

ISSUE 10: JANUARY 2021

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.

January snapshots



1,798,472 individuals
reached with cash assistance



222,405,840 TRY
transferred to 317,310 households



2,812,695,200 TRY
transferred since April 2020

Highlights

Survey reveals high satisfaction with the ESSN

The satisfaction and feedback survey is the first such large-scale assessment undertaken by IFRC and TRC seeking to understand the level of satisfaction among refugees with the ESSN. Key findings are that the vast majority of surveyed recipients report overall satisfaction with the programme. However, 70 per cent are of the opinion that the monthly amount provided is not enough to cover their basic needs. For more, see page 4.

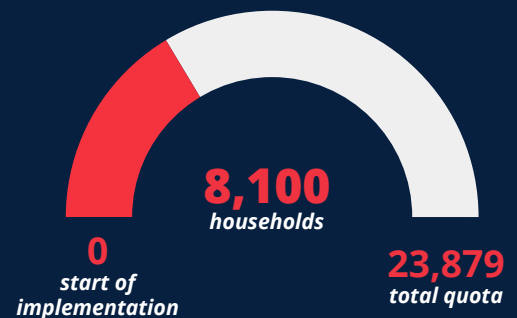
Drop in the number of ESSN recipients

The drop in the number of ESSN recipients this month can be attributed to changes in the demographics of households as many turn 18 on 01 January are no longer considered to be dependents in their households.

SASF ALLOWANCE

A total of **8,100** vulnerable households (32,198 individuals) received ESSN assistance via the SASF allowance in January. The allowance continues to play an integral role in minimizing exclusion errors and including vulnerable households into the ESSN.

Some of the challenges observed include the rigidity of the Decision Support Mechanism (DSM) which determines the vulnerability of a household and its eligibility for the SASF allowance based on certain criteria, one of which is the location of the house.



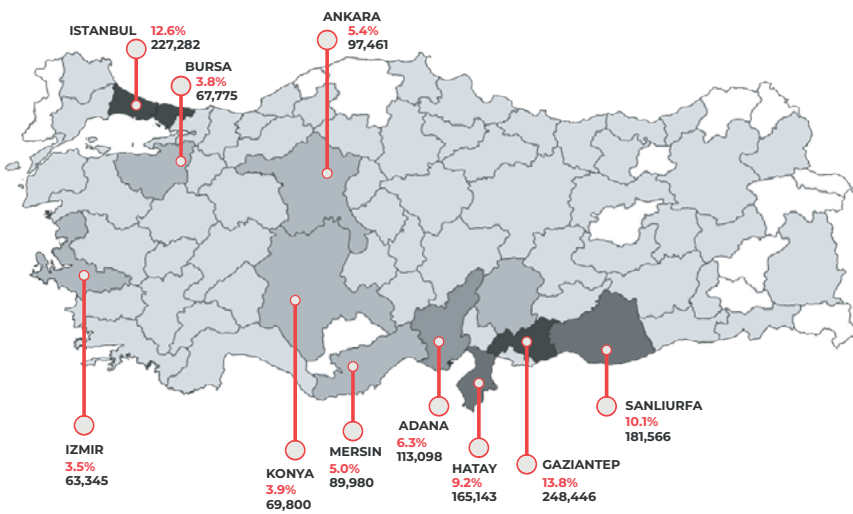
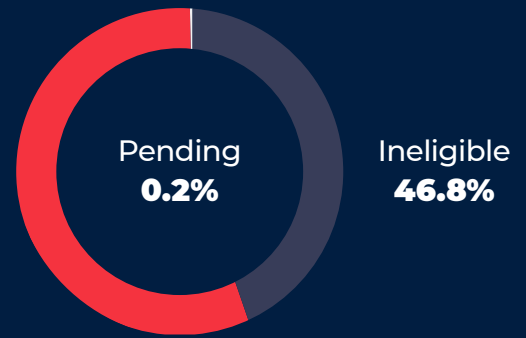
ESSN APPLICATIONS

In January, 3,110 household applications for the ESSN were received at SASF offices and TRC service centres. There has been a slight increase from December's applications, but figures are still in line with the pre-pandemic figures.

34 per cent of January applications were received at TRC service centres and 66 per cent at SASF offices.

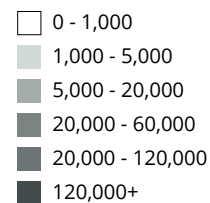
The total number of household applications received since the beginning of the ESSN is 605,277 with 36 per cent of total applications received at TRC service centres.

Eligible
53%

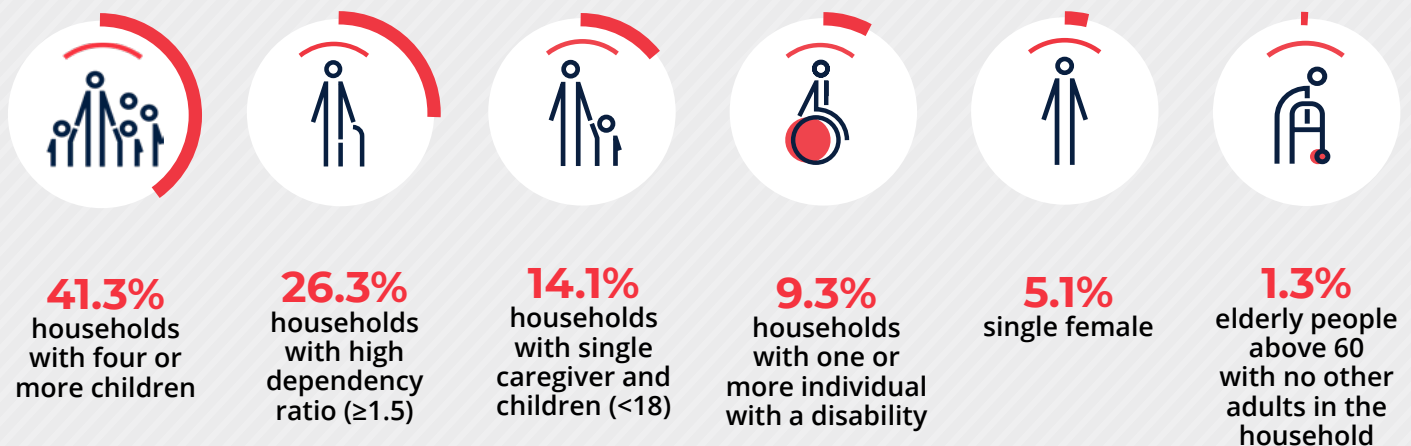


Province breakdown of ESSN recipients

Number of individuals



CRITERIA BREAKDOWN ¹



***2.6%** of households (8,100 HHs) receive ESSN assistance within the scope of the SASF allowance.

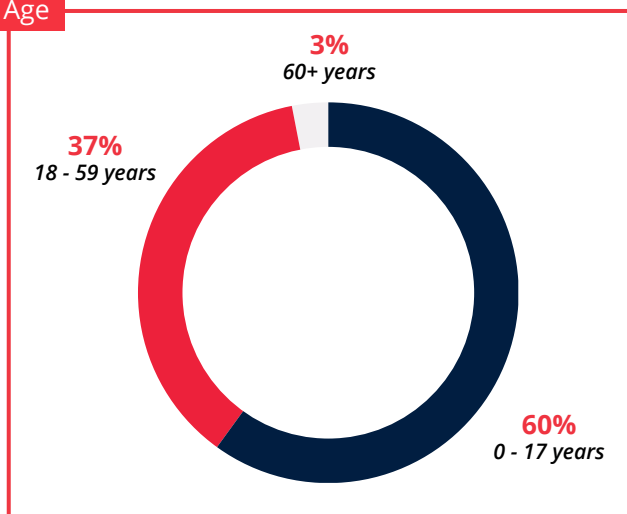
Sweepbacks: In January, the sixth sweepback of 889,667 TRY was made from 469 uncollected cards (229,380 TRY) and 745 dormant accounts (670,287 TRY). The total amount of transactions including January is 9,300,744.68 TRY.

¹ 131,184 households with four or more children; 83,435 households with a dependency ratio equal to or above 1.5; 44,707 households with a single parent with no other adults and at least one child under 18; 29,589 households with at least one individual with a disability rate of 40%; 16,016 single females; 4,279 households with elderly people above 60 with no other adults in the household.



IN NUMBERS: DEMOGRAPHICS OF PEOPLE WE SERVE

Age



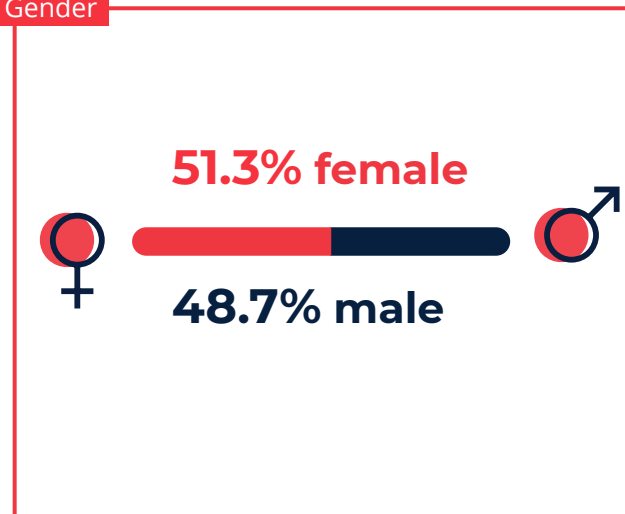
Age breakdown of ESSN recipients:

0 - 17 years: 1,075,398

18 - 59 years: 670,283

60+ years: 52,791

Gender

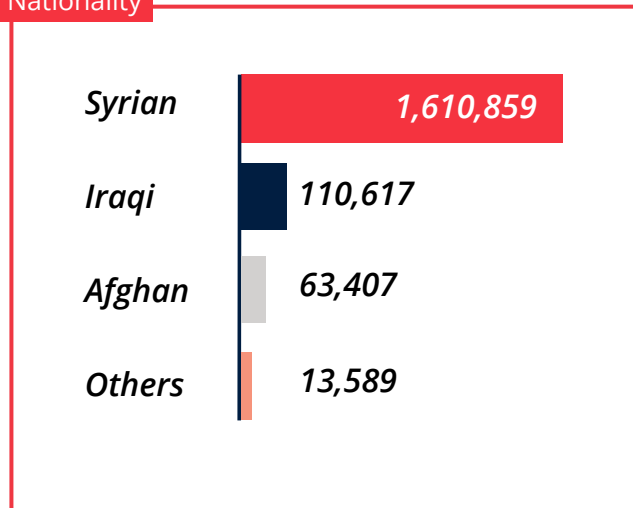


Gender breakdown of ESSN recipients:

Female: 923,847

Male: 874,625

Nationality



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

Disability



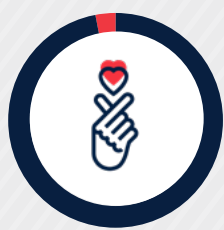
Individuals with a valid severe disability health report received an additional top-up of 600 TRY per individual, totalling 6,589,200 TRY for January.

SURVEY REVEALS HIGH SATISFACTION WITH ESSN

The **ESSN Satisfaction and Feedback Survey**, conducted by phone in October 2020 with 595 ESSN applicants (294 ESSN recipients and 301 ineligible applicants), is the first ever large-scale assessment undertaken under the IFRC and TRC lead to understand the level of satisfaction among applicants with the ESSN programme. This biannual survey, which is a part of the broader programme monitoring, evaluation and accountability framework, plays a crucial role in improving the ESSN programme moving forward. The specific objectives of this survey are:

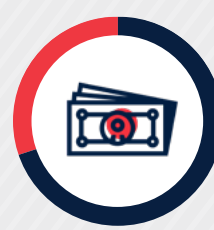
- To assess applicants' knowledge of programme components and processes.
- To understand applicants' level of satisfaction with the programme, and their communication preferences for information sharing, programme updates and complaint/feedback mechanisms.
- To identify applicants' general suggestions on the programme, especially considering the significant changes affecting implementation of the ESSN due to the pandemic.

Key findings:



97%

of surveyed ESSN recipients
are satisfied with the
processes of the programme



70%

of surveyed ESSN recipients
find the transfer value to be
insufficient for their basic
needs



60% are aware of the ESSN
demographic criteria



13% are aware that the ESSN
is funded by ECHO



95% are satisfied with
their interaction with TRC and
Halkbank staff



8% face difficulties
withdrawing cash at ATMs

Conclusion:

- Donor visibility should be improved amongst the refugee community even though it does not directly impact the outcomes of the programme.
- Based on the low satisfaction with the transfer value, there seems to be a need to consider whether the transfer value is sufficient to cover the basic needs of the affected population given the current context of high inflation and slow economic growth exacerbated by COVID-19.
- There need to be innovative and informative ways to address issues related to withdrawing cash at ATMs.
- Ineligible applicants requested to be included in the ESSN with some stating that the criteria was unfair.



PROGRAMMATIC HIGHLIGHTS

Referral and outreach:

R&O has been cooperating with local authorities to eliminate access barriers to the ESSN. The team organizes weekly visits to the field and strives to maintain positive relations with key stakeholders who play an important role in the programme. The team works hard to reach authorities not only in city centres where the refugee density is high, but also in rural areas where the density is relatively low. In this framework, 398 local authorities were visited in January in 196 districts of 39 provinces. It was observed that the number of access issues has decreased compared to December 2020, which could be because of the effective advocacy conducted in the field in Q4 of 2020.

Due to COVID-19, many PDMMs have either completely suspended or changed the interval for the signature procedures to once a month instead of every 15 days for IP ID holders. However, ID and address registration issues remain in areas where PDMMs are currently not processing new ID applications for IP and/or TP ID holders. TRC R&O field teams continue to help refugees with solving such registration issues to remove any potential access barriers for the ESSN.

Monitoring and evaluation:

Card distribution monitoring was conducted at Halkbank branches and TRC service centres in different provinces across Turkey. TRC M&E and IFRC teams identified and reported a few common challenges related to language barriers and illiteracy, pin code issues and blocked cards due to attempts to withdraw cash before the first monthly upload date. In January, TRC M&E teams started to conduct on-site monitoring visits again to other local institutions such

as DGPC (Nufus) offices and PDMM offices to observe the current situation and to report on potential issues.

Coordination:

In January, IFRC and TRC coordination unit presented an ESSN update during the Basic Needs Working Group (BNWG) meeting. This included a refresher on the Kizilaykart Platform Info Exchange Mechanism, which is a service that TRC offers where partners can cross-check beneficiary lists to avoid duplication in assistance and improve targeting. TRC and IFRC also provided an initial orientation for BNWG partners on the new C-ESSN (Direct Grant) programme. NGOs and UN organizations showed great interest to learn more about the design of the C-ESSN and how it relates to the ESSN. IFRC and TRC will provide several more in-depth orientations in the future, as part of the 6-month preparatory phase, in coordination with MoFLSS.

Communication:

The ESSN campaign wrapped up in January, achieving all targets, including: 16 million people reached; 80 per cent engagement rate (1.4 per cent active engagement rate); 97 per cent positive sentiment. Due to the success of the campaign, a second wave will be planned to expand the audience further with the remaining budget. IFRC is currently engaging National Societies in the EU to buy in on launching the campaign in their markets. All assets can be found on the website: powertobe.ifrc.org

Said's story was shared through a video and blog post. Content can be found on Twitter – [Europe](#) / [Global](#), [Facebook](#), [Linkedin](#), [Instagram](#), [YouTube](#).