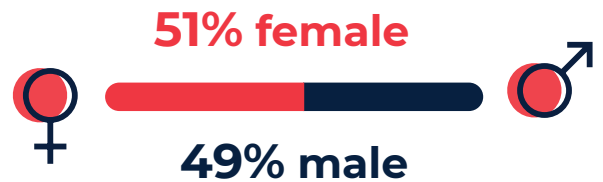
Age breakdown of ESSN recipients for the month of May as follows:

0-17 years: 1,029,218

18-59 years: 636,462

60 years: 50,220

Gender

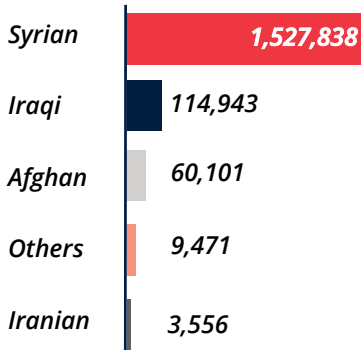


Gender breakdown of ESSN recipients for the month of May as follows:

Female: 881,502

Male: 834,39

Nationality



There are more than 70 different nationalities who benefit from the ESSN programme including Chinese, Palestinian, Somali and Russian, which have the rate of 0.15%, 0.07% 0.07% and 0.05% respectively.

Disability



9,833 people receive severe disability allowance

9,833 people benefited from severe disability allowance in May. A total of 5,899,800 Turkish lira has been provided to the disabled people in the month of May.

RAMPING UP COMMUNICATION WITH COMMUNITIES, DESPITE COVID-19

Communication with the affected populations continues to be a priority in the ESSN programme through the transparent and continuous provision of information and the use of a comprehensive complaints and feedback mechanism. This enables us to listen and identify major concerns, issues and questions from refugees that will help inform and improve our response. Information is shared through a variety of channels and services are provided to refugees without interruption despite the ongoing circumstances of COVID-19.

IN NUMBERS: COMMUNICATION WITH AFFECTED POPULATION



14,820 calls were answered
39% of all calls were received from Istanbul, Gaziantep and Hatay where most number of ESSN aid receivers are based in.

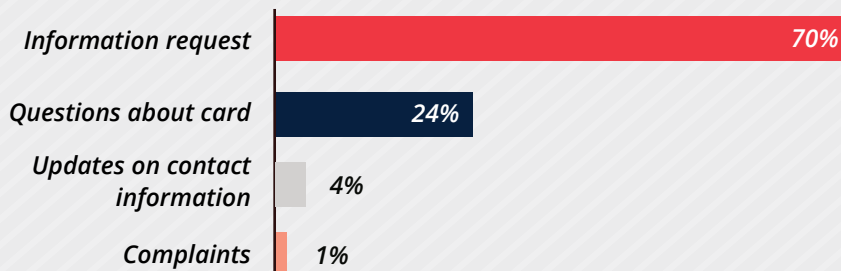


Nearly 630,000 SMSs were sent
ESSN receivers were informed about subjects such as; top-up payment, notification of payment, sweepback, eligibility etc.

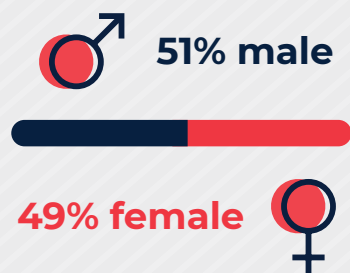


2,201 online questions were answered - While 950 questions answered were through Facebook, a total of 1,251 messages received from Kızılaykart website were also responded.

Reasons to call



Gender of callers





HIGHLIGHTS FROM THE FIELD

Outreach and referrals:

Outreach and referral teams continue to support communities with issues related to the ESN through advocacy with local authorities. This includes helping to remove barriers to application and coordinating with Directorate General of Migration Management (DGMM), Directorate General of Population and Citizenship (DGPC) and SASFs to solve problems related to ID and address registration. In May, 309 cards were delivered to individuals affected by the curfew ([watch video](#)). Around 75 cases were referred to TRC branches for in-kind assistance.

Monitoring and evaluation:

TRC monitoring and evaluation (M&E) teams conducted card distribution monitoring in the service centres in Gaziantep and Hatay. Card distribution is being carried out smoothly, and the precautionary measures related to COVID-19 are being strictly implemented and complied with, including ensuring safe physical distancing and crowd management. Outreach and referral teams delivered the cards of those unable to leave their homes due to the curfew (individuals above the age of 65 and below 18 years).

M&E field teams conducted ATM monitoring activities to observe crowdedness at ATM points throughout the month of May. The activity was conducted at 105 ATM points in different regions and provinces in Turkey. No major crowds or unusually high numbers of people were seen.

High-level ESN briefing:

On 20 May, IFRC and TRC hosted a briefing session with embassy representatives, UN agencies, government entities, and members from DG ECHO. A total of 65 attendees participated showing keen interest in the ESN and in first line communication with the IFRC.

The session aimed at briefing the attendees on the ESN in terms of its progress under the new partnership between TRC and IFRC and under the challenging conditions COVID-19 has imposed. It touched on important topics such as the findings of the COVID-19 assessment survey, the structure and presence of IFRC in Turkey, as well as plans for building the resilience of refugees in Turkey through livelihood programmes.

Communications:

The COVID-19 assessment survey has been published on IFRC [website](#), TRC ESN [website](#), and disseminated on other websites such as [ReliefWeb](#), [UNHCR Refugees Operational Portal](#), the Red Cross and Red Crescent [community engagement hub](#) among others. A [video](#) depicting the hard work and dedication of our frontline workers has been published on YouTube and shared on social media. Additionally, a [short story](#) highlighting how the ESN has helped rebuild the life of a Syrian household has been shared on Twitter and Instagram. The ESN received a total of 1.1 million impressions on the social media this month.