

ISSUE 12: MARCH 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), over 1.8 million refugees living in Turkey are receiving humanitarian support through monthly cash assistance.

CELEBRATING ONE YEAR OF A SUCCESSFUL PARTNERSHIP

2020-2021 Snapshots



1.8 million people
reached with cash assistance



3.4 billion TRY
transferred since April 2020



From 120 to 155 TRY
Transfer value increased for
each person to respond to their
evolving needs as of April 2021



35,000 household
applications received

Summary

Yearly highlights

01 April 2021 marked one year since launching the new partnership between TRC, IFRC, Government of Turkey and the EU in implementing the world's largest cash assistance programme. In the past year, the team successfully worked together to adapt to a complex context under an unprecedented global pandemic, continuing to provide cash assistance to 1.8 million people in need. Read more on page 2.

March highlights

On 31 March, 224,818,920 TRY was transferred to 1,817,031 individuals (321,151 households) living under temporary and international protection in Turkey. Read updates from March from pages 3-5.

In March, the eighth sweepback of 1,313,225.73 TRY was made from 449 uncollected cards (427,500 TRY) and 817 dormant accounts (885,725.73 TRY). The total amount of transactions including March is 11,427,429.46 TRY.



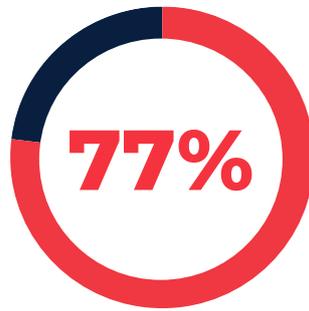
2020-2021: IMPROVING THE LIVES OF 1.8 MILLION VULNERABLE REFUGEES

ESSN cash assistance has helped refugees¹:



1 in 2

reported ESSN helping
**manage their
debts**



reported managing
**an adequate
healthy diet**



Better

coping
strategies among those
receiving ESSN cash
assistance

One year of implementation under COVID-19²:

171,000

calls

answered via toll-
free call centre

14,700

households

participated in
remote surveys

1,500

protection

referrals made

680

cards delivered

to those impacted by
COVID-19 restrictions

Highlights of ESSN achievements:



Two instalments of economic top-ups were provided to mitigate the negative impact of COVID-19.



The largest single cash transfer of 362 million TRY was made, including economic and disability top-ups.



Reached 16 million people across Europe and Turkey about EU's contribution to ESSN through the #powertobe digital media campaign.



Adapted to a new operational context under a global pandemic, including changing our approach to engaging and responding to communities and gathering research.

¹ Post Distribution Monitoring (PDM) 10 findings.

² All the numbers in the section are rounded. The exact numbers are as follows: 171,000 calls answered via toll-free call centre, 14,717 households participated in remote surveys, 1,538 protection referrals made and 684 cards delivered to those impacted by COVID-19 restrictions.

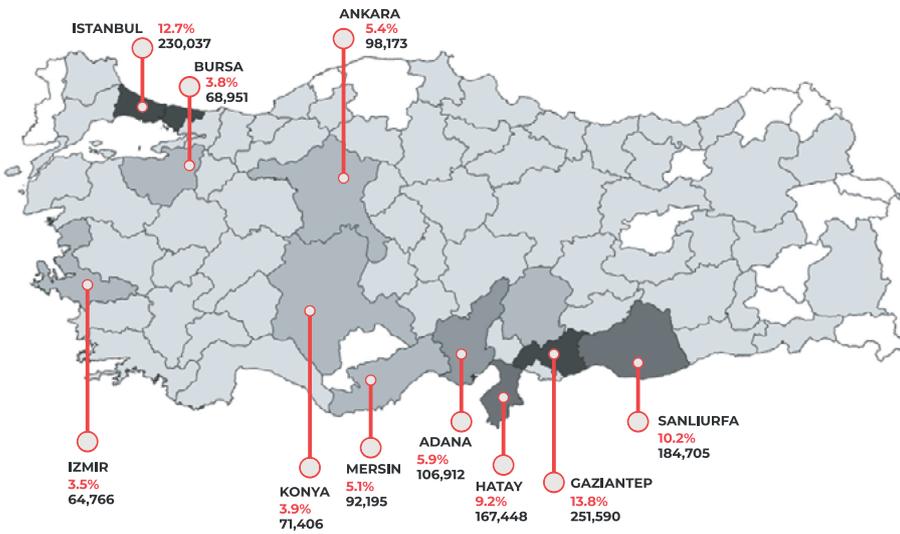
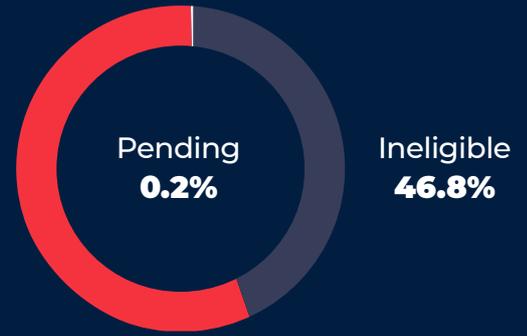
ESSN APPLICATIONS

In March, 3,497 household applications for the ESSN were received at SASF offices and TRC service centres. Application figures have slightly increased since last month.

49.7 per cent of March applications were received at TRC service centres and 61 per cent at SASF offices.

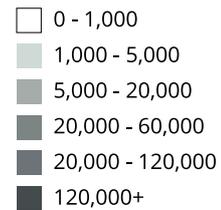
The total number of household applications received since the beginning of the ESSN is 611,861 with 36 per cent of total applications received at TRC service centres.

Eligible
53%



Province breakdown of ESSN recipients

Number of individuals



CRITERIA BREAKDOWN ¹



41.3%
households
with four or
more children



26.5%
households
with high
dependency
ratio (≥1.5)



13.7%
households
with single
caregiver and
children (<18)



9.3%
households
with one or
more individual
with a disability



5.1%
single female



1.4%
elderly people
above 60
with no other
adults in the
household

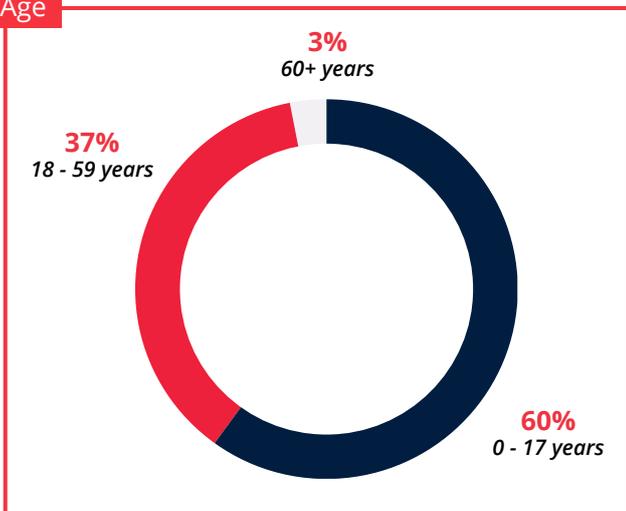
***2.7%** of households (8,543 HHs) receive ESSN assistance within the scope of the SASF allowance.

¹ 132,738 households with four or more children; 84,985 households with a dependency ratio equal to or above 1.5; 44,112 households with a single parent with no other adults and at least one child under 18; 30,000 households with at least one individual with a disability rate of 40%; 16,414 single females; 4,359 households with elderly people above 60 with no other adults in the household.



IN NUMBERS: DEMOGRAPHICS OF PEOPLE WE SERVE

Age



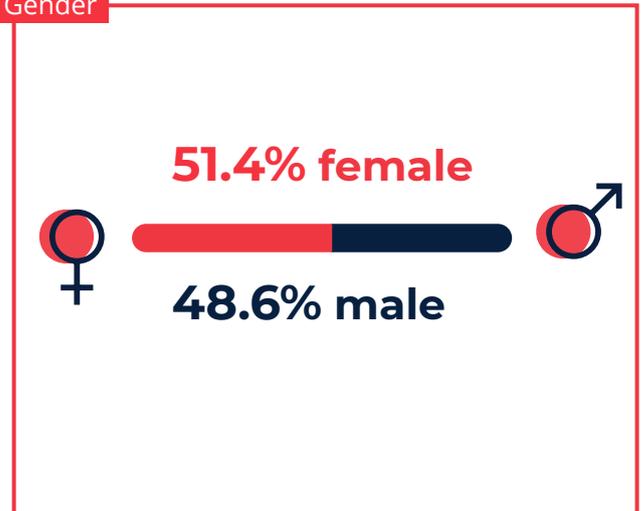
Age breakdown of ESSN recipients:

0 - 17 years: 1,086,064

18 - 59 years: 677,678

60+ years: 53,289

Gender

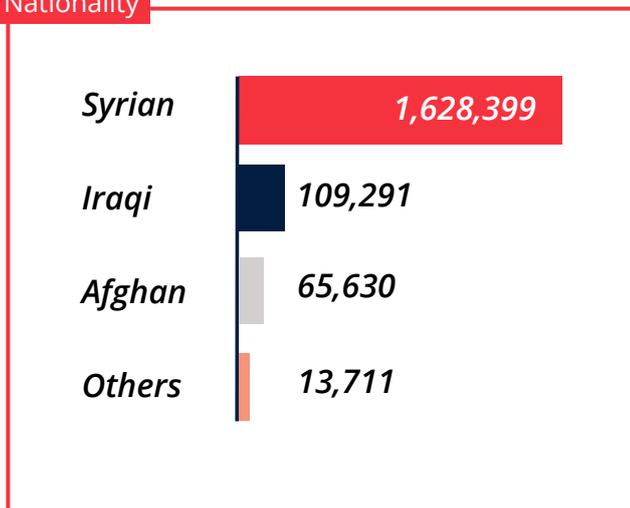


Gender breakdown of ESSN recipients:

Female: 933,203

Male: 883,828

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 6,775,200 TRY for March.

PROGRAMMATIC HIGHLIGHTS

New approaches to monitoring and evaluation under the pandemic

The COVID-19 pandemic has brought challenges but also opportunities to innovate their approaches, including switching to remote and digital formats for focus group discussions, surveys and PDMs. This rapid response to the restrictions reflect the capacity and adaptability of the team and the strong cooperation and coordination of TRC and IFRC.

In March, on-site monitoring activities continued and local institutions implemented ESSN processes in line with the rules and restrictions of the pandemic.

Working together with authorities in referral and outreach (R&O)

Within one year of partnership, 3,665 local authorities were visited in 81 provinces, out of which 486 were within the scope of advocacy activities. In addition, 3,922 access issues were identified throughout the partnership and 3,276 of them were resolved successfully.

One of the most valuable contributions of IFRC in 2020, especially during and after the pandemic period, is the mainstreaming of protection perspective in every area of the R&O activities. For example, within this perspective, advocacy visits were conducted to SASF offices to update the contact numbers of refugees who were not reached throughout outbound calls, where it was decided that R&O teams would visit the households on behalf of SASF offices as many were unable to due to the restrictions imposed by the pandemic.

TRC Outreach teams delivered 684 cards to households who were not allowed to leave their homes due to the COVID-19 restrictions, as well as recipients who were not able to collect their cards due to illness or disability.

Building stronger coordination and collaborations with our partners

Two SASF workshops were hosted under the TRC-IFRC partnership to continue enhancing coordination, provide updates, sensitize local actors on the ESSN and share new best practices together. More than 120 SASF staff members participated and provided valuable feedback.

In March, TRC and IFRC held the quarterly ESSN Task Force meeting for Hatay, Mardin, and Şanlıurfa. There was a high number of participants thanks to the task force network which has been growing since the beginning of the TRC-IFRC ESSN partnership. Monthly highlights and periodic updates for ESSN and CCTE were delivered and participants' inquiries were answered.

Engaged, listened to and informed communities

TRC and IFRC ramped up their efforts to listen and engage with refugees in Turkey during the COVID-19 outbreak, using a wide range of communication channels to reach those who need it. SMS messages were one of the most important channels utilized to inform communities, with 29.3 million SMSs sent as of the end of March.

In March, 16,487 calls were answered and recorded by the 168 call centre and more than 300 programme-related questions were answered through the Kizilaykart Facebook account and website. ESSN recipients will be informed about the increase in transfer value in April before the payment is made through all regular channels such as SMS messages and social media posts. Information will be provided through service centres, outreach teams and the call centre. A circular will be disseminated to inform SASFs about the increase.

RESEARCHES AND REPORTS



Click the images to open the report. Other ESSN-related publications can be found on the [IFRC](https://www.ifrc.org) and [Kizilaykart](https://www.kizilaykart.org) websites.