

SAVING
LIVES

CHANGING
LIVES



Turkey Annual Country Report 2018

Country Strategic Plan

2018 - 2019

ACR Reading Guidance



World Food
Programme

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Summary

In its seventh year of response to the Syria crisis, WFP, together with the Turkish Red Crescent (TRC) and the Government of Turkey, continued to assist vulnerable refugees inside and outside camps, reaching 1.66 million people, 41 percent of the registered refugee population in-country (1). Assistance was provided through innovative programmes aligned with government plans; electronic voucher programme for food assistance in camps and multi-purpose cash transfer programme, the Emergency Social Safety Net (ESSN), for basic needs assistance off camp.

The ESSN is the world's largest multi-purpose cash programme, unprecedented in its scale and scope. Introduced in 2016 in partnership with TRC and the Ministry of Family, Labour and Social Services (MoFLSS), it continued to expand in 2018, reaching over 1.5 million refugees off-camp. People living with severe disabilities started receiving a top-up to address their specific needs. In addition, local welfare offices can now incorporate into the programme a limited number of socio-economically vulnerable refugees who did not meet the demographic criteria, reducing the exclusion error. Less vulnerable households are removed through households visits. Among assisted people, the ESSN response contributed to considerable improvements in food security, a reduction in debt levels and a reduced resort to negative coping strategies, despite the reduced purchasing power caused by price increases.

The closure of some camps in 2018 and the consequent resettlement of many residents in cities and villages resulted in new needs. WFP and TRC efficient response was critical to prevent gaps; assistance time-frames were adjusted to align with camp closure dates; sensitisation was provided to help the enrolment of the most vulnerable into existing social assistance schemes, including the ESSN.

In line with Sustainable Development Goal 17 (Partnerships for the goals), the ESSN and in-camp assistance operate in partnership with government institutions and national actors. Programme design and management is centralised in WFP-TRC co-premises in Ankara, the Joint Management Cell. At field level WFP and TRC teams jointly undertake monitoring and sensitisation efforts.

To ensure sustainability of the ESSN, WFP worked closely with TRC and MoFLSS to develop processes, including for application, registration and payments, that align with existing systems and are compliant with humanitarian standards of accountability to affected populations. This included enhancing TRC's cash payment platform system to facilitate transparency and accountability while adapting to the unique operating context and data availability in Turkey. With a view to longer-term objectives, WFP completed a profiling exercise exploring the potential capacity of refugees to engage in the labour market and, in partnership

with local authorities, the civil society and United Nations agencies, has started designing self-reliance and resilience interventions to be implemented in 2019.

WFP, supported by TRC, put in place a rigorous monitoring and evaluation system using robust process and outcome monitoring, complemented by a decentralised evaluation of the ESSN, which had positive results and has been critical to understand the effect of the assistance on beneficiaries and improve the response. Programmes were positively reviewed by WFP's external auditor and WFP Executive Board members after their fact-finding mission.

1,664,836
total beneficiaries
in 2018

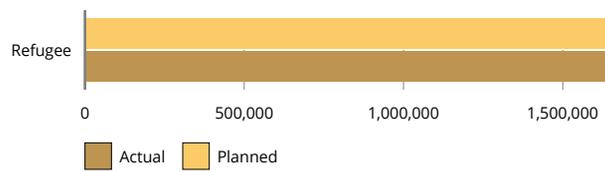


51%
female

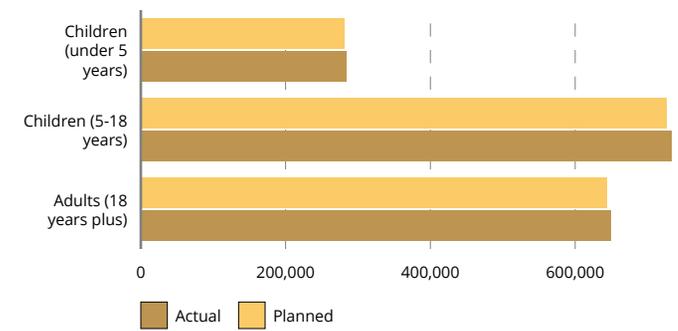


49%
male

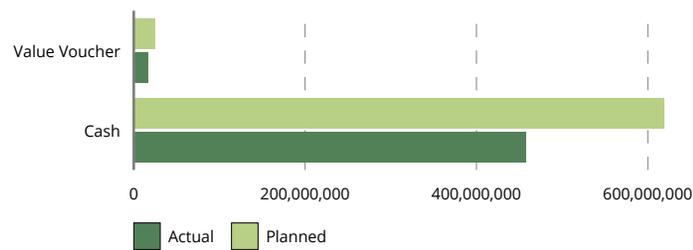
Beneficiaries by Residence Status



Beneficiaries by Age Group



Annual CBT and Commodity Voucher Distribution (USD)



Context and Operations



Turkey has experienced impressive economic growth in the past decades and drastic reduction in poverty. However, in 2018 the Lira fell to an historic low against the dollar and annual inflation reached its peak in 15 years.

Turkey continued to be the country hosting the greatest number of refugees in the world, almost four million people. Of these, 3.6 million are Syrian while the rest are from other countries such as Afghanistan, Iraq, and Iran. Nearly half the refugees are minors below 18 years old. At the end of 2018, of all refugees living in Turkey 5 percent were living in camps in the southeast (a decrease from the 10 percent reported at the beginning of the year), the remaining 95 percent was residing within host communities across the country.

Despite concerns over refugee movement during 2018, including voluntary repatriation to Syria and the risk of further influx in the event of an intensification of military campaigns across the border, by the end of the year there were no significant changes.

The United Nations (UN) and Non-Governmental Organisation partners implemented their planned programmes to support the Government of Turkey, providing protection and humanitarian assistance while strengthening the resilience of Turkish institutions and beneficiary households to respond to and face future crises and shocks. The leadership of the Government has enabled the Regional Refugee and Resilience Plan (3RP) partners to work closely with national and regional institutions in responding to the most immediate needs of refugees and host communities, thereby directly contributing to the principle of leaving no one behind embodied in the Sustainable Development Goals.

Syrian refugees continued to access basic services such as healthcare and education under the Government's Temporary Protection regime; refugees of other nationalities benefited from International Protection status. Increased demand for public services was visible across all sectors. To ensure an efficient response, humanitarian programmes have been complementary and built on existing Turkish infrastructure and systems rather than creating parallel structures, saving time and costs, while retaining social cohesion.

The WFP Country Strategic Plan, in line with the 3RP and SDG 17 (Partnerships for the goals), works towards a single Strategic Outcome: assist all eligible refugees in Turkey in accessing a safety net addressing their basic needs until a safe return is possible. WFP interventions represent an investment in the resilience of the national safety net and its preparedness for future emergencies. WFP with partners also deploys multipurpose and food assistance to strengthen refugee resilience in a context of protracted displacement. Given its scale and nationwide reach, the Emergency Social Safety Net (ESSN) continues to serve as the backbone of the refugee response in Turkey in its second year of implementation. The ESSN payment infrastructure is also used to deliver

complementary assistance, including the UN International Children's Emergency Fund's (UNICEF) Conditional Cash Transfers for Education (CCTE), supporting common goals such as keeping children in school. The ESSN call-centre, managed by the Turkish Red Crescent (TRC), provides information and receives feedback in multiple languages, contributing to the quality of service in both the ESSN and the CCTE and conducting referrals to other services.

In the camps, WFP and TRC monthly voucher assistance complements that of the Government. In addition, WFP and TRC played a critical role in avoiding gaps in assistance for the refugees during their re-location, after the Government closed six out of 18 camps since August 2018. More than 77 percent of residents in these camps opted to move to host communities, benefiting from the UN High Commissioner for Refugees' (UNHCR) one-time support to meet the household cost of resettlement and bridge the period while they applied for assistance such as the ESSN. The remaining 23 percent chose to move to other camps.

After the Lira fell to an historic low against the dollar in August and the annual inflation reached 25 percent by October, the purchasing power of Turkish citizens as well as refugees has decreased. Consequently, WFP has observed some concerning trends such as beneficiaries starting to resort more to negative coping strategies. WFP has been advocating for adjustments in the transfer value.

With continued uncertainty regarding the protracted conflict in Syria, WFP and TRC conducted a series of online social cohesion surveys to gain an understanding of the perceptions of both refugee and Turkish host communities. Other studies on social cohesion were conducted by universities, research centres and public offices. In general, findings indicated stable relations between refugees and host communities, disproving some concerns that the provision of assistance to refugees would exacerbate social tensions. No major risks were recorded, although incidents between communities sporadically occur.

The European Commission has confirmed the allocation of a further three billion Euros under the Facility for Refugees in Turkey which is expected to help fund the 3RP response in 2019 and beyond.

Programme Performance - Resources for Results

The transitional Interim Country Strategic Plan (TICSP) for WFP Turkey was well-resourced, with contributions throughout 2018, which allowed WFP to largely achieve all its intended outcomes under the single overarching Strategic Outcome: “all eligible refugees in Turkey have access to a safety net addressing their basic needs until a safe return is possible”, through the implementation of activities for refugees inside and outside camps.

Thanks to significant funding from the EU Facility for Refugees in Turkey, 98 percent of WFP Turkey's funding requirements were secured from the start of the year. The European Civil Protection and Humanitarian Aid Operations (ECHO) funding under the Facility, confirmed in 2017, enabled predictable assistance throughout all 2018 for the provision of technical support to national partners and the Emergency Social Safety Net (ESSN) supporting refugees living outside camps. For the ESSN, WFP Turkey tracked nine outcome indicators. Of these 5.5 met their targets (61 percent), and an additional 3 made progress towards their targets (33 percent). Consequently, 94 percent (8.5/9) of outcome indicators demonstrated progress with respect to their baseline values. Monitoring data reflect a considerable improvement in food security among ESSN-assisted refugees, as well as a reduction in debt levels and refugee use of coping strategies, despite a slight deterioration in some indicators towards the end of the year, most likely due to inflation and the devaluation of the Turkish Lira.

Despite initial funding gaps for the in-camp assistance programme, additional contributions from the United States, as well as Germany, Japan, the Republic of Korea, Norway, and the Hainan Airlines Group enabled food assistance in camps to continue. The funding secured did not match needs-based requirements, but the devaluation of the Turkish lira and a reduction in the number of camp residents after the closure of six camps prevented a shortfall. In December, WFP assisted 94,015 Syrians remaining in the WFP and the Turkish Red Crescent (TRC) assisted camps, considerably fewer than the 150,000 target, thereby utilizing less than 50 percent of the expected budget requirement. With this funding, WFP was able to achieve 42 percent of its outcome indicator targets for the in-camp assistance programme (2.5 out of 6 indicators tracked) and made progress towards a further 8.3 percent (0.5 out of 6 indicators tracked) (1). In other words, 50 percent of the outcome indicator targets have improved with respect to their baseline values. However, the increasing costs of food started to erode some of the progress made. WFP has been advocating for adjustments to the transfer value to maintain these gains.

Seed funding from the Republic of Korea allowed WFP to prepare for the implementation of the livelihoods component of the TICSP, introduced through the budget revision in August and aiming to improve refugee self-reliance. The activity will be operational in early 2019.

WFP Turkey allocated USD 5.4 million to gender-based and gender-aligned activities. WFP continued to regularly share information on refugee needs as well as WFP programmes and their outcomes to engage partners and mobilise resources. Such engagement included regular multilateral briefings, bilateral meetings with existing and prospective donors, operational briefings and donor missions.

WFP's external auditors reviewed WFP's Turkey programmes with no high-risk findings in their conclusions. WFP Executive Board members also expressed positive views after their fact-finding mission, which gave them a good understanding of how WFP objectives can be achieved through multi-purpose cash assistance - as a result of the ESSN assistance, ESSN beneficiary outcomes have improved.

Programme Performance

Strategic Outcome 01

All eligible refugees in Turkey have access to a safety net addressing their basic needs until a safe return is possible

The Transitional Interim Country Strategic Plan (TICSP) for Turkey, hinged on one single Strategic Outcome aimed at ensuring that all eligible refugees in Turkey have access to a safety net addressing their basic needs until a safe return is possible, is articulated through a set of four activities targeting refugees inside and outside camps.

Activities focused on the provision of technical advice and strengthening of national institution and the Turkish Red Crescent (TRC) for the implementation of the Emergency Social Safety Net (ESSN) for refugees living outside camps; technical assistance and capacity strengthening for government and partners to transfer resources to refugees living outside camps through the ESSN; technical assistance and capacity strengthening for government and partners to transfer resources to refugees living in camps; and technical assistance to government, academia and partners in vocational training and livelihood creation for refugees.

As part of its support to government and other partners for the implementation of the ESSN, in early 2018 WFP prepared a capacity strengthening and collaboration strategy with TRC, the Ministry of Labour, Family and Social Services (MoLFSS) and the Social Assistance and Solidarity Foundations (SASF), which emphasised the importance of combining on-the-job learning, documentation including reporting and Standard Operation Procedures, and face-to-face training. Regional workshops were held with over 600 participants from WFP, TRC, UNICEF, and Government counterparts to introduce the ESSN developments and ensure standardised implementation aligned with humanitarian standards. TRC and WFP continued to provide technical support to MoLFSS and SASFs through secondment of programme and IT staff to enhance implementation capacity and facilitate the Ministry's system changes.

Building on the successes of 2017, TRC and WFP continued collaborative project management through the Joint Management Cell (JMC), with co-location of programme staff and jointly-managed work streams. Technical support to TRC continued through on-the-job training and coaching - 20 joint trainings were provided to over 280 TRC staff in key technical areas of humanitarian principles, gender and protection mainstreaming, cash-based interventions, vulnerability assessment, monitoring and evaluation.

To transfer resources to refugees living outside camps, WFP continued to implement the ESSN together with the Government of Turkey and TRC. By December, 1,519,591 refugees living in host communities received assistance. A total of USD 458,312,736 was transferred, providing each person with an

unconditional cash assistance monthly payment of TRY 120 (USD 34) (1). A periodic top-up payment ranging from TRY 50 to 250 (USD 14 - 70) continued to be provided to smaller families that do not benefit from economies of scale. In August, an additional top-up was introduced to help households with a family member(s) living with disabilities (2) to meet their associated care costs. As of December, 5,948 beneficiaries received this monthly top-up payment of TRY 600 (USD 164).

ESSN Post-Distribution Monitoring (PDM) showed impressive progress across all outcomes when compared to the pre-assistance baseline. As the ESSN is a multi-purpose cash programme, WFP tracks a variety of indicators to determine if households can meet their basic needs. Diets have improved, with a higher proportion of households with acceptable food consumption compared to baseline values. Households also used less negative food-related and livelihood coping strategies, with a large decrease in the proportion of households reducing the number of meals consumed in a day or portion sizes, as well as fewer households withdrawing children from school or reducing health expenditure. The average amount of debt owed by beneficiary households has decreased substantially. Lastly, the proportion of households with expenditure below the Minimum Expenditure Basket (3) has decreased, indicating beneficiaries increased the ability to meet their needs. Improvements are likely the result of the monthly cash transfers, since data collected from non-beneficiaries does not demonstrate the same trends. However, despite the improvements, some deterioration was noted in the second half of 2018, likely due to the loss of purchasing power caused by inflation.

Within the scope of the ESSN M&E systems, WFP is incorporating lessons and recommendations from the Syria +5 Centralised Evaluation and the ESSN Decentralised Evaluation, including improvements to existing Accountability for Affected Populations and protection capacities, training in humanitarian principles, and ongoing work with ESSN stakeholders to define its objective moving forward, with development of livelihoods programming and facilitating links between humanitarian and development assistance.

In 2018, WFP undertook significant analytical work in further profiling ESSN beneficiary vulnerability and potential capacity to participate in livelihood activities, including language classes, vocational training and/or direct links to employment opportunities. In addition, WFP analysed macroeconomic changes and forecasted inflation rates to understand its effects on eligible households. WFP is using the results to advocate for increases in the transfer value and provide evidence to inform the design of future programming.

As part of its in-camp assistance, WFP Turkey and TRC provided e-food vouchers to over 145,000 (4) refugees in 2018. USD 17,342,545 was transferred through



electronic vouchers, providing each person with a monthly payment of TRY 50 (USD 14) redeemable through retailers in the camps. The Government provided an equal amount on a separate card for food and non-food items.

Though Turkey experienced record-high inflation in 2018, WFP was unable to increase the assistance value despite joint advocacy with stakeholders. While overall results remained good, the PDM demonstrated some deteriorating outcomes, including a decrease in the proportion of households with acceptable food consumption and an increase in the use of some negative coping strategies like selling household assets, spending savings and buying food on credit.

With a budget revision, WFP incorporated a livelihood assistance component into its TICSP to help refugees to become more self-reliant in line with the 3RP, exploring the feasibility of conditional cash-based transfers. Activities in 2018 laid the foundation for a pilot cash-for-training project targeting 120 participants and supporting 684 beneficiaries (5) to be implemented in 2019.

Cross-cutting Results

Progress towards gender equality

Improved gender equality and women's empowerment among WFP-assisted population

In line with its Gender Policy 2015-2020, WFP has mainstreamed gender in the design, implementation and evaluation of all Transitional Interim Country Strategic Plan (TICSP) activities. A gender analysis was completed in December 2018. Key findings indicated that refugee women in Turkey mostly work at home due to common cultural norms, taking care of children and engaging in some home-based income generating activities. A few women attend Turkish language training available free of charge. A high number of women-headed households rely on child labour, resulting in school drop-out, especially among boys.

The findings also confirmed that WFP's programmes are gender sensitive; two of the targeting criteria of the Emergency Social Safety Net (ESSN), single women and single parent criteria, directly benefit women refugees - 51.2 percent of ESSN beneficiaries were women by the end of 2018, and the 2018 Post-Distribution Monitoring demonstrated that women were involved in decisions on the use of WFP assistance in 81.5 percent of households.

Also WFP's monitoring and evaluation processes and beneficiary complaint and feedback mechanisms are gender-sensitive. WFP collects sex and age disaggregated data regularly from the field, including from official government sources. Improved analysis of the collected data allows better incorporation of gender into programme design.

As part of gender capacity strengthening activities, six trainings on gender mainstreaming were conducted in four locations with the participation of 144 staff (71 women and 73 men) from both the Turkish Red Crescent and WFP. These trainings contributed to more gender sensitive field monitoring and Focus Group Discussions, as well as collection of targeted age and gender disaggregated data. The trainings will continue in 2019 in addition to encouraging all staff to complete on-line gender trainings.

However, the Gender Action Plan still suggests deeper research to understand refugee gender dynamics in Turkey better. WFP will designate a dedicated staff to ensure gender mainstreaming and consider transferring to Gender Transformative Programming (GTP) in 2019.

The Gender Results Network (GRN), a key organisational mechanism to aid WFP in achieving its goal of integrating gender equality and women's empowerment into all work and activities, was established in 2018 within the Country Office. It is composed of ten members from different functional units. The GRN members meet monthly to share information and ensure appropriate planning on gender related activities, promote gender learning and disseminate related information.

The GRN supported the 16 Days of Activism Campaign against Gender-Based Violence and organised Orange Day activities.

In addition, WFP Turkey takes part in joint UN activities and working groups like Sexual and Gender-Based Violence Working Group and the UN Gender Results Group. Information materials on Sex and GenderBased Violence (SGBV) related issues such as domestic violence, prevention of forced and child marriages are prepared jointly and disseminated for sensitisation among refugees and host communities.

Protection

Affected populations are able to benefit from WFP programmes in a manner that ensures and promotes their safety, dignity and integrity

WFP continued to mainstream protection into all aspects of its programme to ensure refugees can access assistance safely, with dignity and without discrimination. The team completed a full protection analysis of the Emergency Social Safety Net (ESSN) in 2018, identifying the main challenges and mitigation measures (1). Support for the refugee population is further maximized through advocacy with Turkish authorities and referrals to partners. More than 200 WFP and Turkish Red Crescent (TRC) programme and frontline staff have received humanitarian principles and protection refresher training courses.

WFP continued to apply needs-based criteria in line with humanitarian standards. In 2018, a "top-up" transfer was introduced for ESSN households with members who live with a severe disability, a first in such a large-scale assistance programme. This assistance supports the provision of the necessary additional care while still allowing households to meet their basic needs - 58 percent of these disability allowance beneficiaries were female.

WFP and TRC continued to refer protection cases and refugees with needs through the referral system established in 2017. As of December 2018, 5,043 cases had been referred to other actors. Health-related cases (38 percent) were the primary reason for referral; the increasing number of such referrals can be attributed to the changes in health regulations and the handover of responsibilities between government agencies that could affect refugee awareness of their rights and access to these services. To overcome problems related to disability health reports (DHR) including access, WFP with the World Health Organization (WHO) and the Turkish Ministry of Health advocated for translation assistance as well as administrative and financial support from relevant stakeholders. TRC outreach teams have also been working with local authorities to overcome existing barriers.



At 20 percent, registration problems were the second leading reason for referrals given delays in registration mean delays in access to all services including health and assistance such as the ESSN. Most cases were due to discrepancies between refugees' actual addresses and their official place of registration. Another cause was the waiting time for registration, especially in provinces with high numbers of refugees where registration services had been temporarily suspended. A special mechanism was set up to refer the most vulnerable of these cases were referred to the migration offices. WFP and TRC were, therefore, able to expedite the registration process for many of them. Ongoing advocacy by ESSN partners and UNHCR with the Government continues on this key protection issue.

Other protection issues identified through the referral mechanism included child protection cases (child marriage affecting girls, child labour affecting mainly boys, separated/unaccompanied children affecting both boys and girls), and vulnerable households in need of material assistance, especially small households with fewer able-bodied men of working age which are particularly affected. The latter included both ESSN beneficiaries in need of further assistance to cover their basic needs and refugees not eligible for the ESSN. The decreasing purchasing power of beneficiaries due to high inflation rates also resulted in an increasing number of referrals for additional financial assistance.

Accountability to affected populations

Affected populations are able to hold WFP and partners accountable for meeting their hunger needs in a manner that reflects their views and preferences

In 2018, WFP and the Turkish Red Crescent (TRC) continued to design and run communication platforms to sensitise affected populations across Turkey on the Emergency Social Safety Net (ESSN) and in-camp programmes, providing applicants with programme updates and information as needed. Communications were organised in multiple languages through the ESSN call-centre managed by TRC, which responded to 414,703 calls during 2018. The communications network also includes a Facebook page with 75,000 followers; a beneficiary-facing website with over 100,000 visits; an SMS platform that can reach up to 2.4 million applicants; and face-to-face sensitisation through outreach activities. Ongoing sensitisation reduced misinformation and associated risks while ensuring refugees' awareness of their rights, including access to the complaints and feedback mechanisms (CFMs). These efforts are in line with recommendations from the WFP Syria+5 evaluation (2015-2018).

The calls received through the ESSN call-centre related to: information requests (71 percent), complaints (18 percent) and card issues (9 percent). While information requests mostly related to application and assessment procedures (86 percent), complaints were primarily on the selection process (97

percent). Monthly Focus Group Discussions (FGDs) were conducted with both male and female refugees to consult them on a range of topics directly and indirectly relating to ESSN assistance(1). For the in-camp e-voucher food assistance, monitoring results demonstrated considerable increases in the percentage of households who knew their entitlement and how to contact WFP/TRC to provide feedback or complain (from 86 percent in March 2018 to 98 percent by September).

In 2018, the following actions were taken to improve access to CFMs and accountability: addition of seven staff to the TRC call-centre capacity to reach a total of 30 operators; launch of the Farsi language website; Facebook advert campaign targeting districts with low ESSN applications rates; and a sensitisation campaign on the newly-launched severe disability top-up. Other sensitisation campaigns were implemented on the Directorate General of Migration Management/UNHCR refugee verification exercise and access to ESSN assistance for refugees affected by the closure of camps. Furthermore, Standard Operation Procedures (SOPs) were developed for responding to serious and sensitive complaints, such as sexual exploitation and abuse, as well as other forms of exploitation, abuse, harassment, discrimination, abuse of authority, fraud, corruption, coercion and obstruction. In 2019, the focus will be on enhancing operationalisation of the SOPs and improving reporting structures.

WFP continued to monitor the CFMs closely to ensure they are accessible and provide accountability to affected populations with regular analysis of CFM reports and monitoring activities. Barriers relating to language and literacy, as well as gender, age and disability specific barriers were also monitored. In 2018, there was an increasing focus on the quality of services provided by the 168 call centre, including through monitoring capacity and comparing performance indicators against industry standards (such as speed to connect calls, dropped calls, duration of calls, missed calls, calls to operator ratios, and the quality of response provided to callers). Moving forward, WFP will assess the feasibility and need to adapt CFMs for persons with sensory impairments.

Environment

Targeted communities benefit from WFP programmes in a manner that does not harm the environment

WFP Turkey reports its greenhouse gas, waste and water data in line with WFP's corporate environmental commitments.

Premium Accountability

Premium accountability is a key feature of ESSN

Ensuring maximum accountability is a core component of the Emergency Social Safety Net (ESSN). To ensure resources are directed towards those who need them most, WFP and the Turkish Red Crescent (TRC) have pioneered state-of-the-art cash-based transfer systems suited to the specific operating context and data availability in Turkey. These systems and processes have been assessed as robust in various audits. A locally built system uses a unique identifier provided by TRC and the Financial Service Provider to perform verification and reconciliation of payment lists and analysis of transaction data. WFP and TRC verify data for 1.5 million beneficiaries every month through both government and WFP beneficiary data management systems to produce the monthly payment list. After payments are made, WFP and TRC reconcile each card and account to ensure that the intended amount went to the correct beneficiaries(1). Through the reconciliation process, dormant accounts and uncollected cards can be identified and action taken to support beneficiaries facing problems accessing their entitlements. An SMS is sent to all affected account holders so that they can take action and potentially receive support through the complaint and feedback mechanisms/outreach teams. The monitoring of a card's status and spending profile ensures that the use of stolen, lost or damaged cards can be blocked. Every month, WFP and TRC analyse an average of 580,000 transactions including any attempted transactions outside Turkey for which cards are cancelled automatically since ESSN cards cannot be used outside Turkey. The development of these processes and systems has been a joint effort between WFP and TRC, enhancing the capacity of both agencies in cash-based transfers (CBT). As TRC extends its cash platform and support to an increasing number of assistance programmes targeting refugees in Turkey, the benefits of this increased TRC capacity in CBT reaches well beyond the ESSN.

WFP continuously monitors its assistance modalities to promote dignity, autonomy and choice for the beneficiaries. WFP's in-house analytical service known as Vulnerability Analysis and Mapping (VAM) uses a variety of qualitative and quantitative data to ensure programme design is evidence-based. This includes updating ESSN targeting systems, economic analysis to monitor the purchasing power provided to beneficiaries and ad-hoc analyses to improve future programme design. WFP has instituted robust Monitoring and Evaluation (M&E) systems to ensure all programme activities are tracked and measured and data is used to identify corrective action wherever needed. All M&E findings are presented in quarterly reports, allowing project stakeholders to understand the performance of the ESSN. WFP continues to work very closely with TRC for all VAM/M&E activities; this on-the-job training ensures that relevant skills are transferred and will remain in Turkey. In line with the principles of Accountability to Affected Populations, data on accessibility and quality of services is regularly

analysed from monitoring reports and ad hoc surveys on the communications preferences of affected populations, with findings reflected in project design. Furthermore, an independent evaluation(2) concluded that the ESSN provides relevant and appropriate assistance in an innovative manner.

ESSN beneficiary families themselves acknowledge the difference the ESSN makes in their lives. In a multi-faceted campaign called The Incredible Ordinary(3), eight ESSN beneficiary families talked about one particular food or non-food item that they bought with their ESSN assistance. For example, a mother talks about milk: before receiving the ESSN, she struggled to provide nutritious food for her family; now, she can give her son the milk that he so clearly loves. While many people may take these small things for granted, they represent the return to some normalcy and dignity to ESSN beneficiaries.



Figures and Indicators

Data Notes

Summary

Cover page photo © WFP/Akkus

Suzan's parents receive assistance from the ESSN. They live in Gaziantep, Turkey.

(1) WFP activities have reached slightly more beneficiaries than planned (101 percent) but significantly less cash than planned (in dollars) has been distributed due to the devaluation of the Turkish lira.

Programme performance

(1) Camp targets and ESSN targets are not identical, as the value of assistance provided is different for the two activities.

Strategic outcome 01

(1) The US dollar exchange rate used in the recent budget revision approved in November 2018 was 1 USD = 3.5 TL. The Lira has lost value since then; by the end of December 2018 one US dollar was equal to 5.29 TL.

(2) Beneficiaries with disability level of 50 percent or above with a severe impairment received the additional top-ups.

(3) The Minimum Expenditure Basket is calculated to represent the minimum cost of living.

(4) The assisted camp-beneficiaries here are the maximum in 2018, not the average.

(5) Participants will be selected amongst the beneficiaries of the ESSN and via referrals from the Government and NGO partners, with special attention to the inclusion of women (who should account for at least 50 percent of participants) and young people.

Progress towards gender equality

Gender Equality indicators are included in the Strategic Outcome 1 indicators table.

Protection

Protection indicators are included in the Strategic Outcome 1 indicators table.

(1) Mitigation measures cover issues relating to registration prerequisites, access to project sites and assistance, and unintended negative impacts of assistance. These are closely monitored through the programme's monitoring mechanisms and mitigated by ensuring protection principles inform every aspect of programme design and implementation, as well as through dedicated outreach capacities to ensure access including among the most vulnerable.

Accountability to affected populations

Accountability to Affected Population indicators are included in the Strategic Outcome 1 indicators table.

(1) In November 2018, FGDs looked into the refugees' experience in relation to ESSN information provision and CFMs. The majority of male and female participants stated that ESSN communication channels were easily accessible, especially as most refugee households had smart phones with data packages.

Most male and female participants reported being aware of the 168 Call Centre and stated that they checked the ESSN Facebook page to follow programme updates. Participants who had used the 168 Call Centre reported their satisfaction with the service they received. Data from monitoring processes including FGDs and all CFMs continually fed into programme design and review processes, as well as sensitization strategies. For example, a new targeting approach to complement the ESSN demographic criteria was implemented to address the exclusion error, responding to concerns about the selection criteria.

Premium accountability

(1) There are now more than 291,000 ESSN beneficiary accounts.

(2) https://docs.wfp.org/api/documents/WFP-0000100401/download/?_ga=2.8865404.81625575.1542610577-1773473175.1513862986

(3) <https://www.incredibleordinary.org/>

Beneficiaries by Age Group

Beneficiary Category	Gender	Planned	Actual	% Actual vs. Planned
Total Beneficiaries	male	808,710	815,769	100.9%
	female	841,718	849,067	100.9%
	total	1,650,428	1,664,836	100.9%
By Age Group				
Adults (18 years plus)	male	299,718	302,334	100.9%
	female	343,949	346,952	100.9%
	total	643,667	649,286	100.9%
Children (5-18 years)	male	367,220	370,426	100.9%
	female	358,968	362,102	100.9%
	total	726,188	732,528	100.9%
Children (under 5 years)	male	141,772	143,009	100.9%
	female	138,801	140,013	100.9%
	total	280,573	283,022	100.9%

Beneficiaries by Residence Status

Residence Status	Planned	Actual	% Actual vs. Planned
Refugee	1,650,427	1,664,837	100.9%

Annual CBT and Commodity Voucher Distribution (USD)

Modality	Planned Distribution (CBT)	Actual Distribution (CBT)	% Actual vs. Planned
Strategic Result 8: Sharing of knowledge, expertise and technology strengthen global partnership support to country efforts to achieve the SDGs			
Strategic Outcome: All eligible refugees in Turkey have access to a safety net addressing their basic needs until a safe return is possible			
Cash	618,976,688	458,392,736	74.1%
Value Voucher	25,269,542	17,342,545	68.6%

Output Indicators

Detailed Indicator	Unit	Target Value	Actual Value	% Achieved
Strategic Result 8: Sharing of knowledge, expertise and technology strengthen global partnership support to country efforts to achieve the SDGs				
Strategic Outcome 01: All eligible refugees in Turkey have access to a safety net addressing their basic needs until a safe return is possible				
Output A: 1.3 Refugees in camps benefit from improved institutional mechanisms to develop, implement and monitor evidence-based policies, strategies, plans and programmes for food assistance				
Act 03. Provide technical assistance to Government and NGO partners in order to transfer resources to refugees living in camps in Turkey				
Number of retailers participating in cash-based transfer programmes	retailer	29.0	58.0	200.0
Output C: 1.1. Refugees benefit from increased capacity of government and NGO partners to identify and target vulnerable populations in an accountable manner, in order to deliver basic needs assistance				
Act 01. Provide technical advice to and strengthening of national institutions and NGO partners				
Number of training sessions/workshop organized	training session	27.0	27.0	100.0
Number of men trained	individual	717.0	717.0	100.0
Number of people trained	individual	1200.0	1200.0	100.0
Number of women trained	individual	483.0	483.0	100.0
Output K: 1.2 Refugees in Turkish communities benefit from improved institutional mechanisms to develop, implement and monitor evidence-based policies, strategies, plans and programmes for basic needs assistance through social safety nets				
Act 02. Provide technical assistance to Government and NGO partners in order to transfer resources to refugees in Turkish communities				
Number of partners supported	partner	6.0	6.0	100.0
Output K: 1.3 Refugees in camps benefit from improved institutional mechanisms to develop, implement and monitor evidence-based policies, strategies, plans and programmes for food assistance				
Act 03. Provide technical assistance to Government and NGO partners in order to transfer resources to refugees living in camps in Turkey				
Number of partners supported	partner	1.0	2.0	200.0

Outcome Indicators

Target / Location	Modalities	Activities	Gender	Base Value	Latest Follow Up	Year End Target	CSP End Target	Date/Source/Means of Collection
Strategic Result 8 - Sharing of knowledge, expertise and technology strengthen global partnership support to country efforts to achieve the SDGs								
Strategic Outcome 01: All eligible refugees in Turkey have access to a safety net addressing their basic needs until a safe return is possible								
Outcome Indicator: ACCOUNTABILITY TO AFFECTED POPULATIONS: Proportion of assisted people informed about the programme (who is included, what people will receive, length of assistance)								
ESSN	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees in Turkish communities	Cash	male	-	73.60	=80.00	=80.00	Latest Follow-up: 2018.12, WFP survey, WFP Monitoring Year end Target: 2018.12 CSP end Target: 2019.12
			female	-	60.00	=80.00	=80.00	
			overall	-	70.10	=80.00	=80.00	
In-camp	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees living in camps in Turkey	Value Voucher	male	76.60	98.70	=80.00	=80.00	Base Value: 2018.01, WFP survey, PDM Latest Follow-up: 2018.09, WFP survey, PDM Year end Target: 2018.12 CSP end Target: 2019.12
			female	85.50	94.10	=80.00	=80.00	
			overall	79.00	97.80	=80.00	=80.00	
Outcome Indicator: ACCOUNTABILITY TO AFFECTED POPULATIONS: Proportion of project activities for which beneficiary feedback is documented, analysed and integrated into programme improvements								

Target / Location	Modalities	Activities	Gender	Base Value	Latest Follow Up	Year End Target	CSP End Target	Date/Source/Means of Collection
ESSN	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees in Turkish communities	Cash	male	-	-	-	-	Latest Follow-up: 2018.12, WFP programme monitoring, WFP Monitoring Year end Target: 2018.12 CSP end Target: 2019.12
			female	-	-	-	-	
			overall	-	100.00	=100.00	=100.00	
In-camp	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees living in camps in Turkey	Value Voucher	male	-	-	-	-	Latest Follow-up: 2018.09, WFP programme monitoring, WFP Monitoring Year end Target: 2018.12 CSP end Target: 2019.12
			female	-	-	-	-	
			overall	-	100.00	=100.00	=100.00	
Outcome Indicator: Consumption-based Coping Strategy Index (Average)								
ESSN	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees in Turkish communities	Cash	male	16.00	6.85	≤13.00	≤13.00	Base Value: 2018.01, WFP programme monitoring, PDM Latest Follow-up: 2018.12, WFP survey, PDM Year end Target: 2018.12 CSP end Target: 2019.12
			female	17.00	8.25	≤13.00	≤13.00	
			overall	16.39	7.17	≤13.00	≤13.00	

Target / Location	Modalities	Activities	Gender	Base Value	Latest Follow Up	Year End Target	CSP End Target	Date/Source/Means of Collection
In-camp	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees living in camps in Turkey	Value Voucher	male	12.86	15.80	≤12.00	≤12.00	Base Value: 2018.01, WFP programme monitoring, PDM Latest Follow-up: 2018.09, WFP survey, PDM Year end Target: 2018.12 CSP end Target: 2019.12
			female	19.85	20.90	≤12.00	≤12.00	
			overall	14.74	16.90	≤12.00	≤12.00	
Outcome Indicator: Food Consumption Score / Percentage of households with Acceptable Food Consumption Score								
ESSN	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees in Turkish communities	Cash	male	78.10	84.40	≥88.00	≥88.00	Base Value: 2018.01, WFP programme monitoring, PDM Latest Follow-up: 2018.12, WFP survey, PDM Year end Target: 2018.12 CSP end Target: 2019.12
			female	74.70	80.70	≥85.00	≥85.00	
			overall	76.50	83.50	≥87.00	≥87.00	
In-camp	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees living in camps in Turkey	Value Voucher	male	97.30	92.50	≥96.00	≥96.00	Base Value: 2018.01, WFP programme monitoring, PDM Latest Follow-up: 2018.09, WFP survey, PDM Year end Target: 2018.12 CSP end Target: 2019.12
			female	92.80	85.90	≥96.00	≥96.00	
			overall	96.10	91.10	≥96.00	≥96.00	

Target / Location	Modalities	Activities	Gender	Base Value	Latest Follow Up	Year End Target	CSP End Target	Date/Source/Means of Collection
Outcome Indicator: Food Consumption Score / Percentage of households with Borderline Food Consumption Score								
ESSN	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees in Turkish communities	Cash	male	19.20	14.00	≤1.50	≤10.50	Base Value: 2018.01, WFP programme monitoring, PDM Latest Follow-up: 2018.12, WFP survey, PDM Year end Target: 2018.12 CSP end Target: 2019.12
			female	22.50	17.50	≤1.50	≤13.50	
			overall	20.70	14.80	≤1.50	≤11.50	
In-camp	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees living in camps in Turkey	Value Voucher	male	2.10	6.30	=0	=4	Base Value: 2018.01, WFP programme monitoring, PDM Latest Follow-up: 2018.09, WFP survey, PDM Year end Target: 2018.12 CSP end Target: 2019.12
			female	7.20	12.90	=0	=4	
			overall	3.50	7.70	=0	=4	
Outcome Indicator: Food Consumption Score / Percentage of households with Poor Food Consumption Score								

Target / Location	Modalities	Activities	Gender	Base Value	Latest Follow Up	Year End Target	CSP End Target	Date/Source/Means of Collection
ESSN	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees in Turkish communities	Cash	male	2.80	16.00	≤10.50	≤1.50	Base Value: 2018.01, WFP programme monitoring, PDM Latest Follow-up: 2018.12, WFP survey, PDM Year end Target: 2018.12 CSP end Target: 2019.12
			female	2.80	190.00	≤13.50	≤1.50	
			overall	2.80	170.00	≤11.50	≤1.50	
In-camp	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees living in camps in Turkey	Value Voucher	male	0.50	1.30	≤4	≤0	Base Value: 2018.01, WFP programme monitoring, PDM Latest Follow-up: 2018.09, WFP survey, PDM Year end Target: 2018.12 CSP end Target: 2019.12
			female	0	1.20	≤4	≤0	
			overall	0.40	1.20	≤4	≤0	
Outcome Indicator: GENDER EQUALITY: Proportion of households where women, men, or both women and men make decisions on the use of food/cash/vouchers, disaggregated by transfer modality / Decisions jointly made by women and men								

Target / Location	Modalities	Activities	Gender	Base Value	Latest Follow Up	Year End Target	CSP End Target	Date/Source/Means of Collection
ESSN	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees in Turkish communities	Cash	male	-	-	-	-	Base Value: 2018.10, WFP programme monitoring, PDM Latest Follow-up: 2018.12, WFP survey, PDM Year end Target: 2018.12 CSP end Target: 2019.12
			female	-	-	-	-	
			overall	41.50	58.30	=40.00	=40.00	
In-camp	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees living in camps in Turkey	Value Voucher	male	-	-	-	-	Base Value: 2018.01, WFP programme monitoring, PDM Latest Follow-up: 2018.09, WFP survey, PDM Year end Target: 2018.12 CSP end Target: 2019.12
			female	-	-	-	-	
			overall	44.36	41.20	=50.00	=50.00	
Outcome Indicator: GENDER EQUALITY: Proportion of households where women, men, or both women and men make decisions on the use of food/cash/vouchers, disaggregated by transfer modality / Decisions made by men								

Target / Location	Modalities	Activities	Gender	Base Value	Latest Follow Up	Year End Target	CSP End Target	Date/Source/Means of Collection
ESSN	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees in Turkish communities	Cash	male	-	-	-	-	Base Value: 2018.10, WFP programme monitoring, PDM Latest Follow-up: 2018.12, WFP survey, PDM Year end Target: 2018.12 CSP end Target: 2019.12
			female	-	-	-	-	
			overall	33.50	24.40	≤30.00	≤30.00	
In-camp	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees living in camps in Turkey	Value Voucher	male	-	-	-	-	Base Value: 2018.01, WFP programme monitoring, PDM Latest Follow-up: 2018.09, WFP survey, PDM Year end Target: 2018.12 CSP end Target: 2019.12
			female	-	-	-	-	
			overall	12.06	15.60	≤25.00	≥25.00	
Outcome Indicator: GENDER EQUALITY: Proportion of households where women, men, or both women and men make decisions on the use of food/cash/vouchers, disaggregated by transfer modality / Decisions made by women								

Target / Location	Modalities	Activities	Gender	Base Value	Latest Follow Up	Year End Target	CSP End Target	Date/Source/Means of Collection
ESSN	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees in Turkish communities	Cash	male	-	-	-	-	Base Value: 2018.10, WFP programme monitoring, PDM Latest Follow-up: 2018.12, WFP survey, PDM Year end Target: 2018.12 CSP end Target: 2019.12
			female	-	-	-	-	
			overall	25.00	17.30	≥30.00	≥30.00	
In-camp	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees living in camps in Turkey	Value Voucher	male	-	-	-	-	Base Value: 2018.01, WFP programme monitoring, PDM Latest Follow-up: 2018.09, WFP survey, PDM Year end Target: 2018.12 CSP end Target: 2019.12
			female	-	-	-	-	
			overall	43.58	43.20	≥25.00	≤25.00	
Outcome Indicator: Livelihood-based Coping Strategy Index (Average)								
ESSN	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees in Turkish communities	Cash	male	5.49	4.30	≤4.66	≤4.66	Base Value: 2018.01, WFP programme monitoring, PDM Latest Follow-up: 2018.12, WFP survey, PDM Year end Target: 2018.12 CSP end Target: 2019.12
			female	5.79	3.71	≤4.92	≤4.92	
			overall	5.63	3.85	≤4.79	≤4.79	

Target / Location	Modalities	Activities	Gender	Base Value	Latest Follow Up	Year End Target	CSP End Target	Date/Source/Means of Collection
Outcome Indicator: Percentage of households not incurring new debt to meet basic needs								
ESSN	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees in Turkish communities	Cash	male	24.40	25.20	≥45.00	≥45.00	Base Value: 2018.01, WFP programme monitoring, PDM Latest Follow-up: 2018.12, WFP survey, PDM Year end Target: 2018.12 CSP end Target: 2019.12
			female	24.70	21.10	≥45.00	≥45.00	
			overall	24.60	24.30	≥45.00	≥45.00	
Outcome Indicator: Percentage of households with per-capita expenditure equal to or below the Minimum Expenditure Basket								
ESSN	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees in Turkish communities	Cash	male	71.50	49.20	≤61.50	≤61.50	Base Value: 2018.01, WFP programme monitoring, PDM Latest Follow-up: 2018.12, WFP survey, PDM Year end Target: 2018.12 CSP end Target: 2019.12
			female	76.00	42.10	≤66.00	≤66.00	
			overall	73.00	47.50	≤63.00	≤63.00	
Outcome Indicator: PROTECTION: Proportion of targeted people accessing assistance without protection challenges								

Target / Location	Modalities	Activities	Gender	Base Value	Latest Follow Up	Year End Target	CSP End Target	Date/Source/Means of Collection
ESSN	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees in Turkish communities	Cash	male	-	99.00	=99.00	=99.00	Latest Follow-up: 2018.12, WFP survey, WFP Monitoring Year end Target: 2018.12 CSP end Target: 2019.12
			female	-	98.60	=99.00	=99.00	
			overall	-	98.90	=99.00	=99.00	
In-camp	CPA: Provide technical assistance to Government and NGO partners in order to transfer resources to refugees living in camps in Turkey	Value Voucher	male	100.00	98.10	=99.00	=99.00	Base Value: 2018.01, WFP programme monitoring, PDM Latest Follow-up: 2018.09, WFP survey, PDM Year end Target: 2018.12 CSP end Target: 2019.12
			female	99.00	100.00	=99.00	=99.00	
			overall	99.60	98.50	=99.00	=99.00	

World Food Programme

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Cover page photo © WFP/Akkus

Suzan's parents receive assistance from the ESSN. They live in Gaziantep, Turkey.

<https://www1.wfp.org/countries/turkey>

Annual Country Report - Donor Version

Turkey Country Portfolio Budget 2018 (2018-2019)

Cumulative Financial Overview as at 31 December 2018 (Amount in USD)

Strategic Result	Strategic Outcome	Activity	Needs Based Plan	Allocated Contributions	Advance and Allocation	Allocated Resources	Expenditures	Balance of Resources
8	All eligible refugees in Turkey have access to a safety net addressing their basic needs until a safe return is possible	Provide technical assistance to Government and NGO partners in order to transfer resources to refugees in Turkish communities	653,232,304	742,126,036	0	742,126,036	465,961,162	276,164,874
		Provide technical assistance to Government and NGO partners in order to transfer resources to refugees living in camps in Turkey	26,314,784	23,265,355	0	23,265,355	18,554,571	4,710,783
		Provide technical advice to and strengthening of national institutions and NGO partners	4,656,400	5,251,213	0	5,251,213	4,342,094	909,119
		Provide technical assistance to Government, academia and NGO partners in vocational training and livelihood creation for refugees in Turkey	700,821	87,263	0	87,263	1,379	85,884
Subtotal Strategic Result 8. Sharing of knowledge, expertise and technology strengthen global partnership support to country efforts to achieve the SDGs (SDG Target 17.16)			684,904,309	770,729,867	0	770,729,867	488,859,206	281,870,661
		Non Activity Specific	0	877,414	0	877,414	0	877,414
Subtotal Strategic Result			0	877,414	0	877,414	0	877,414
Total Direct Operational Cost			684,904,309	771,607,281	0	771,607,281	488,859,206	282,748,075
Direct Support Cost (DSC)			8,073,364	7,773,488	0	7,773,488	3,703,777	4,069,711

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Turkey Country Portfolio Budget 2018 (2018-2019)

Cumulative Financial Overview as at 31 December 2018 (Amount in USD)

Strategic Result	Strategic Outcome	Activity	Needs Based Plan	Allocated Contributions	Advance and Allocation	Allocated Resources	Expenditures	Balance of Resources
			692,977,673	779,380,768	0	779,380,768	492,562,983	286,817,786
			45,043,549	50,831,650		50,831,650	50,831,650	0
			738,021,222	830,212,418	0	830,212,418	543,394,632	286,817,786

Columns Definition

Needs Based Plan

Latest Approved Version of Needs Based Plan in USD

Allocated Contributions

Allocated contributions include confirmed contributions with exchange rate variations, multilateral allocations, miscellaneous income, resource transferred, cost recovery and other financial adjustments (e.g. refinancing); excludes: internal advances.

Advance and allocation:

Internal advanced/allocated resources but not repaid in USD.

This includes different types of internal advance (IPL or MAF) and allocation (IRA).

Allocated Resources

Sum of Allocated Contributions, Advance and Allocation

Expenditures

Cumulative monetary value of goods and services received up to the reporting period.

Balance of Resources

Allocated Resources minus Expenditures

Annual Country Report - Donor Version

Turkey Country Portfolio Budget 2018 (2018-2019)

Annual Financial Overview for the period 1 January to 31 December 2018 (Amount in USD)

	Needs Based Plan	Implementation Plan*	Expenditures
Turkey	738,021,222	658,979,716	496,306,932
<i>*Original Implementation Plan as per the Management Plan 2018</i>			