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# THE FACILITY FOR REFUGEES IN TURKEY

## THE FACILITY RESULTS FRAMEWORK MONITORING REPORT

### No. 7

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RESULTS ACHIEVEMENT PROGRESS  
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## ACRONYMS

3RP	Regional Refugee and Resilience Plan
AFD	Agence Française de Développement (French Development Agency)
ALMP	Active Labour Market Policy
ANC	Ante-Natal Care
B4G	Business for Goals
BLMS	Basic Labour Market Skills Programme
CCTE	Conditional Cash Transfer for Education
CMHC	Community Mental Health-centre
CVME	Comprehensive Vulnerability Monitoring Exercise
CWW	Concern Worldwide
DG ECHO	Directorate-General for European Civil Protection and Humanitarian Aid Operations
DGMM	Directorate-General for Migration Management (Government of Turkey)
DQA	Data Quality Assessment
DRC	Danish Red Cross
EBA	Educational Informatics Network
ECE	Early Childhood Education
EMHC	Extended Migrant Health-centre
ESSN	Emergency Social Safety Net
EU	European Union
EUD	Delegation of the European Union to Turkey
EUTF	EU Regional Trust Fund in response to the Syrian crisis
Facility	Facility for Refugees in Turkey
FMR	Facility Monitoring Report
GER	Gross Enrolment Rate
GoT	Government of Turkey
HLFS	Household Labour Force Survey
IFRC	International Federation of Red Cross and Red Crescent Societies
ILO	International Labour Organisation
IP	Implementing Partner
IPRG	Implementing Partner Reporting Group
İŞKUR	Turkish Employment Agency
JVC	Job Vocational Counsellor
KOSGEB	Small and Medium Enterprises Development Organization of Turkey
LCSI	Livelihoods Coping Strategy Index
M&E	Monitoring and Evaluation
MEB	Minimum Expenditure Basket
MoFLSS	Ministry of Family, Labour and Social Services
MHC	Migrant Health-centre
MHU	Mental Health Unit

MoH	Ministry of Health
MoNE	Ministry of National Education
NGO	Non-Governmental Organisation
NRW	Non-Revenue Water
OJT	On-the-Job-Training
PDM	Post Distribution Monitoring
PDMM	Provincial Directorate of Migration Management
PEC	Public Education Centre
PHC	Primary Health-Care
PIKTES	Promoting Integration of Syrian Kids into Turkish Education System
PNC	Post-Natal Care
PSS	Psycho-Social Support
RF	Results Framework
RRF	Revised Results Framework
SGBV	Sexual and Gender-Based Violence
SIHHAT	Improving the Health Status of the Syrian Population under Temporary Protection and Related Services Provided by Turkish Authorities
SKIs	Municipal water and sanitation authorities
SME	Small and Medium-sized Enterprise
SSC	Social Service Centre
SUMAF	Technical Assistance to Support the Monitoring of Actions Financed under the Facility for Refugees in Turkey
SuTPs	Syrians under Temporary Protection
TDHS	Turkey Demographic and Health Survey
TESK	Tradesmen and Artisans Confederation of Turkey
TOBB	The Union of Chambers and Commodity Exchanges of Turkey
TRC	Turkish Red Crescent (Kızılay in Turkish)
TRT	Turkish Radio and Television Corporation TV
TRY	Turkish Lira
UN	United Nations
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNWOMEN	United Nations Entity for Gender Equality and the Empowerment of Women
VEC	Vocational Education Centre
WFP	World Food Programme
WHO	World Health Organization
YÖK	The Council of Higher Education

# EXECUTIVE SUMMARY<sup>1</sup>

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## The revised Facility Results Framework

This report monitors the performance of the Facility for Refugees in Turkey in terms of the level of achievement of a set of impact, outcome and output results. These results, organised in terms of a Facility results chain (summarizing the Facility's support strategy) and their associated indicators of achievement, constitute the Facility Results Framework. This is the seventh Facility Monitoring Report (FMR) but the first one reporting against a revised Results Framework (rRF), introduced in July 2020, which is made up of 43 results covering seven priority areas. The Facility's expanded monitoring system tracks 125 indicators, 29 of which are continued from the previous RF. This report assesses the total (cumulative) progress to-date since the start of the Facility in 2016 whilst placing particular emphasis on changes which have occurred between the last report (covering the period to June 2020) and the end of December 2020. The data relates to a total of 106 Actions (projects) - both ongoing and completed - implemented under the Humanitarian (62 Actions) and Development (44 Actions) streams of the Facility.

## Context Update

The COVID-19 pandemic meant that the context facing the Facility continued to be exceptional during the July to December 2020 period. Public service providers adapted their service delivery modalities to the new reality and there was some reallocation of Action budgets to support this process and to respond to urgent and new needs. Several economic sectors continued to be severely affected by the pandemic, particularly those previously employing many refugees (such as hospitality and construction), thus limiting employment opportunities<sup>2</sup>. Deteriorating economic circumstances also reportedly impacted refugees' housing conditions and nutrition levels thereby increasing their vulnerability to infection and ill-health. For those who were able to continue working, the nature of their work often prevented the practice of social distancing or home-working. Whilst the Facility IPs adapted their Actions well to some of these changes, very little could be done regarding the impact of the pandemic on poverty and households' abilities to cover their basic needs.

## Education

For the vast majority of students in the Turkish public education system most of the first semester of the 2020-21 academic year consisted of remotely-delivered education. Significant efforts were made by the Ministry of National Education (MoNE) to respond to the on-line learning access challenges faced by students by establishing on-line learning support centres and by distributing tablets and internet data. However, numerous reports indicate that refugee children had very low levels of access to conducive home study environments, devices and the internet to be able to successfully follow on-line education.

Relatively limited progress was made during the July to December period in terms of the delivery of additional courses to support refugee students (including Turkish language, Arabic, back-up and catch-up courses), as well as pre-school education. This appears to be because MoNE's resources were focused on adapting the regular education system to on-line and blended delivery formats. Formal Turkish language courses were only provided to third grade students, whilst the teaching of other grades was moved to non-formal courses. Whilst preparing and supplying material for on-line teaching to MoNE, the Facility-supported PIKTES Action was mainly involved in intensive preparatory activities for when face-to-face schooling resumes - such as preparing curricula, materials and planned summer Early Childhood Education (ECE) courses. An intensive programme of remote

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<sup>1</sup> For reasons of brevity the data and information source references relating to the contents of the Executive Summary are not given here but can be found in the relevant section of the main report.

<sup>2</sup> As in the case of previous FMRs for reasons of brevity this report uses the term 'refugee' to refer to both Syrians under Temporary Protection (SuTPs) and Persons under International Protection (PuIP). The Government of Turkey (GoT) does not accept the use of the term 'refugee' to refer to SuTPs or PuIPs.

student support and counselling was provided to refugee students by the 321 PIKTES Guidance Counsellors to promote adaptation to on-line schooling.

Progress was better in terms of economic and logistical support to beneficiaries (both refugees and host community). The Conditional Cash Transfer for Education (CCTE) programme continued to operate successfully with almost 670,000 children supported by the end of December 2020. Additionally, over 10,000 refugee and socio-economically disadvantaged Turkish students were supported to attend vocational secondary school courses and over 1,400 refugee students have attended university with Facility scholarships. Progress has been slow however for the programme distributing school-books and stationery.

The strengthening of education institution staff capacities progressed well. In December 2020 almost 7,000 education staff were either being directly employed with Facility resources or were receiving additional financial incentives as part of Facility-supported teaching programmes (up from approximately 4,000 in June 2020). Over 4,000 of these were teaching staff - 80% of whom were Turkish language teachers and the remainder teachers delivering back-up classes.

Results under the educational infrastructure development output were mixed. Refurbishment and/or equipping of schools has progressed well with almost 4,000 facilities covered to-date. Approximately 87 out of the planned 363 new schools had been completed by December although only 47 of these had been handed over to MoNE. Work has also advanced slowly with the installation of solar-energy generation facilities in approximately 120 schools.

School enrolment and attendance rates have been negatively affected by the economic crisis faced by many refugee parents. Unfortunately, the Facility's planned efforts to conduct outreach to refugee households to encourage and support the enrolment of out-of-school children has been negatively affected by COVID-19 mobility restrictions. National pre-primary and primary educational level gross enrolment rates dropped over the last year, whilst the lower and upper secondary rates increased to some extent. Taking all levels together the rate has increased slightly to 64% (from 63%) with a total of almost 771,000 students enrolled. However, given the fact that larger cohorts of Turkey-born children are now entering the educational system, the absolute number of Syrian children estimated to be out-of-school has increased over the past year (estimated by MoNE to be 426,200 students for the 2020-21 academic year - equivalent to 35% of the registered school-age population).

## Health

Data from the SIHHAT Action's April 2020 survey shows some improvement in refugees' self-reported health status and a 21% reduction self-reported disease incidence since 2018. No official Ministry of Health (MoH) data is available however on refugee health status indicators or on how the COVID-19 pandemic has affected refugees in comparison to the general Turkish population. Evidence from non-governmental sources indicates that the deterioration in the economic circumstances of refugees has negatively impacted their mental health. Worsening housing and nutrition are also likely to negatively affect health outcomes.

With the increasing shift to supporting the MoH under Tranche II of the Facility, the number of Actions within the health priority area has fallen. The health support strategy has not changed significantly with this transition although there is an increased level of focus on mental health, reproductive health, construction and refurbishment of primary health care (PHC) infrastructure and on improved health education and community outreach work to improve refugees' health-seeking behaviours.

The Facility's performance in terms of improving delivery of quality PHC services to the refugee community in high refugee-concentration provinces has been very good. Through the operation of 175 Migrant Health Centres (MHCs) - 48 of which are Extended MHCs (EMHCs) providing additional specialised services - the refugee population is clearly transitioning from a reliance on hospitals as the main source of healthcare services, to the use of MHCs and Family Health Centres (FHCs) for PHC services. The number of Facility-supported PHC consultations provided in the six months from July to December 2020 increased dramatically compared to the previous six months, and the total number delivered to-date since the start of the Facility has almost reached 19 million (92% delivered by the MoH and 8% by NGOs and UN agencies). There is also evidence of high levels of user satisfaction with the PHC services delivered - both in terms of service accessibility and service quality. In



addition, during the period, resources were diverted to support the provision of personal protective equipment (PPE) to healthcare staff and also to support PCR testing.

Vaccination levels have also been continuously increasing, demonstrating a positive response to the various vaccination campaigns and outreach efforts conducted - with between 70% and 80% of parents strictly following the vaccination calendars for their children. On the other hand, there has been only a very modest response to efforts to promote the use of family planning by the refugee community.

The support to the improvement of secondary healthcare (SHC) services to-date has consisted of the construction of two hospitals (in Kilis and Hatay provinces) and the provision of 4,000 items of specialised medical equipment to 113 hospitals. Whilst support to the provision of mental health services was provided under Tranche I this area will continue to be focused upon under Tranche II. A significant investment will also be made in the refurbishment and equipping of a large number of Physiotherapy and Rehabilitation centres within secondary healthcare facilities. Refugees have to-date attended over 3.5 million consultations at Facility-supported SHC facilities.

Very good progress has been observed in terms of Facility-support to healthcare staff recruitment and training. Almost 3,900 staff were employed with Facility support in December 2020 - about 12% by NGOs and the rest by MoH (SIHHAT). These included doctors, dentists, nurses, midwives, psychologists, paramedical staff, social workers, technicians and bilingual patient guides (over 1100 were recruited) and other staff. Most of the staff were Syrian (70%) whilst most of the remainder were Turkish. Despite concerted efforts, gender parity in recruitment has proven to be difficult because most health professionals previously working in the Syrian health system were male. Additionally, SIHHAT reports that it has had problems recruiting Syrian social workers because there are very few Syrians in Turkey who have the required professional qualifications as specified by the GoT.

Progress with the construction of the two hospitals mentioned above has been relatively slow due to technical design and procurement issues and the effects of the COVID-19 pandemic on the construction sector in general. The upgrading of health facilities however (including equipment provision) is currently at an 81% achievement level. A total of 430 ambulances and mobile PHC vehicles were delivered to target provinces and health facilities in the last quarter of 2020 (including Community Mental Health Centres) in addition to the five cancer-screening vehicles distributed previously.

Whilst a large number of health literacy materials were produced and distributed under SIHHAT I and over 160,000 individuals are reported to have been reached through health outreach work, this area of the Facility's support is recognised as requiring increased emphasis under SIHHAT 2. According to SIHHAT surveys, although the proportion of Syrian refugees with adequate health literacy increased from 18% in 2018 to 24% in 2020, there was no significant improvement in levels of health-seeking behaviour (up to 38% from 37%). SUMAF reviews of SIHHAT have emphasised the importance of improving the quality and scale of health-literacy work conducted in the future.

Overall, the evidence points to major improvements in the level of accessibility of health services to refugees although there remain major differences between provinces in terms of the average number of refugees served by individual MHCs. Similarly, there has been a significant increase in the level of utilisation of health services between 2018 and 2020. In order to ensure the sustainability of the Facility's support in the health area it will be important that the GoT ensures the full integration of the MHCs and their Syrian health professionals into the Turkish health system.

## Protection

The overall protection situation of refugees has worsened as a result of the COVID-19 pandemic, combined with the wider economic downturn. Reductions in income generation opportunities and the corrosive effects of inflation on purchasing power have contributed to this situation. Survey evidence indicates an increase in the use of negative coping strategies by refugees including the withdrawal of children from school and the early marriage of girls. There is also unambiguous evidence of significant increases in mental illness and Sexual and Gender-Based Violence. These have contributed to increased levels of vulnerability for refugees, particularly women and children. One recent survey found that one third of refugees reported increased levels of community

tension and violence and of intra-household conflict. These clear trends indicate the need for expanded mental health and Psycho-Social Support (PSS) services to refugees in order to avoid future protection-related problems.

COVID-19 related restrictions limited protection activities during the latter half of 2020 and official authorisations to conduct outreach by NGOs to communities and refugee homes have not been provided since late 2019. IPs adapted to this by conducting identification, screening and referrals on-line or by phone. Nevertheless, they reported that levels of access of certain types of refugee to protection services have been negatively affected in 2020 - particularly for the elderly, persons with disabilities; International Protection applicants awaiting registration; those residing in rural areas and seasonally mobile groups.

Nineteen Facility IPs have provided over 3.5 million protection-related support services to over two million individuals since 2017. Approximately half of these were translation and transportation services, whilst 30% were information counselling and 11% were legal counselling. PSS services were also provided. Just over half of the beneficiaries were women and 91% were Syrian refugees. Implementing Partner (IP)-implemented beneficiary satisfaction surveys reveal an 84% satisfaction level with the services provided.

As the Facility's strategy under Tranche II consists of supporting GoT social assistance institutions (such as the MoFLSS<sup>3</sup>) as well as the Turkish Red Crescent to provide protection services, it is increasingly focused on the institutional strengthening of the GoT. The support strategy also involves raising refugee awareness of their rights and obligations regarding access to basic services in Turkey.

Over three million individuals have been identified and assessed to-date. Just over 700,000 of these refugees were referred to either governmental or NGO-operated specialised services. Almost one-third of the external referrals were to NGOs whilst the remainder were to government agencies<sup>4</sup>. Despite the COVID-19 situation, over 117,000 individuals were assessed between July and December 2020 - with most of the referrals being made to external providers (69% of which were to GoT agencies). Most of the referrals were supporting refugees to access services - particularly related to health and meeting basic needs. Other vulnerabilities covered included children at risk, individuals with mental and physical disabilities and unregistered individuals. Almost half (44%) of the individuals were identified through outreach activities conducted by IPs. The large reduction in outreach work in the July to December period led to a very large drop in the number of individuals identified in the fourth quarter of the year. There was also a significant increase in the number of referrals to MoNE regarding the enrolment of out-of-school children.

Under Tranche I funding, essential staff, training and equipment were provided to 27 MoFLSS Social Service Centres in 19 provinces and 64 DGMM provincial offices were similarly supported, resulting in the update of 2.2 million refugee registration records.

### Basic Needs

Refugees report that their livelihood-earning opportunities significantly diminished during 2020. An International Federation of Red Cross and Red Crescent Societies and the Turkish Red Crescent (IFRC/TRC) survey conducted in late 2020 found that 72% of refugees either could not or could barely afford to pay for food and electricity and 66% could not or could barely afford to pay for housing. To cope with the situation refugees have been forced to buy food on credit, borrow money and reduce essential non-food expenditure. The 3RP Inter-Agency Protection Needs Assessment (September 2020) found that 30% to 40% of Facility beneficiary respondents resorted to borrowing to cover their basic needs, and 25% were reducing essential food expenditure. Refugee debt levels are estimated to have increased by 70% to 100% over the preceding year.

Support to help refugees meet basic needs consists of the provision of regular cash transfers combined with some one-off resource transfers. Three phases of the Emergency Social Safety Net (ESSN) have been financed to-date, and a new Action supporting the MoFLSS to implement a complementary cash-transfer programme for the most vulnerable refugees will start in mid- 2021. In December 2020 over 1.8 million refugees were receiving the

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<sup>3</sup> In early 2021 the MoFLSS was broken up into two separate ministries. As this report covers the period to December 2020 it refers to the institution as it was then named.

<sup>4</sup> Data is not available on the type of institution to which almost 585,000 of the referrals were made.

regular unconditional cash transfers through the ESSN and over 2.5 million individuals have benefited to-date from one-off resource transfers.

The Livelihoods Coping Strategy Index (LCSI), which measures the level of use of negative coping mechanisms by families, was 3.6 in September 2020. This was very similar to that of six months earlier and still significantly lower than the 2017 baseline value of 5.5 and the 2019 value of 4.1. Comparing data from the pre-COVID-19 survey with current data indicates that whereas non-beneficiaries employed significantly more negative coping strategies to respond to the impact of the pandemic, ESSN beneficiary households did not, thus indicating the effectiveness of the ESSN programme. Nevertheless, the over 30% depreciation in the value of the Turkish Lira during 2020 has reduced the ESSN programme's effectiveness in helping refugees meet their basic needs.

### Livelihoods

Just before the onset of the COVID-19 pandemic it is estimated that 74% of the almost one million Syrian refugees in the job market were employed, which is significantly less than 87% in 2017. Of these, almost nine out of 10 were working in the informal economy. Only 11% of women – but two thirds of Syrian 15-year old boys - were working.

The COVID-19 crisis continued to have a very large and negative impact on business activity during the year, especially for micro and small enterprises. A national survey conducted by the Business for Goals (B4G) project in December 2020 found that 76% of enterprises were either severely or significantly affected by the crisis. Well over half reported having reduced the size of their workforce. The situation appears to have been even worse for refugee-owned enterprises. An INGEV Foundation survey in June 2020 found that 86% of refugee entrepreneurs and 68% of local entrepreneurs reported a significant negative impact of COVID-19 on their business, with most of the former reporting a halving or more in their sales.

To increase the employability of target beneficiaries (refugees and host community) the Facility has provided short-term vocational skills training to over 50,000 people to-date, approximately half of whom are women. Additionally, approximately 6,000 people were provided with non-technical skills training to make them more adept at job-seeking and work in the Turkish labour market. Over 16,500 people obtained vocational skills certifications for their professions to improve their employment prospects. Additionally, 71,000 people have received employment counselling services provided by a range of government and non-government providers - mostly from the national employment agency ISKUR and the TRC.

Progress is still quite modest in terms of support to new enterprise establishment and expansion. As described above, the general economic conditions have reduced entrepreneurs' willingness to take investment risks. Over 2,700 refugees and host community members had received Facility-supported entrepreneurial training by December 2020 (over 80% were refugees). Additionally, almost 1,000 enterprises received advisory services support (such as coaching and support to expanding their markets). To-date, 314 enterprises had received financial support. Progress slowed in the second half of 2020 with 67 firms receiving financial support, compared to 95 in the first half of 2020. However, several new Actions funded under Tranche II aim to substantially increase this figure.

The Facility has also supported the strengthening of the MoFLSS and ISKUR to provide employment support services more effectively to the refugee community. Industry and private sector associations such as TOBB and TESK are also being supported to make them more effective at leveraging refugee skills and knowledge as well as promoting and supporting refugee enterprises and artisans. COVID-19 delayed the start-up of training, although some were moved to on-line delivery.

The Facility is also working with Turkish companies to help them understand the business opportunities offered by the refugee community - including the knowledge and skills which they offer - and to train and support them in applying for work permits for newly hired workers. So far the Facility has worked with 465 companies in this area, but Tranche II Actions will see this target rise to over 12,500 companies.

Over 4,400 refugees and host community beneficiaries reported obtaining new or improved employment following their participation in Facility support programmes (64% target achievement). Approximately half of these were for new jobs. Three quarters of these were Syrian and almost all of them were male.

Following a slow start, the Action supporting ISKUR picked up more speed in 2020 and the number of refugees registered and provided with employment counselling has increased dramatically. Over 28,000 refugees were registered with ISKUR by December 2020, an increase of 15,000 between June and December 2020. There have also been impressive increases in the number of target beneficiaries provided with on-the-job placements in Turkish companies (to learn both technical and general work-place skills). ISKUR reported that in the provinces where it received the institutional strengthening support almost 8,300 refugees and host community members obtained jobs following receipt of ISKUR's support.

A total of 436 enterprises had been either established or expanded following receipt of Facility support by the end of December 2020, half of which were newly established enterprises. IP follow-up surveys indicate that the early survival rate of the supported enterprises (6-12 months after termination of support) is 63% which is a good outcome for a small enterprise support programme.

The support to enterprise development is reported to have resulted in the creation of 1,700 jobs which is a relatively modest result given the scale of need in the focus provinces. Nevertheless, the unfavourable economic climate, exacerbated by the COVID-19 crisis are significant external factors influencing this result.

### **Municipal Infrastructure**

Seven provinces in the South and South-East of Turkey have been most affected by the Syrian refugee crisis in terms of the pressure on local labour markets, housing and municipal services. In these provinces - Kilis, Hatay, Şanlıurfa, Gaziantep, Mersin, Mardin and Adana - the refugee population exceeds 10% of the total population. Whilst piped water connection rates are very high in Turkey, only 60% of the country's population is served by water treatment plants (to make potable water). Furthermore, only 70% is served by waste-water treatment plants, which means that in many areas sewage is dumped into local water bodies. Under Tranche I, the Facility supported solid waste management projects in four of these provinces. Under Tranche II municipal infrastructure development has become a major area of focus with the addition of two new Actions covering potable water supply, sanitation and solid waste management (SWM) in 13 provinces<sup>5</sup>, and one smaller Action working with the Ministry of Youth and Sports focused on providing recreational infrastructure.

Two out of 18 water supply and sanitation construction projects (under the Tranche I Action) have been completed to-date, whilst the remainder were (on average) at a 33% completion level by the end of December 2020. As the two major new Actions mentioned above started in 2020 it is only likely to be in late 2021 or 2022 that their construction projects will begin to be completed. Five SWM facilities have been completed to-date out of a planned nine. No recreational services facilities have been completed yet as the Action is still in its establishment phase.

No data has yet been reported on levels of access to safely-managed water, sanitation and solid waste management services. However, over 180,000 people have so far benefited from improved access to safely-managed sanitation services and over 330,000 people from improved SWM services under the Tranche I supported Action. It is still not possible to report any data on the number of direct beneficiaries of the new Tranche II Actions as their construction projects are only likely to begin to be completed in 2022.

### **Migration Management**

There is no additional information to report for Migration Management as the two Actions supported under Tranche I were completed by the end of 2019 and there are no new Actions under Tranche II funding.

### **Turkish Language Training (cross-cutting output)**

Although the Facility invested a significant amount of Tranche I resources in the provision of Turkish language training for adults the level of demand for courses remains very high, with long waiting times for free courses reported by refugees in some high refugee concentration provinces. Over 50,000 adults had completed one or more courses by the end of December 2020 (85% target achievement). Over half of these people were living in four provinces - Hatay, Şanlıurfa, Gaziantep and İstanbul - and approximately two-thirds were women. There is a clear need for additional language training to enable refugees to achieve certification at the B1 or B2 proficiency

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<sup>5</sup> The seven provinces mentioned earlier plus Kahramanmaraş, Osmaniye, Konya, Kayseri, Adıyaman and Malatya.

levels. Turkish language training generates substantial benefits in terms of health literacy, children's retention in school, the effectiveness of on-line schooling and community integration and social cohesion.

#### **Social Cohesion Promotion (cross-cutting output)**

A wide range of IPs have implemented activities under Tranche I aimed at promoting increased interaction between members of the Turkish host community and refugees. A total of 544,000 people of both communities have participated in such events since the Facility's start - 61% of whom were refugees whilst 39% were from the host community. Almost 90% of the refugee participants were Syrian. Although most of the activities were interrupted by the onset of the COVID-19 pandemic, one or two IPs continued to organise such events on-line. One report suggests that the COVID-19 crisis has diverted attention away from refugees as the perceived source of host communities' economic problems and has thereby reduced levels of tension between the refugee and host community. However, there is currently little reliable data available on this.

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# 1. INTRODUCTION

This is the seventh biannual Facility Monitoring Report (FMR) produced to inform stakeholders of the progress made, challenges encountered, and results achieved by the Facility for Refugees in Turkey ('the Facility'). It is also the first monitoring report based on the Facility's revised results monitoring framework (the 'revised Results Framework' or 'rRF') which uses an enhanced set of results and indicators to track the performance of the Facility<sup>6</sup>. The document reports on the overall cumulative progress made since the start of the Facility whilst also highlighting the additional progress made during the period from July to the end of December 2020. The Facility's portfolio of Actions contains a mixture of Actions financed under both Tranche I and Tranche II. Whilst all of Tranche II Actions had been contracted by the end of December 2020 (although not all had started yet), a number of Tranche I Actions were still ongoing as some had been given time extensions.

Whereas previous reports had only four priority areas this report is structured in terms of seven priority areas<sup>7</sup>. The higher-level results (impact and outcomes) of the Facility's overall results chain are shown in Figure 3 below<sup>8</sup>. The progress made in each priority area is presented as separate chapters, each of which also includes the corresponding results chain. The Facility's performance is presented in terms of the progress made in delivering each of the Facility's planned outputs using the relevant output indicator progress data. This is followed by an assessment of outcome achievement progress wherever additional data and information is available for the relevant indicators. Some information relating to the Results Framework impact indicators is presented at the end of selected priority area chapters. As these indicators focus only on economic well-being, health and social cohesion, this section has only been included in the Health, Basic Needs, Livelihoods and Cross-Cutting chapters. Following the priority area chapters there is a brief section on the rRF monitoring system. Finally, Volume 2 of the report presents the latest data for all of the rRF indicators, including selected disaggregation data.

The current (revised) Results Framework will be reviewed and 'fine-tuned' based on the third and fourth quarter 2020 data as well as the analysis of the Q1 2021 data. In the very small number of cases where it is clear that Facility Implementing Partners (IPs) have not been able to supply reliable data for a particular indicator, the indicator is likely to be dropped. A small number of new indicators may also be added to the RF. Additionally, it is expected that as more outcome and impact indicator data is supplied to the Facility monitoring system, future FMRs will be able to place greater emphasis on assessing the achievement of higher level outcome and impact achievement.

The total number of Actions in the Facility's portfolio - including both currently active and completed ones is 108. Of these, 65 were managed through the humanitarian strand and 43 through the development strand of the Facility. Up to the end of 2020 the Facility monitoring system had managed data which was reported by 91 Actions as a number of new ones had not yet begun to report progress data. Quarterly rRF progress reports were due to be submitted for 48 Facility Actions at the end of Q1 of 2021<sup>9</sup>.

## Refugee demographics

It may be useful to consider the following demographic facts in mind when reading the current FMR. Over 70% of the almost 3.7 million Syrian refugees (SuTPs)<sup>10</sup> currently living in Turkey are women and children (see Figure 1 below). Of these, almost 1.7 million (or 47% of the total Syrian refugee population) are children (aged up to 18

<sup>6</sup> The rRF was officially launched on 1<sup>st</sup> July 2020. The current FMR therefore includes the first two quarterly reporting periods under the rRF - notably Q3 and Q4 of 2020.

<sup>7</sup> Education; Health; Protection; Basic Needs; Livelihoods; Municipal Infrastructure; and Migration Management

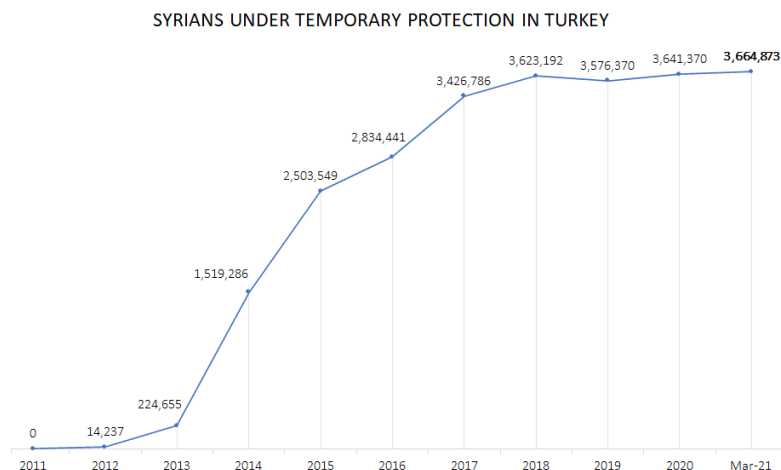
<sup>8</sup> The outputs are presented in the priority area chapters. For further information on the intervention logic behind this framework the reader is referred to the 'Facility Updated Theory of Change (May 2021).

<sup>9</sup> This includes 12 ECHO Post-Facility Actions which are continuations of support provided under the Facility.

<sup>10</sup> As in the case of previous FMRs for reasons of brevity this report uses the term 'refugee' to refer to both Syrians under Temporary Protection (SuTPs) and Persons under International Protection (PuIP). The Government of Turkey (GoT) does not accept the use of the term 'refugee' to refer to SuTPs or PuIPs.

years). The addition of over 350,000 refugees from other countries brings the total official refugee population to approximately 4 million.

Figure 1: Total population of Syrian refugees in Turkey



According to recent DGMM data almost all of the Syrian refugee population (97%) is concentrated in the 33 provinces presented in Figure 2 below, whilst almost 90% lives in the first 15 provinces (from Istanbul to Kocaeli).

Figure 2: Population of Syrian refugees in the provinces covered by SIHHAT and PIKTES Actions

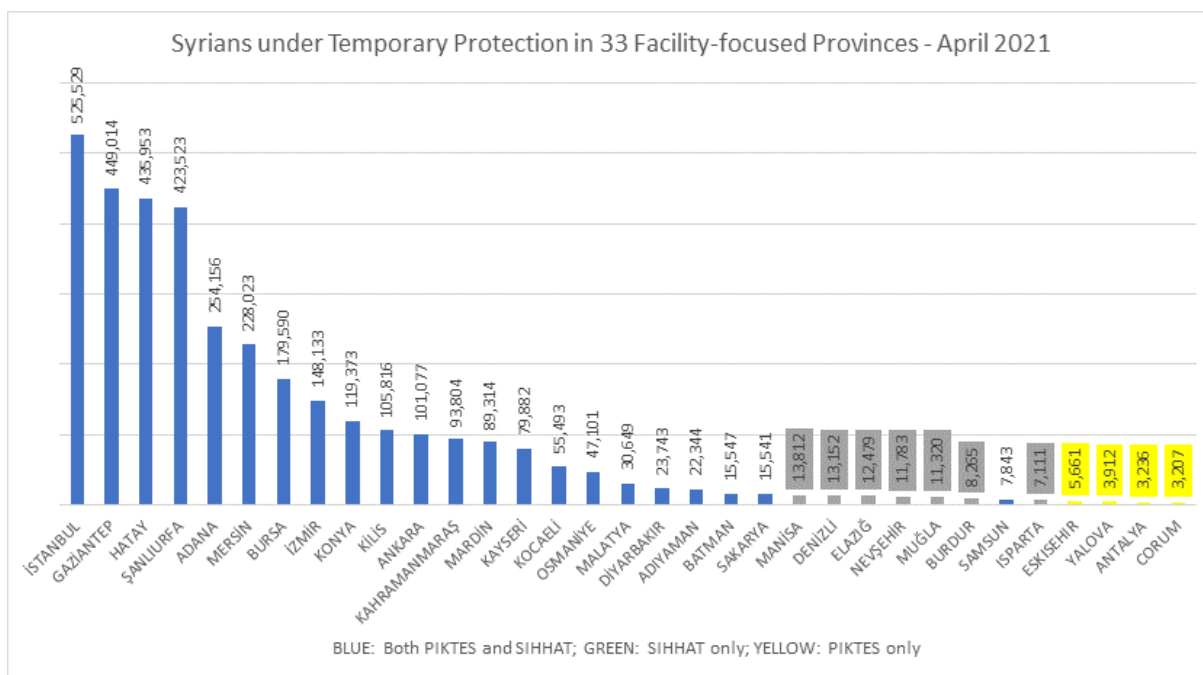
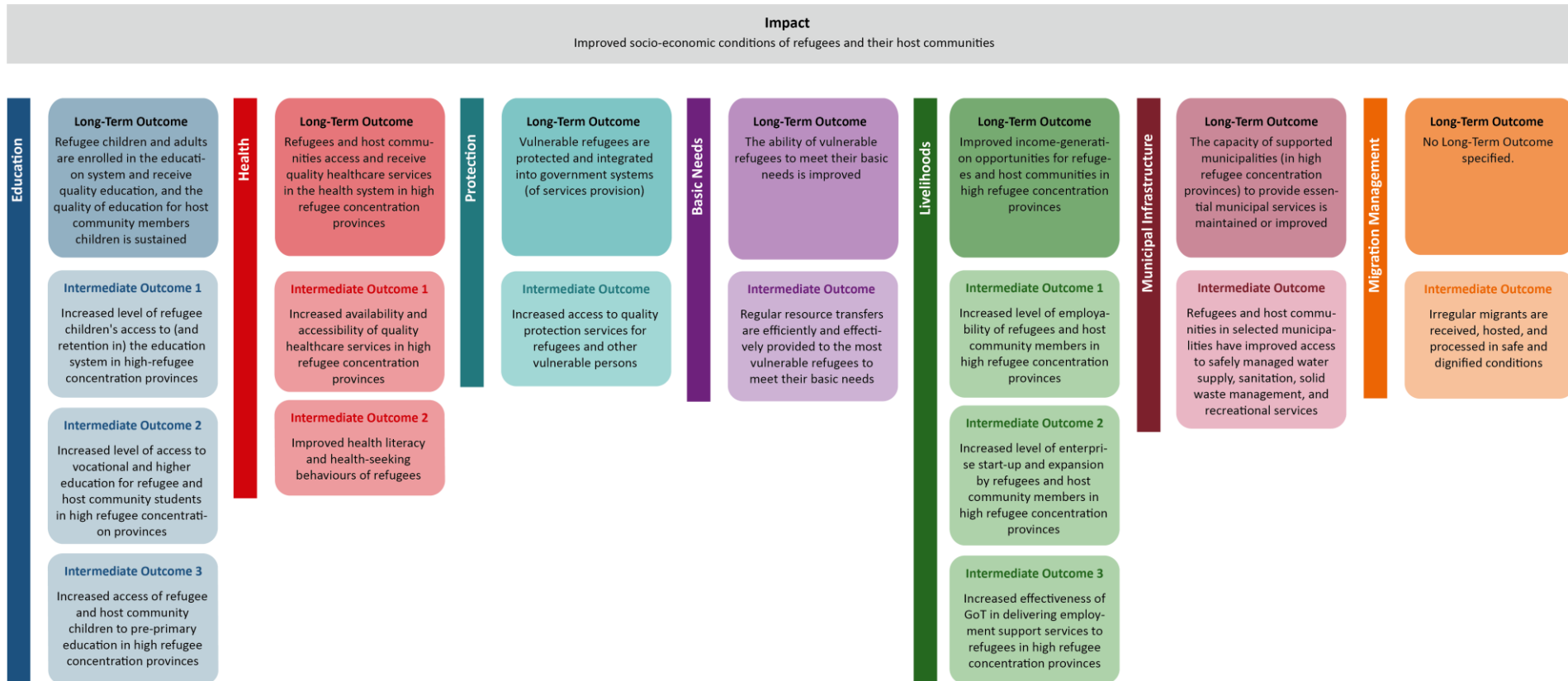




Figure 3: Facility revised Results Chain (without outputs)



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## 2. EDUCATION

The 2020-2021 school year began in September with a mixture of distance and face-to-face education (for pre-school children and for first grade students). Face-to-face classes began in vocational and technical high schools, vocational education centres facilities and certain types of high schools on October 5<sup>th</sup>. Later in October, face-to-face education began for many school grades (on a 2 days per week basis). However, due to the deteriorating COVID-19 situation, on November 17<sup>th</sup> MoNE suspended all face-to-face education until the end of December and this was later extended to run until the end of the school semester in late January 2021.

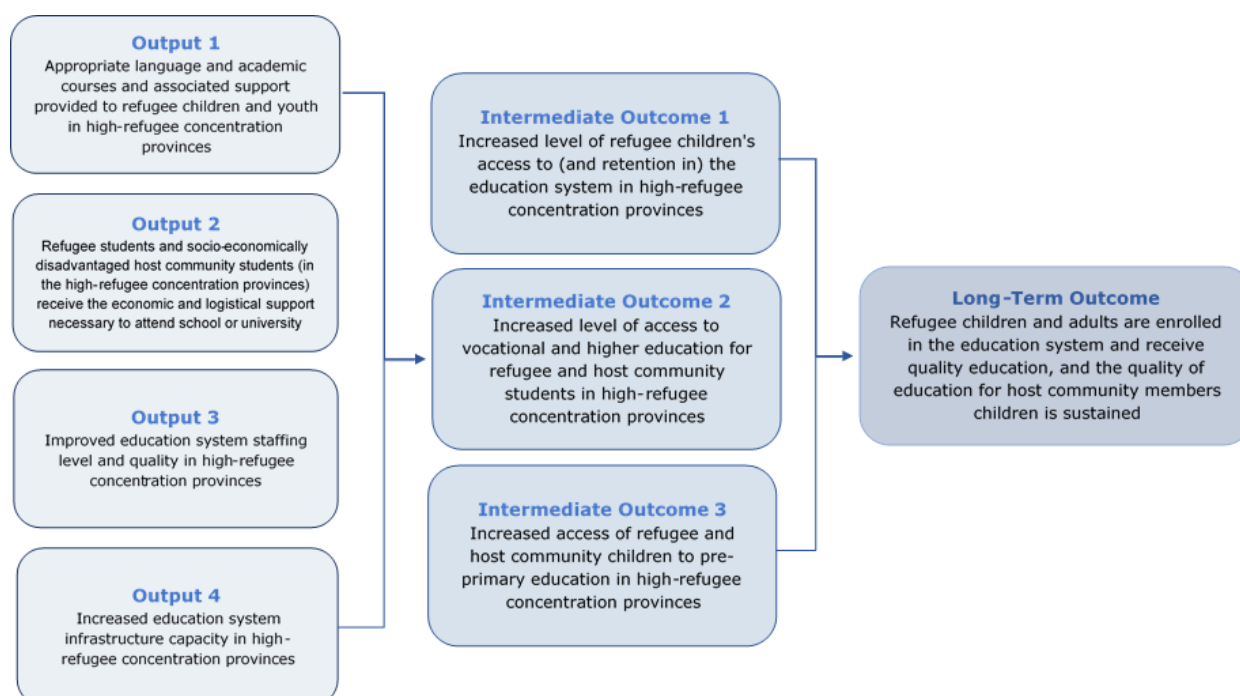
In December, MoNE announced that it had established approximately 14,500 distance learning Support Centres (each with 8 to 10 computers) in public schools. Free tablets also began to be distributed by MoNE to students in October although the numbers were still quite small in relation to the massive need by economically disadvantaged students<sup>11</sup>.

Information collected from SUMAF monitoring missions and Facility Implementing Partner reports confirmed the fact that levels of access of refugee students to internet access devices and data were very low over the first half of the new academic year. This, combined with poor and overcrowded housing conditions and the fact that most refugee students' parents are not able to provide adequate parental support to their children's on-line education means that the COVID-19 crisis has resulted in a major 'lost-learning impact' for refugee children.

### Updated Support Strategy

The Facility's current Education support strategy (summarised in the results chain presented in Figure 4 below) is mostly a continuation of the Tranche I strategy, although support to students to attend higher education is discontinued and a greater emphasis is placed on supporting the provision of pre-school education.

Figure 4: Education Priority Area Intervention Logic



<sup>11</sup> MoNE reported it had distributed 150,000 tablets by mid-December 2020 and 360,000 by mid-January 2021.

## Output Achievement Progress

### Output 1 Providing appropriate language and academic courses and associated support

Table 1: Output 1 Achievement Progress<sup>12 13</sup>

Indicator	Indicator Value	Target Value	Progress (%)
E-Ot.01 - Number of refugee children provided with catch-up training with Facility support	45,347	51,000	89%
E-Ot.02 - Number of refugee children provided with back-up training with Facility support	60,472	80,000	76%
E-Ot.03 - Number of refugee children who have attended one or more Turkish language courses with Facility support	55,650	N/A	
E-Ot.04 - Number of refugee and host community children provided with pre-primary education with Facility support	115,133	159,604	72%
E-Ot.05 - Number of refugee children provided with non-formal education with Facility support	41,030	39,450	104%
E-Ot.06 - Number of refugee children provided with Arabic language courses with Facility support	0	N/A	
E-Ot.07 - Number of refugee students provided with psycho-social support services with Facility support	75,518	N/A	

Although the cumulative level of progress against the targets for catch-up training and back-up (remedial) training at primary to upper secondary levels is quite good, the actual level of improvement since the end of June 2020 is very limited. Following the cancellation of last Summer's catch-up training due to the pandemic no additional catch-up training have been conducted. Some back-up training was given by MoNE teachers at weekends for selected school grades and only when schools were open.

The number of students enrolled in Turkish language courses (almost 56,000 in December) was significantly less than the number enrolled in June 2020 (almost 75,000). This is mainly due to the decision by MoNE to substantially reduce the use of Adaptation courses and to provide Turkish courses on a non-formal basis (i.e., outside the curriculum). It was reported that the Adaptation courses approach produced only mixed results and led to student distancing from their peer group in their school grade.

No progress was registered during the July to December period for the enrolment of children in pre-primary education (a major priority of the government) as no Early Childhood Education (ECE) took place in the last two quarters of the year due to the COVID-19 pandemic. Intensive preparations were made however to support MoNE to deliver an ECE summer 2021 programme with the production of materials and the training of MoNE teachers<sup>14</sup>. The total number of children provided with ECE to-date was over 115,000 (a 72% achievement rate).

Given the clear need amongst refugee students for PSS and guidance, the 321 PIKTES-supported Guidance Counsellors became more effective at delivering phone-based guidance and counselling sessions during the October to December period. In the last quarter of the year over 75,000 students received support compared to only just over 10,000 in the third quarter. Two thirds of these students were attending primary school whilst the remainder were at lower secondary (28%) and upper secondary (7%) levels.

#### Summary of Progress

The delivery of Turkish language, back-up, catch-up and pre-school classes was substantially interrupted during the September to December period. Regarding the remote delivery of classes using EBA TV and on-line channels, whilst the adaptation effort of MoNE was impressive, it appears that a large percentage of refugee students were not able to benefit from this due to internet access issues.

<sup>12</sup> The 'Target Value' column in these tables refers to the end of Facility target.

<sup>13</sup> Where there is no target value ('N/A') this is because the indicator is a snapshot indicator type (see Section on Monitoring Data) and so does not have a target (as cumulative indicators do).

<sup>14</sup> PIKTES teachers are not eligible to teach at the pre-primary level.

**Output 2: Providing economic and logistical support to enable attendance at school or college**

Table 2: Output 2 Achievement Progress

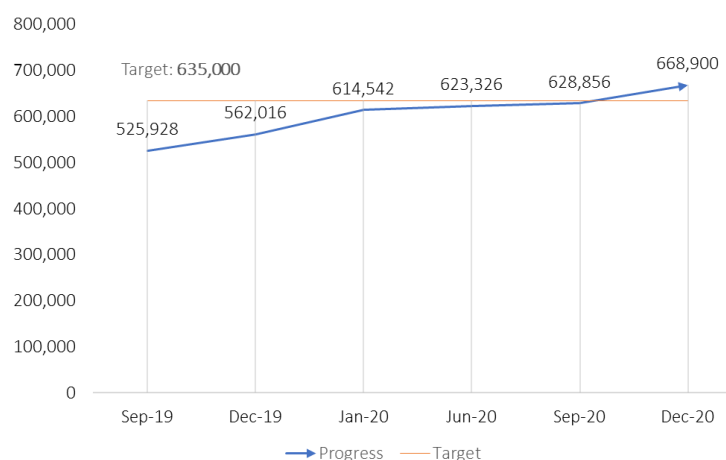
Indicator	Indicator Value	Target Value	Progress (%)
E-Ot.08 - Number of refugee children enrolled in schools whose family have received Conditional Cash Transfer for Education (CCTE)	668,900	635,000	105%
E-Ot.09 - Number of refugee and host community students who received (Facility-funded) scholarships to attend TVET or higher education institutions	11,679	16,295	72%
E-Ot.10 - Number of refugee and host community students who received (Facility-funded) in-kind support necessary to attend school or university	130,646	778,194	17%
E-Ot.11 - Number of students provided with (Facility-supported) transportation services to attend education institutions	12,705	163,464	8%

The total number of Conditional Cash Transfer for Education (CCTE) beneficiary children supported since 2017 rose from over 623,000 in July to almost 669,000 in December 2020 (a 105% target achievement rate) (see Figure 5 below). Almost half were supported to attend primary school, with the rest attending lower secondary (39%) and upper secondary levels (11%). An independent evaluation of the programme found that it was both effective in incentivising regular school attendance and efficient - partly due to the way in which it was linked to established government welfare institutions and the ESSN's 'KizilayKart' payment system<sup>15</sup>. When school classes were migrated to the on-line modality (as a response to COVID-19) MoNE suspended its system of recording school attendance. CCTE beneficiaries however, continued to receive regular bi-monthly payments as planned. The programme's child protection component was also found to be effective in helping ensure high school attendance rates.

By December 2020 almost 11,700 students (7,436 refugee students and 4,243 Turkish students) had received Facility-funded scholarships to pursue vocational education courses at school or to attend university (over 1,400 students benefited). Of these, the PIKTES programme supported 10,245 students to attend secondary school vocational courses.

Despite the distribution of primary level stationery kits by PIKTES to over 45,000 refugee students and almost 42,000 socio-economically disadvantaged host community students in 2019 and the provision of Turkish language books to over 40,000 students in Public Education Centres (PECs), the target achievement level of this indicator is still only 17% owing to the effects of the COVID-19 crisis on PIKTES' procurement and distribution process.

Figure 5: Number of refugee children enrolled in schools whose family have received Conditional Cash Transfer for Education (CCTE)



<sup>15</sup> Programme Evaluation of the Conditional Cash Transfer for Education (CCTE) for Syrians and Other Refugees in Turkey - Final Report September 2020. AIR.

### Output 3 Employing and training educational system staff

Table 3: Output 3 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
E-Ot.12 - Number of education service personnel employed and/or remunerated with Facility support	6,994	N/A	
E-Ot.13 - Number of education service personnel trained with Facility support	177,268	210,607	84%
E-Ot.14 - Total number of 'person training days' provided to education service personnel with Facility support	44,445	81,805	54%

By the end of December 2020, 6,994 education service staff (54% female) were either employed as a result of the Facility's support or were receiving payments for specific teaching services. About 4,200 of these were teaching staff, 321 were guidance counsellors, 492 were administrative staff and the rest were support staff (including security and cleaning staff). Approximately 80% were employed (mostly as Turkish language teachers) and the remainder were receiving payments for delivering back-up classes outside of the normal curriculum. Given that the indicator value was about 4,000 in the last report this indicates a significant expansion in the level of teaching despite the continuing effects of the COVID-19 pandemic.

Since the last report 3,537 PIKTES teachers received a 3-day on-line training to support them in their on-line teaching work. During the July to December period, over 44,000 'person training days' were delivered to almost 13,000 education service personnel, most of which was conducted on-line.

#### Summary of Progress

Almost 7,000 education service personnel have been either hired (80%) or were receiving remuneration for the delivery of Facility-supported education services to refugees. Most of these were Turkish language teachers. Training has also been provided to 13,000 professionals.

### Output 4 Improving educational infrastructure

Table 4: Output 4 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
E-Ot.15 - Number of educational facilities upgraded with Facility support	3,964	9,879	40%
E-Ot.16 - Number of new educational facilities constructed with Facility support	47	363	13%
E-Ot.17 - Average completion level of (Facility-funded) educational facilities construction projects	39%	100%	39%

Almost 4,000 educational facilities have been upgraded to-date with Facility support. This includes the support provided to the refurbishment of 3,009 pre-schools, 703 primary schools, 99 upper secondary schools, 59 Vocational Schools (VTHSs) and 58 PECs. In terms of new school construction, as of December 2020, only 47 of 363 planned new schools had been completed and handed over (an achievement rate of 13%). A further 40 had been completed but not yet commissioned<sup>17</sup>. The achievement rate is low partially because two Tranche I Actions were affected by a number of delays and also because two major new school-building contracts only began in the last 12 months. The 47 completed schools consist of 32 pre-fabricated ones and 15 solid-structure ones. Twenty-five of these are primary schools, 14 are lower secondary schools, seven are upper secondary schools and one is a Vocational Educational Centre (VEC). Work has also advanced with the installation of solar-energy generation facilities in approximately 120 schools. The first batch of pilot projects are expected to be completed in the first quarter of 2021.

<sup>17</sup> In addition, 12 facilities were at Step 4 (provisional acceptance issued).

The fact that the current number of completed schools is only seven more than that previously reported indicates the effect of the COVID-19 pandemic on the construction of public sector infrastructure. The average school construction project completion rate now stands at 39%. About 66% of the construction projects underway (i.e., 239 schools) are at the planning and contracting stage; 25 are at the ongoing construction stage and 52 have reached the completion or equipping stage (although have not yet become operational).

#### Summary of Progress

Almost 4,000 existing educational facilities have been upgraded to-date with Facility support. Whilst the projects are of good technical quality progress is much slower than originally planned due mostly to pre-construction processes such as site selection and procurement as well as to delays attributable to the COVID-19 pandemic. Of a planned 363 new schools 47 have so far been completed.

### Outcome Achievement Progress

**Intermediate Outcome 1**      **Increased level of refugee children's access to (and retention in) the education system in high-refugee concentration provinces**

Table 5: Intermediate Outcome 1 Achievement Progress<sup>18</sup>

Indicator	Indicator Value	Target Value	Progress (%)
E-Oc.08 - Number of refugee children enrolled in the formal education system	664,618	850,000	78%
E-Oc.09 - Percentage of (Facility-supported) schools assessed as having the minimum required level of operational capacity for their enrolled student numbers	N/A	N/A	
E-Oc.10 - Percentage of refugee children regularly attending public schools	N/A	N/A	
E-Oc.11 - Percentage of CCTE beneficiary children enrolled at the beginning of the school year who are still regularly attending school at the end of the school year	92%	85%	108%

Nationally, there were about 771,000 Syrian students enrolled in the formal education system<sup>19</sup> in this academic year - a 13% increase since 2019-20. Approximately 665,000 (86%) were living in Facility-focused provinces. As the PIKTES target is to enrol 850,000 refugee children - this is currently at a 78% achievement level.

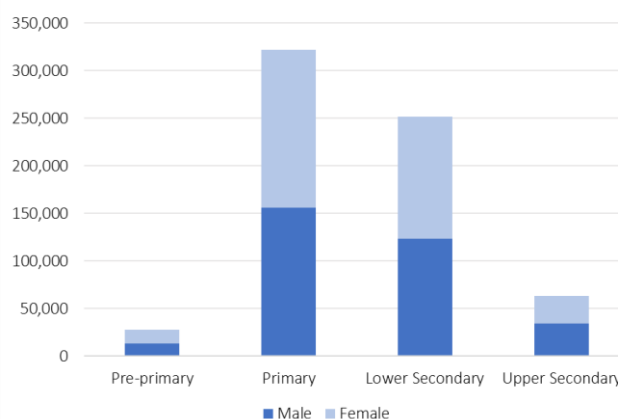
For much of the 2020-21 school year most classes were delivered on-line and unfortunately no data exists for school attendance when the delivery method is on-line. However, just before the schools closed in March 2020 the CCTE programme (covering about 418,000 students) reported an attendance rate of 92% - far surpassing its target value of 85%. The baseline value (in 2017-18) for this indicator was 77%, so this is a very positive result.

Overall, information from a range of sources indicates that school attendance and retention rates have been negatively affected by the economic crisis faced by many refugee children's parents. Additionally, the drive to conduct outreach to out-of-school children's families to encourage and support school enrolment has been negatively affected by the COVID-19 crisis - due to mobility restrictions and altered working practices.

<sup>18</sup> E-Oc.09 - relating to schools' operating capacity - has been discontinued due to non-availability of data. N/A (for E-Oc.10) means that no data has been provided yet.

<sup>19</sup> 5-17 years - including pre-school (age 5). Nationwide data is only available from MoNE for Syrian refugee children (SuTPs) and not for all refugee children.

Figure 6: Number of refugee children enrolled in the formal education system (by education level and gender)



**Intermediate Outcome 2**

**Increased level of access to vocational and higher education for refugee and host community students in high-refugee concentration provinces**

Table 6: Intermediate Outcome 2 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
E-Oc.12 - Number of Facility-supported refugee and host community students who have completed vocational education	52	8,150	0.6%
E-Oc.13 - Number of refugees students who completed a higher education programme with Facility support	430	598	72%

The Facility is supporting several programmes aimed at strengthening MoNE's vocational education system and supporting refugee and disadvantaged host community students to attend vocational courses through the provision of scholarships. By the end of 2020, some 11,000 students were benefitting from this support. However due to the lengthy nature of the courses only 52 had graduated to-date.

With regard to improving access to higher education, some 430 refugee students had graduated from university by the close of the reporting period (72% of the target). As there are students still in their final year the number will increase by the end of the current academic year. As there are no new higher education support projects under Tranche II there will be no further increase beyond the targeted 598 students.

**Summary of Progress**

By the end of 2020, some 11,000 students were benefitting from Facility-provided scholarships to attend technical and vocational schools. However due to the lengthy nature of the courses only 52 had graduated to-date. 430 supported students had graduated from university-level education.

**Intermediate Outcome 3**

**Increased access of refugee and host community children to pre-primary education in high-refugee concentration provinces**

Table 7: Intermediate Outcome 3 Achievement Progress<sup>20</sup>

Indicator	Indicator Value	Target Value	Progress (%)
E-Oc.14 - Percentage of refugee and host community children enrolled in primary schools who have attended pre-primary education programme	5%	N/A	

<sup>20</sup> Where 'N/A' is entered in the 'target value' column this means that no target has been established.



Of the more than 1.9 million host community and refugee children enrolled in the 1<sup>st</sup> grade of primary school in the 26 PIKTES-supported provinces 97% were host community children and 3% were Syrian refugee children. Over one-third (49,763) of the Syrian children and 2.5% (45,766) of the host community children attended pre-primary education.

#### Summary of Progress

The delivery of Early Childhood Education (supported indirectly and logistically by PIKTES) has been badly affected by the COVID-19 situation. Work has progressed however with the preparation of courses and materials and the training of teachers.

### Long-Term Outcome Improving enrolment and educational quality for refugee children

Table 8: Long-term Outcome Achievement Progress<sup>21</sup>

Indicator	Indicator Value	Target Value	Progress (%)
E-Oc.01 - Percentage of school-age refugee children enrolled in primary education	80%	90%	89%
E-Oc.02 - Percentage of refugee children enrolled in lower secondary education	79%	80%	99%
E-Oc.03 - Percentage of refugee children enrolled in upper secondary education	38%	40%	95%
E-Oc.04 - Percentage of refugee students enrolled in higher education	N/A	N/A	
E-Oc.05 - Transition rate of refugee students between primary and lower secondary education levels	94%	N/A	
E-Oc.06 - Transition rate of refugee students between lower secondary and higher secondary education levels	87%	N/A	
E-Oc.07 - Percentage of refugee children who are out of school	N/A	N/A	

The enrolment rates for the 26 PIKTES-focus provinces in the 2020-21 academic year are very similar to the national rates. For primary level it was 80%; for lower secondary it was 79% and for upper secondary level it was 38%. Of the approximately 96,300 refugee students enrolled in upper secondary education (26 provinces) 35% were engaged in formal distance education<sup>22</sup>.

In the 26 PIKTES-focus provinces, approximately 94% of children completing Grade 4 in primary school continued into the first grade of lower secondary school (Grade 5). Only 87% of lower secondary students (Grade 8) transitioned to upper secondary level (Grade 9) which indicates the likelihood that a substantial number of children were being withdrawn from school at age 13 to 14 either because their parents could not afford the costs associated with their school attendance or because they needed the children to contribute to the household economy.

#### National Enrolment Rates

The progress made in terms of enrolment of Syrian refugee students across the country (all provinces) is discussed below using MoNE data.

Table 9: Syrian refugee GER by Education Level (2020-21 and 2019-20)

Level	Enrolled	Population	GER (%) 2020-2021	GER (%) 2019-2020
Preschool (Age 5)	34,696	127,264	27 %	31%
Primary (Age 6-9)	352,855	442,817	80 %	89%
Lower Secondary (Age 10-13)	274,447	348,638	79 %	70%
Upper Secondary (Age 14-17)	111,010	278,405	40 %	33%
<b>TOTAL</b>	<b>770,924</b>	<b>1,197,124</b>	<b>64 %</b>	<b>63%</b>

<sup>21</sup> N/A means that no data has been provided yet.

<sup>22</sup> No data was available on out-of-school children in the 26 provinces.

The overall percentage of school age Syrian children who are enrolled in the formal education system (for the whole country) was largely unchanged from the 2019-20 school year (63%) to the 2020-21 school year (64%). At the primary level, the Gross Enrolment Rate (GER) has dropped from 89% to 80% (see Table 9 above). The national population of primary-school age children in January 2021 was approximately 443,000, an increase of over 60,000 compared to the previous year's population. This shows that despite the fact that MoNE increased its primary schooling capacity over the year, the entry of new children into the primary school age population has led to a drop in the enrolment rate.

The national lower secondary GER has increased from 70% to 79%, which is excellent progress. The level at the start of the Facility (2016-17 academic year) was 46%. At the upper secondary level progress has also been good, with the GER increasing from 33% to 40%. The level at the start of the Facility (2016-17) was 24%.

This data indicates that the efforts of the GoT (supported by the Facility) to get more out-of-school children enrolled in education are paying off, despite the challenging economic conditions.

### Out-of-School Children

Also, nationally, the proportion of school age (5-17 years) refugee children who were not enrolled in any type of education ('Out of School') was 35%, equivalent to 422,867 children<sup>23</sup>. This is a 7% increase on the 397,253 reported for the previous academic year. At the start of the Facility the percentage was 41%.<sup>24</sup> Given that the overall population of school-aged children has increased significantly since then, this performance is reasonable. Nevertheless, the situation remains a serious one. Whilst it is clear that progress is being made in expanding education access, the growth in the population of school age children is leading to a steady increase in the absolute number of out-of-school children.

According to Higher Education Council data in the 2019-20 academic year there were 37,236 Syrian refugee students enrolled in higher education nationwide<sup>25</sup> which is equivalent to just over 7% of the Syrian refugee population of 19-24 year olds<sup>26</sup>.

Following on from the experiences gained by a number of Facility IPs since 2017, a new Action - aimed at identifying and supporting families to enrol their out-of-school children in eight very high-refugee concentration provinces - began in 2019 and is implemented by UNICEF and the Turkish NGO ASAM, working in collaboration with local authorities and MoNE.

### On-Line Education

Action review missions confirm the previously reported early findings regarding the inability of a very large number of refugee students to effectively follow their classes on-line. Whilst no satisfactory representative survey data is available, it is estimated that between one half and two thirds of targeted students have not been able to satisfactorily follow their courses on-line due to limited access to devices, poor quality internet access, inadequate studying environments and insufficient support from their parents.

#### Summary of Progress

Nationally, whilst the absolute number of students enrolled continues to increase, the enrolment rate has increased for lower and upper secondary but has decreased for primary and pre-school educational levels. Similarly, whilst the percentage of school-age children out-of-school has decreased, the absolute number has increased due partially to the growth in the number of school-age children and partially to increasing economic pressure on refugee families leading them to rely more on their children to support the household economy.

<sup>23</sup> Data is not available for this indicator for the PIKTES 26 provinces. Hence N/A.

<sup>24</sup> It was 59% for the 2015-2016 school year.

<sup>25</sup> Source: YÖK.

<sup>26</sup> No data can be obtained only for refugee students from the 26 provinces.

### 3. HEALTH

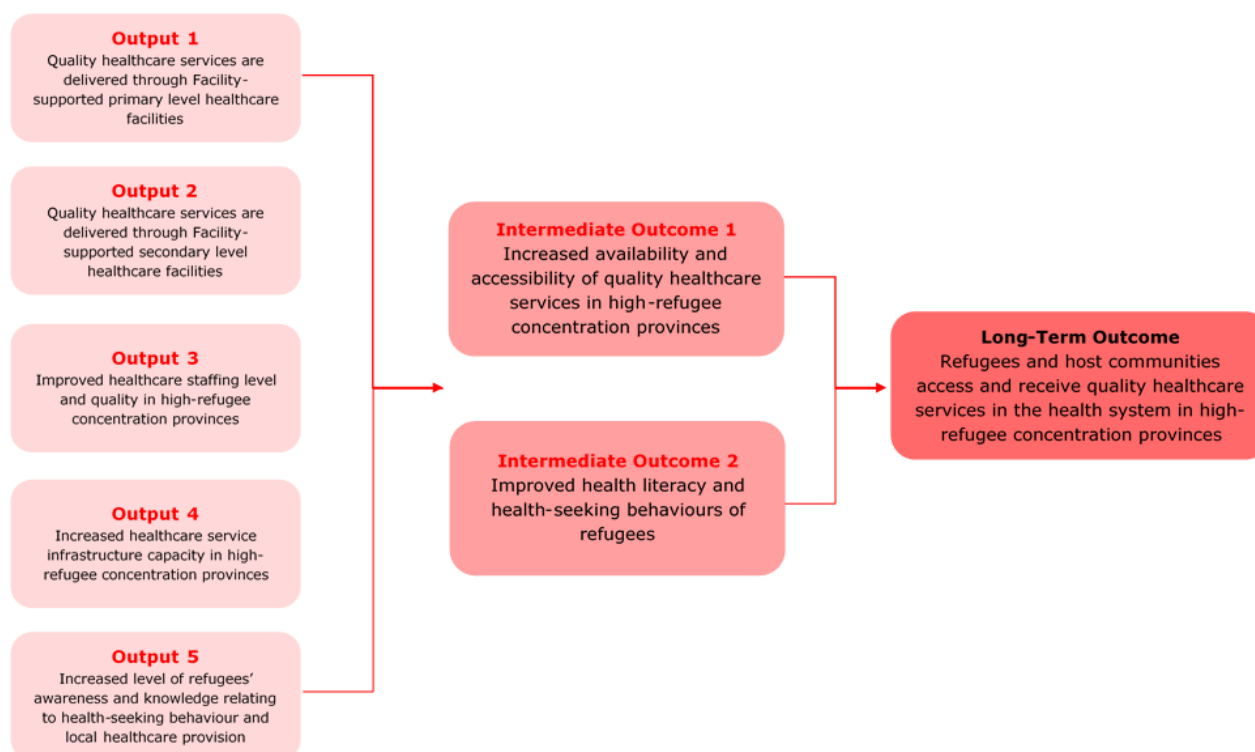
Available survey information indicates that over the last few years the provision of free public healthcare to refugees has produced good results. Just prior to the onset of the COVID-19 pandemic a SIHHAT I survey found 65% of sampled respondents rated their health condition as ‘good or very good’ (a 3% increase since 2018), and only 10% considered their health condition as ‘bad or too bad’ (compared to 15% in 2018). This shows that there has also been a significant (21%) reduction in infectious disease cases in the last 12 months.

There is no reliable data on the effects of the COVID-19 pandemic on refugees’ health status<sup>27</sup>. The fear of losing jobs, being evicted or being deported in the event of being diagnosed with COVID-19 reportedly led to refugees avoiding being tested and reducing their use of public health services (sometimes using clandestine private clinics instead)<sup>28</sup>. However, despite the increased levels of vulnerability caused by COVID-19, some health experts have noted that there was no evidence of higher COVID-19 prevalence among refugees compared to the general population<sup>29</sup>.

#### Updated Support Strategy

The main objective of the Facility’s health strategy is to help the GoT ensure that adequate primary and secondary health services are made available to the refugee population and that they are used appropriately (i.e. that refugees are health literate), and that refugees manage their own health effectively (through improved health-seeking behaviour). As the quality of beneficiaries’ health is a major determinant of their socio-economic well-being, achievement of this objective should contribute significantly to the achievement of the Facility’s overall objective or impact (see Figure 3 in the Introduction chapter).

Figure 7: Health Priority Area Intervention Logic



<sup>27</sup> Whilst the overall population infection rate data is reported by the GoT to include all foreigners resident in Turkey, there has been no publication by the GoT of infection rates within refugee communities.

<sup>28</sup> Aşen Üstübcü and Sibel Karadağ (2020), Refugee Protection in Turkey during the First Phase of the COVID-19 Pandemic, Turkey Interim Report, Istanbul: Koç University. Available at URL <http://admigov.eu>.

<sup>29</sup> Aysegül Esin. Background Health Context paper for SUMAF - Feb. 2021.

On the ‘supply side’ the specific objective (Outcome 1 in the figure above) is to ensure that services are available to refugees near to their homes, that they are accessible (i.e., that there are no significant barriers to using the services) and that they are of satisfactory quality. Although this applies to both primary and secondary health-care services, the emphasis of the Facility’s support is on primary healthcare (PHC) services. Under Tranche II the services are intended to benefit all refugee nationalities and not only Syrians.

On the ‘demand side’ the objective (Outcome 2 in the figure above) is to significantly increase the level of health awareness and knowledge (‘health literacy’) amongst the refugees, and thereby to support them to adopt improved health-seeking behaviours and healthier lifestyles. The Facility’s most important health Action in this area continues to be the direct support to the Ministry of Health (MoH) via SIHHAT. SIHHAT 1I began in early 2021 and continues the support provided under SIHHAT 1 although it will place more emphasis on strengthening reproductive healthcare services, the establishment of psycho-social support (PSS) mechanisms in Migrant Health Centres (MHCs) and on supporting secondary health care (SHC) services and the provision of emergency services. It will also increase the level of refugee health literacy education and community outreach work.

### Output Achievement Progress

#### Output 1 Primary healthcare services provision

Table 10: Output 1 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
H-Ot.01 - Number of Facility-supported Migrant Health Centres (MHCs)	175	177	99%
H-Ot.02 - Number of Facility-supported Migrant Health Units (MHUs)	788	790	100%
H-Ot.03 - Total number of consultations provided to refugees at Facility-supported primary level healthcare facilities	18,730,751	14,443,871	130%
H-Ot.04 - Total number of vaccinations (doses) provided to refugee children with Facility support	4,714,471	N/A	

Almost all of the targeted MHCs and Migrant Health Units (MHUs)<sup>30</sup> are operational and delivering primary health services in high refugee density areas in the 29 provinces covered by SIHHAT. Of the 175 operational centres 48 are EMHCs - providing selected specialised health services in addition to PHC services<sup>31</sup>. İstanbul, Hatay and Şanlıurfa provinces had 57% of all the centres. The Extended Migrant Health Centres (EMHCs) are intended to take the pressure off hospitals by providing additional services in addition to primary healthcare services such as internal, child, gynaecological, oral and dental health and PSS. They are equipped with x-ray units and simple laboratory units. The EMHCs were also provided with medical equipment and supplies including vitamin supplements and contraceptives as well as vehicles to enable them to provide mobile health services. A recent SIHHAT review mission reported that this resulted in a significant decrease in iron deficiency and related anaemia among the refugee health centre patients.

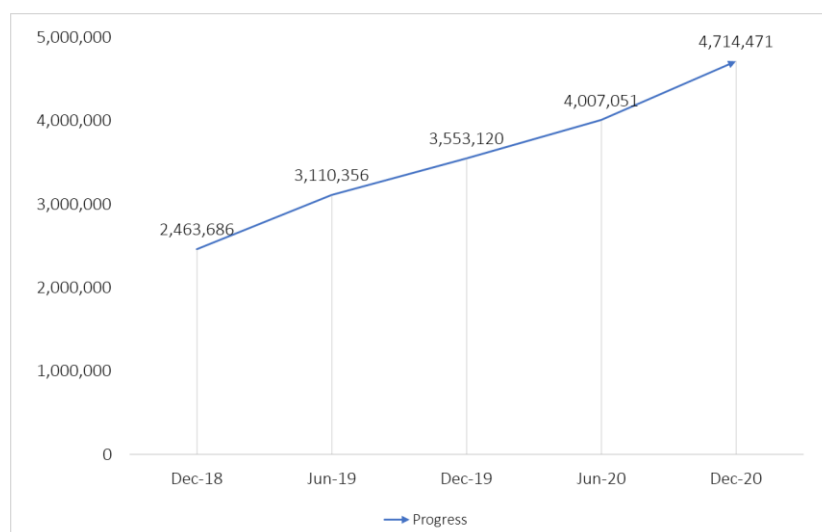
Whilst the second quarter of 2020 saw patient visits drop by almost 70% and the EMHCs respond by focusing on vaccinations and antenatal care by inviting selected patients for health checks, since June 2020 the number of PHC consultations increased dramatically. Indeed, the level of EMHC utilisation over the second half of 2020 has been high - with almost 4.4 million additional PHC consultations provided during the July to December period. The total number of consultations to-date has exceeded the initial target by 30%. Of these, 92% were provided by the MoH-supported EMHCs and the rest by Facility-supported NGOs and UN agencies. The average number of visits by Syrian

<sup>30</sup> MHUs are doctor-nurse/midwife units operating within MHCs. Each MHU is targeted to serve 4,000 patients (the national standard). MHCs provide primary level diagnosis and treatment, immunization, antenatal and post-natal care services, infant and child monitoring, micronutrient support for children and women (iron and vitamin D), cancer-screening (supported by mobile services), reproductive health services and counselling and information, communication and education services.

<sup>31</sup> EMHCs are intended to take the pressure off hospitals by providing additional services in addition to primary healthcare services such as internal, child, gynaecological, oral and dental health and PSS. They are equipped with x-ray units, simple laboratories and medical equipment and supplies including vitamin supplements and contraceptives as well as vehicles to enable them to provide mobile health services. The original target for EMHCs was 42.

refugees to PHC facilities in 2020 was 2.25 - an improvement since 2017 when it was 0.87. Nonetheless, refugees visit healthcare facilities less frequently than the Turkish population whose yearly average was 3.5 in 2020<sup>32</sup>.

Figure 8: Total number of vaccinations (doses) provided to refugee children with Facility support



The SUMAF review of the SIHHAT 1 programme conducted in September 2020 reported that beneficiaries expressed a high level of satisfaction with the services provided in EMHCs in terms both of accessibility and the service quality. It also reported a significant decrease in iron deficiency and related anaemia among the refugees visiting the health centres.

From July to December over 700,000 vaccinations were provided to refugee children - a significant increase compared to previous reporting periods. The September 2020 review established that approximately 7.7 million vaccine doses had been administered to refugees by the MoH (through both EMHCs and the regular Family Health Clinics) with the Facility supporting about 4.7 million of these.

#### Summary of Progress

Progress has continued to be very positive with the delivery of primary healthcare services by the MHCs and EMHCs of the MoH and also by NGOs and UN agencies. An additional 4.4 million PHC consultations were provided between July and December 2020. The number of consultations recovered dramatically in the third and fourth quarters of the year after being heavily affected in the second quarter by COVID-19. The level of delivery of vaccinations also increased, indicating improved health literacy amongst the target groups.

## Output 2

### Support to secondary healthcare services provision

Table 11: Output 2 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
H-Ot.05 - Total number of consultations provided to refugees at Facility-supported secondary level healthcare facilities	3,563,364	N/A	
H-Ot.06 - Number of refugees treated as in-patients in hospitals	156,352	N/A	

In the second half of 2020 over 3.5 million consultations were provided to refugees through Facility-supported secondary level health care facilities. Almost all of these were delivered through MoH hospitals and Community Mental Health Centres and the remainder through NGO-operated facilities. On average Syrian refugees made approximately two visits to secondary (and tertiary) health centres in 2020.

<sup>32</sup> SUMAF Ad-Hoc Monitoring Mission to SIHHAT - Summary Report (p.14). September 2020.

Just over 81,000 Syrian refugees benefited from the provision of in-patient hospital treatment during the third quarter of 2020, and another 75,000 in the fourth quarter, bringing the total for the two quarters to over 156,000.

#### Summary of Progress

In the second half of 2020 over 3.5 million secondary healthcare consultations were provided to refugees - mostly through Facility-supported MoH hospitals and Community Mental Health Centres but also by NGOs. Over 156,000 Syrian refugees were treated as in-patients in MoH hospitals.

### Output 3 Strengthening health-care system staffing

Table 12: Output 3 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
H-Ot.07 - Number of healthcare service staff employed with Facility support	3,885	3,996	97%
H-Ot.08 - Number of healthcare service staff trained with Facility support	10,519	8,171	129%
H-Ot.09 - Total number of 'person training days' provided to healthcare service staff with Facility support	36,585	14,615	250%
H-Ot.10 - Number of Syrian healthcare workers qualified and approved to practice under the Turkish healthcare system	2,894	N/A	

Of the 3,885 healthcare staff employed with Facility support at the end of December 2020, 88% were employed through SIHHAT 1 and the rest by several NGOs. Of these, 19% were doctors, 35% were nurses, midwives, psychologists, other types of paramedical staff and social workers, and 46% were bilingual patient guides (BPGs) and other types of auxiliary staff<sup>33</sup>.

Whilst under SIHHAT 1 the recruitment target for nurses/midwives, BPGs and auxiliary staff was exceeded, it was not possible to fill all the specialist positions in the 48 EMHCs. The gaps were filled by MoH-employed Turkish doctors. Furthermore, whilst the IPs implementing Facility-supported health Actions have been seeking to ensure a good gender balance in their health staff recruitment, challenges have been encountered in employing women due to Syrian cultural factors including the fact that most of the Syrian health workers staff who had been working in the Syrian health system prior to migrating to Turkey were male.

The staff training targets have been exceeded with over 10,500 healthcare staff trained to-date and over 36,500 'person training days' completed. Over two thousand more staff were trained in the second half of 2020. Most of this training was under the WHO Action, which continued to prepare Syrian healthcare personnel to practice within Facility-supported facilities with some additional training conducted by NGOs.<sup>34 35</sup> As a result of this training 2,894 healthcare workers were qualified to practice in the EMHCs by December 2020.

#### Summary of Progress

3,885 healthcare staff were employed with Facility support at the end of December 2020 and over 10,500 staff were trained to-date. The WHO and the MoH continued to work closely together to ensure an integrated programme of pre-service and in-service training resulting in almost 2,900 mostly Syrian refugee health workers being qualified to work in the SIHHAT health centres.

<sup>33</sup> Approximately 90% of these were SIHHAT employed, with the rest directly employed by the MoH.

<sup>34</sup> For more information about the type of training previously provided under SIHHAT I see the 6<sup>th</sup> Facility Monitoring Report.

<sup>35</sup> Improved access to health services for Syrian refugees in Turkey (TF-MADAD/2017/T04.58).

## Output 4 Infrastructure development

Table 13: Output 4 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
H-Ot.11 - Number of new healthcare facilities constructed with Facility support	0	2	0%
H-Ot.12 - Number of healthcare facilities upgraded with Facility support	548	674	81%
H-Ot.13 - Average completion level of (Facility-funded) healthcare facility construction projects	50%	100%	50%

Under Tranche I, the Facility is supporting the construction of two new hospitals in Hatay and Kilis provinces. Progress here continues to be slow however with the average level of project completion (covering all stages from planning to commissioning) standing at 50% by December 2020. In terms of physical construction, the Hatay hospital project stood at 39% and the Kilis hospital at 65%. Due mostly to the need for a comprehensive technical re-design and partly to the COVID-19 pandemic the MoH estimates the projects to be about one year behind schedule. By December 2020 the construction speed appears to have returned to normal following the negative impact of the first months of the pandemic.

Under the Facility's support strategy 'infrastructure' refers to both the construction and refurbishment of health facilities as well as their equipping with medical equipment and vehicles to enable emergency and mobile health services to be delivered. Approximately 4,000 items of medical equipment were supplied to 113 hospitals under SIHHAT 1 and 430 ambulances and mobile PHC vehicles were delivered to target provinces and health facilities in the last quarter of 2020 (including Community Mental Health Centres). Overall, 548 facilities were upgraded, including with 5 cancer-screening vehicles, ensuring an overall target achievement level of 81%.

### Summary of Progress

Progress is slow in the completion of the two hospitals in Hatay and Kilis although the speed of construction picked up towards the end of the year. Approximately 4,000 items of medical equipment were supplied to 113 hospitals under SIHHAT 1 and 430 ambulances and mobile PHC vehicles were delivered to target provinces and health facilities in the last quarter of 2020.

## Output 5 Health awareness-raising and education

Table 14: Output 5 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
H-Ot.14 - Number of refugees reached through outreach activities with Facility support	164,244	116,221	141%
H-Ot.15 - Percentage of refugees reporting having received healthcare awareness messages	N/A	N/A	

The Facility has supported several organisations (including NGOs) to conduct health outreach work to local communities and refugees' homes since its start. A total of over 164,000 individuals have been reached, which is over 40% more than the target established. As the SIHHAT surveys do not cover the second indicator in the table above, a dedicated follow-up survey is required as part of the health communication work in order to assess refugee exposure to the health message communications<sup>36</sup>. Reviews of the SIHHAT I programme have emphasised the need to increase the level of attention and resources dedicated to health literacy improvement.

As part of SIHHAT I's health education work 500,000 educational posters and 20,000,000 brochures in the Arabic language were produced and disseminated to health centres, and by the end of 2020, a contract had been signed to produce five short educational videos on health education topics.

<sup>36</sup> As no data is currently available N/A (not available) is entered into the table.

A recent survey found that refugees' primary source of information is the internet and social media. The second most common source of information is friends, family and neighbours followed by TV and newspapers<sup>37</sup>. In general, Syrian refugees reported having a high level of information on issues relating to awareness on accessing basic services, including health. However, levels of reported access to information were much lower for other refugee nationalities (such as Afghans and Iranians), indicating the need to ensure the development of appropriate communications for these communities.

In summary, a clear need has been identified to substantially increase the level of focus on health education for refugees and SIHHAT 1I is planning to address this.

#### Summary of Progress

Despite the production and dissemination of large numbers of brochures and posters and the conduct of outreach work to communities and homes major challenges remain in improving refugee health awareness and literacy. A clear need has been identified to substantially increase the level of focus on this area, and the SIHHAT 2 programme will seek to address this.

### Outcome Achievement Progress

#### Intermediate Outcome 1 Increased availability and accessibility of quality healthcare services

Table 15: Intermediate Outcome 1 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
H-Oc.04 - Average number of refugees per Migrant Health Unit (MHU)	4,444	4,000	90%
H-Oc.05 - Number of doctors per 10,000 population	20.82	19.35	108%
H-Oc.06 - Number of hospital beds per 10,000 population	28.24	27.05	104%
H-Oc.07 - Percentage of pregnant refugee women who received one or more Antenatal Care (ANC) consultations	97%	96%	101%
H-Oc.08 - Percentage of post-partum women who received at least one Postnatal Care (PNC) consultation	58%	N/A	

For SIHHAT 1 the MoH almost achieved its objective of meeting the national standard of 4,000 targeted refugees per MHU<sup>38</sup> as it approached its completion - achieving 4,444. According to SIHHAT data this figure dropped markedly from 10,000 since 2018. However, provincial disaggregation data shows that there were significant variations in this ratio for different provinces and EMHCs.

In the Facility-focused provinces the number of doctors per 10,000 population was 20.8 which exceeded the target of 19.4. The figure for the whole of Turkey in 2018 was 20<sup>39</sup>. A similar positive story applies for the availability of hospital-based health services where the number of beds per 10,000 population slightly exceeded the target set.

Good progress has also been made with ante-natal consultations approaching 100% and 58% of (post-partum) women attending at least one post-natal consultation<sup>40</sup>. Additionally, SIHHAT survey data shows an increase in overall health services utilisation rates from 71% to 76%<sup>41</sup>.

The September 2020 review of SIHHAT concluded that it had achieved its main objective of providing available and accessible healthcare services to Syrian refugees in 29 provinces.

<sup>37</sup> Inter-Agency Protection Sector Needs Analysis. Round 2. September 2020. UNHCR and other agencies.

<sup>38</sup> One MHU has one doctor and one nurse.

<sup>39</sup> <https://www.evrensel.net/haber/399087/turkiyede-doktor-basina-dusen-kisi-sayisi-498>.

<sup>40</sup> According to SIHHAT Pre Survey (2018) the PNC consultation rate was 39%.

<sup>41</sup> The percentage of respondents who reported they had applied to any health care institution in the last 12 months was 71% in the 2018 report and 76% in the 2020 report. Source: SIHHAT Pre and Post Surveys.



### Summary of Progress

MoH has done well in ensuring the accessibility of health services to Syrian refugees. It achieved a ratio of 4,444 targeted refugees per doctor in its 29 provinces - down from an average of 10,000 in 2018. The ratios of doctors and hospital beds per 10,000 population either met or exceeded their targets. The level of attendance of refugees at ante-natal and post-natal consultations was also very positive.

## Intermediate Outcome 2 Improved refugee health literacy and health-seeking behaviour

Table 16: Intermediate Outcome 2 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
H-Oc.09 - Percentage of refugees who demonstrate an 'adequate' level of health literacy	24%	N/A	
H-Oc.10 - Percentage of refugees who report improved health-seeking behaviour	38%	N/A	

The WHO states that 'functional health literacy' is defined as 'an individual's ability to read information and instructions about health and to function effectively as a patient in the health system'<sup>42</sup>. The second survey conducted under the SIHHAT programme (in early 2020) asked respondents a number of questions to determine their Health Literacy 'score'. This showed that 24% of respondents had an adequate or higher level of health literacy. Men had a higher level (26%) than women (21%). The baseline survey in 2018 produced a value of 18%, meaning that health literacy levels had increased by a third over the SIHHAT programme period. Nevertheless, they are still relatively low and health literacy is an area of focus for SIHHAT 2.

The same surveys also asked a set of questions intended to rate the respondents' level of use of health-seeking behaviours<sup>43</sup>. From the 2020 survey it was found that 38% of respondents practiced positive health seeking behaviours whilst in the baseline survey the equivalent value was 37% - which indicates that there was almost no behavioural change despite the clear improvements in levels of health literacy. This implies that increased levels of awareness regarding particular health issues do not necessarily lead to altered behaviours regarding the refugees' management of their health.

The 2020 WHO survey on health literacy and health communications needs also identified very low levels of health literacy amongst the refugee population and particularly amongst women. An interesting finding was that people mostly use the internet (44%) and social media platforms (40%) as their main health information source<sup>44</sup>, but that most of them do not trust these sources for obtaining reliable information<sup>45</sup>.

### Summary of Progress

In 2020, only 24% of SIHHAT-surveyed refugees were found to have an adequate level of health literacy although this was significantly higher than the 18% result from 2018. Women had lower levels than men. The level of self-reported health-seeking behaviour was found to be 38%, but this had only increased one percentage point since 2017. The SIHHAT 2 programme will place greater emphasis on this aspect.

<sup>42</sup> 'Comprehensive health literacy' is 'linked to literacy and entails people's knowledge, motivation and competencies to access, understand, appraise, and apply health information in order to make judgments and decisions in everyday life concerning healthcare, disease prevention and health promotion to maintain or improve quality of life, during the life course'.

<sup>43</sup> The survey covers a list of 32 questions. SUMAF selected the 9 most action-oriented questions regarding health-seeking behaviour and calculated the percentage based on the answers to these.

<sup>44</sup> Nearly half of all survey participants accessed health information via either the Internet (43.9%) or social media (39.5%), while almost none used the radio (96.4%) or print media (96.8%). Assessing the health literacy and health communication needs of Syrian refugees in Turkey. WHO 2020.

<sup>45</sup> Only 38.8% of those who used the Internet and 22.2% of those who used social media said that they trusted these sources to provide reliable health information. Assessing the health literacy and health communication needs of Syrian refugees in Turkey. WHO 2020.

**Long-Term Outcome**      **Refugees and host communities receive quality healthcare services**

Table 17: Long-Term Outcome Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
H-Oc.01 - Proportion of reproductive age refugee women expressing an unmet need for reproductive health services	37%	42%	114%
H-Oc.02 - Number of refugee infants (0-2 years) born in Turkey who have completed the (national calendar) vaccination programme	N/A	N/A	
H-Oc.03 - Percentage of health service users expressing satisfaction with the quality of service they received	81%	88%	92%

Data from the SIHHAT follow-up survey conducted in early 2020 shows reasonable progress in improving the availability and accessibility of reproductive health services with the percentage of women expressing an unmet need for reproductive health services dropping from 45% to 37% between 2018 and 2020. On the other hand, there has been only a very modest response to efforts to promote the use of family planning by the refugee community.

Data was not yet available from the MoH regarding the infant vaccination coverage rate. However, a high level of unmet need is reported to exist still for mental health services, with refugees' mental health status having deteriorated significantly during 2020. This is a major area of focus for the SIHHAT 1I programme which is due to start in early 2021.

A proxy indicator for the quality of the health service delivery is the proportion of users who were generally satisfied with the service received. The 2020 SIHHAT survey gave this as 81% which shows an improvement compared to the 72% figure reported in the 2018 survey. It should be noted however that there were some large variations in the reported satisfaction levels between surveyed provinces<sup>46</sup>.

**Summary of Progress**

Good progress has been made in improving the availability and accessibility of reproductive health services as well as other services such as vaccinations. Health service user surveys indicate a generally high level of satisfaction amongst refugees. The need for mental health services has increased as a result of the worsening economic climate and the COVID-19 crisis, and this will continue to be a major area of focus under SIHHAT 1I.

**Impact Indicators**

A preliminary analysis of progress made in terms of two revised RF impact indicators is presented below.

Table 18: Impact Indicator I-03<sup>47</sup>

Indicator	I-03: Percentage of refugees reporting having good health status
Source	SIHHAT surveys
Latest Value	65% (April 2020). Value in 2018 was 62% (SIHHAT BL survey).
Assessment	As the (registered) refugee community became more accustomed to the use of Migrant Health Centres their level of use has increased, and satisfaction surveys show that they are generally very satisfied with the quality of health care received. Nevertheless, deteriorating economic conditions - leading to child malnourishment and stunting, coupled with poor living conditions are contributing to diseases such as respiratory tract infections and diarrhoea. Refugee adults (and children) appear to have suffered higher levels of mental illness over the last year than host community members.

<sup>46</sup> The survey covers 10 provinces in the Marmara, Aegean and South-Eastern regions. The figures reported were: Hatay (89%), Şanlıurfa (88%) and Adana (87%) than other provinces such as Kilis (48%), Kahramanmaraş (67%) and Bursa (69%). The survey results are not designed to be statistically representative at the provincial level.

<sup>47</sup> Impact indicator I-01 is covered in the Basic Needs chapter and I-02 in the Livelihoods chapter.

Table 19: Impact Indicator I-04

Indicator	I-04: Prevalence rate of selected main non-communicable diseases among refugee population
Source	SIHHAT surveys
Latest Value	4.4% (April 2020). (Diabetes and Hypertension). In 2016 Diabetes was reported as 5.1% and Hypertension as 11% (AFAD/MoH/WHO Health Status Survey of Syrian Refugees).
Assessment	Data points insufficient to assess trend.

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## 4. PROTECTION

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The COVID-19 pandemic and related restrictions had a major impact on the Protection environment for refugees and the implementation of protection activities. This is largely due to the worsening state of refugees' employment and incomes as well as the effects of inflation on their purchasing power but also due to the restrictions affecting access to basic services such as education and health. Recent monitoring and partners' needs assessments reinforce previously reported findings that refugees have faced a loss of income resulting from the pandemic and associated restrictions and have become increasingly reliant on negative coping mechanisms such as withdrawing boys from school in order to send them to work; pressurising girls and young women into early marriage; begging etc. An increase of Sexual and Gender-Based Violence (SGBV) and of violence against children's cases due to curfews, economic stress, school closures and deteriorating parental mental health has also been reported. Furthermore, the Inter-Agency Protection Needs Assessment phone-based survey reported an apparent erosion of social cohesion between communities<sup>48</sup>.

Access to public services, especially health and social protection, has deteriorated due to limited working hours at public institutions and backlogs at Provincial Departments of Migration Management (PDMs) which in turn has further limited access to public services. The access of particular groups to services has been challenging, notably the elderly, persons with disabilities and other vulnerable groups including women and girls, international protection applicants awaiting registration, and rural and seasonally mobile populations. The identification of the most vulnerable and the provision of specialised support services, especially to survivors of SGBV and those in need of PSS, using phone-based and on-line methods, remains challenging.

During the June to November 2020 period the curfew and lockdown regime eased, enabling some actors to re-open community centres and resume activities in a controlled manner – i.e., delivering services through both on-line and physical activities. Nevertheless, physical outreach remained limited due both to partners' own mitigation measures and the lack of official authorisations to conduct outreach activities<sup>49</sup>.

In November 2020 however, the GoT re-introduced restrictions, including weekday curfews, weekend lockdowns and a ban on gatherings. Age-specific curfews were tightened for those above the age of 65 or below the age of 20. This profoundly affected protection partners' ability to reach out to and provide services to a broad category of refugees (e.g., working men, elderly, children and adolescents). They responded to this by adapting their vulnerable individuals' identification methods and conducting many of their screening and referral activities either by phone or on-line.

### Facility Support Strategy

During the Tranche I of the Facility, protection services were provided mostly through NGOs and UN agencies as part of the humanitarian response (in support of the GoT). With the transition to Tranche II, resources were also allocated to directly supporting existing GoT social protection services to respond to refugees' needs. This is in line with the Facility's strategy of seeking to ensure the sustainability of support to refugees.

Protection services refer to all activities to prevent, reduce/mitigate and respond to the risks and consequences of violence, coercion, deliberate deprivation and abuse for persons of concern. This includes supporting beneficiaries to access: registration processes; education and health services; mental health and PSS; legal advice to resolve legal or registration issues; welfare services; and obtaining temporary shelter to escape domestic violence.

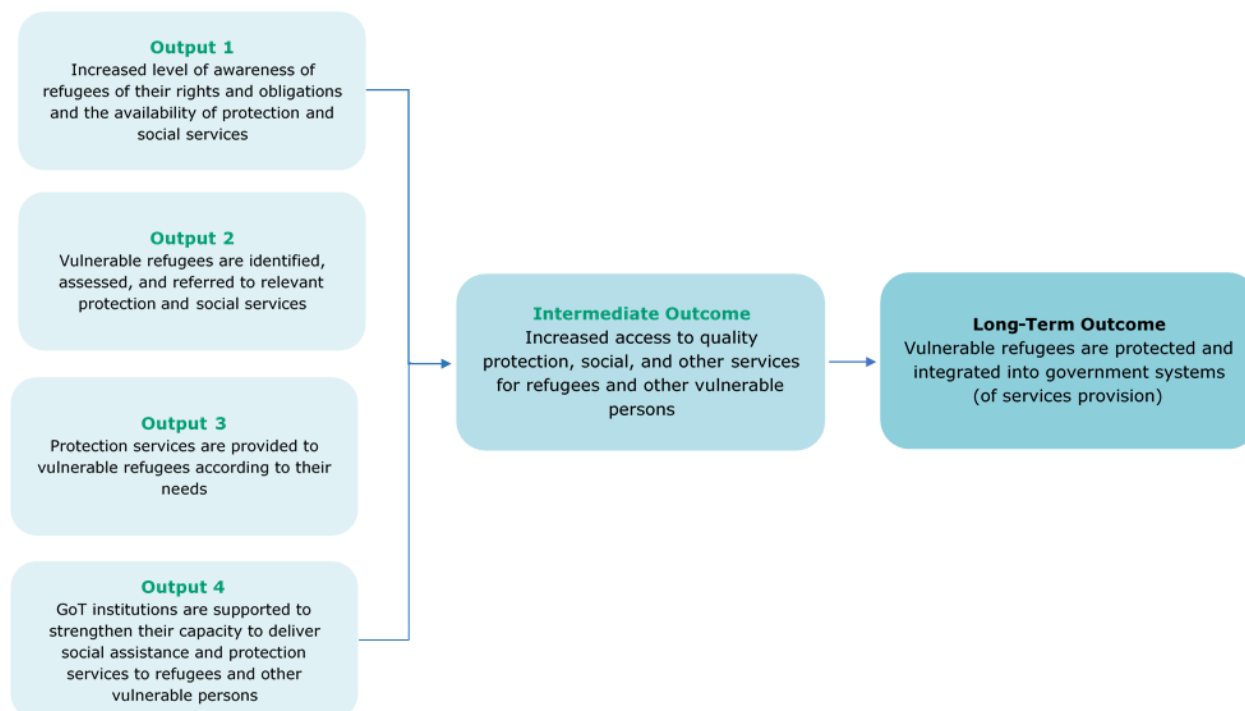
The overall objective of the Protection strategy is to ensure that all vulnerable refugees are protected from exploitation, abuse and harm, and that the GoT's existing systems of social protection are extended to include

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<sup>49</sup> These have not been granted to any protection actor since late 2019.

refugees (see Figure 9 below). Protection is both a cross-cutting area and a distinct priority area because protection services form part of the work of other priority areas such as education, health, basic needs and livelihoods<sup>50</sup>.

Figure 9: Protection Priority Area Intervention Logic



The Facility’s investments and support to the GoT seeks to improve refugees’ (and other vulnerable citizens in supported locations) access to all types of protection services – both those provided by the GoT to all vulnerable citizens, and those services provided outside of the public sector by non-governmental actors.

The approach to achieving increased access to protection services consists of the delivery of the four outputs shown in Figure 9 above.

### Output Achievement Progress

#### Output 1 Increasing refugees’ awareness of rights and responsibilities

Table 20: Output 1 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
P-Ot.01 - Number of individuals who participated in (Facility-supported) information provision and awareness raising activities	1,144,050	1,086,361	105%
P-Ot.02 - Percentage of individuals who have an adequate awareness of their rights and obligations relating to accessing protection and social services	N/A	N/A	

Since 2017 refugees have benefited from group information provision and awareness raising activities. Participants have increased their knowledge on legal rights and responsibilities and social services and entitlements. Mine risk education and psycho-education have also been provided<sup>51</sup>. By the end of December 2020, over 1.1 million individuals had participated in Facility-supported information provision and awareness raising activities. Between July and December 2020 111,839 individuals were provided with information and awareness services. This is a significant increase compared to the first half of 2020 when services were heavily affected due to the COVID-19 restrictions. It is clear therefore that while IPs successfully managed to adapt their approaches to provide remote sessions to the refugees, the beneficiaries successfully responded by increasing their level of contact with service

<sup>50</sup> A particularly important objective of the provision of protection services to refugees is to ensure that they are not subjected to ‘refoulement’ (forcible return to their country of origin where there is a likelihood of persecution).

<sup>51</sup> Mine risk training was provided in anticipation of trainees returning to the previous war zone in Syria.

providers using the phone or internet rather than visiting the community centres. Some of the protection sector IPs also provided live sessions through social media to reach a wider audience.<sup>52</sup>

No data was reported on the level of awareness of protection and social service rights and obligations amongst targeted beneficiaries, as this data is due to be collected from a survey which has not yet been implemented.

#### Summary of Progress

A comprehensive programme of information provision has been delivered - with over 1.1 million refugees participating - covering refugees' rights and responsibilities, awareness of social services and entitlements and also psycho-social aspects. Although activity was affected by the COVID-19 restrictions IPs and refugees appeared to successfully transition to on-line modalities in the latter half of 2020.

## Output 2 Identifying and referring refugees to the appropriate services

Table 21: Output 2 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
P-Ot.03 - Number of identified and assessed individuals with Facility support	3,001,414	2,363,246	127%
P-Ot.04 - Number of referrals made to external services with Facility support	785,249	1,180,692	67%
P-Ot.05 - Number of individuals referred to relevant external (specialised) services with Facility support	710,004	890,303	80%

Prior to 2020, identification and assessment was measured through the protection services provided and referrals made. However, the indicator was revised at the end of 2019 to record the unique number of newly identified and assessed beneficiaries, also enabling analysis of identifications, channels and types of needs/vulnerabilities identified.

A total of 117,418 individuals were identified and assessed under Facility-supported Actions during the July to December 2020 period - bringing the total since the start of the Facility to just over three million. A little more than a third of beneficiaries were identified through self-referrals whilst 44% were identified through outreach activities. This indicates that refugees are well informed regarding the existence of the Facility-supported protection activities as many of them reach out to the Facility-funded IPs to receive support. Outreach activities remained an effective way of identifying people in need. However, due to the COVID-19 restrictions outreach activities were interrupted, causing a 56% decrease in the average number of refugees identified in the fourth quarter of 2020 compared to the first quarter.

July to December 2020 data shows that most beneficiaries needed to be referred to or informed about the services in other sectors, particularly health, education and basic needs services. Beneficiaries have either been directly provided with protection services or were referred to external specialised services based on their identified and assessed needs. Facility IPs refer the case if the needs cannot be addressed through their own Action's activities. From July to December almost 110,000 external referrals were made with Facility support to either governmental or non-governmental services - bringing the total number of referrals since the start of the Facility to over 785,000. Over the last six months 65% of the referrals were made to governmental organisations - thus indicating a transition of the protection provision processes from humanitarian partners to the GoT.

Over the course of 2020 there was a significant increase in the number of referrals to Education services compared to previous years due to the start of a new Action which targets out-of-school children with enrolment support (accounting for more than 70% of referrals in the education sector). COVID-19 and associated restrictions decreased the number of health service referrals but increased the need for referrals to basic needs support services.

<sup>52</sup> These beneficiaries were not counted under this indicator due to the unavailability of disaggregated data.

The total number of individuals referred to external specialised services to-date (with Facility support) reached just over 710,000 by December 2020 (representing 81% of the target). The six months from July to December saw an additional 77,826 individuals referred to relevant external services (an 11% increase). The majority (92%) of the individuals were Syrian, which is consistent with the share of Syrians in the overall refugee population in Turkey.

#### Summary of Progress

Over three million individual identifications (of need for referral) and referrals have been completed by Facility-supported IPs since the start of the Facility. Almost half of these were reached through outreach activities - although this work has recently reduced in intensity due to the COVID-19 restrictions. There has been a clear shift over time from the referral of refugees to NGOs to their referral to GoT agencies. The data shows a major uplift in referrals to MoNE (regarding out-of-school children) - indicating the effectiveness of the protection work in this area.

### Output 3

### Providing protection services to refugees

Table 22: Output 3 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
P-Ot.06 - Number of protection services provided with Facility support	3,509,301	3,009,261	117%
P-Ot.07 - Number of individuals who benefited from (Facility-funded) protection services	2,045,229	1,490,927	137%

Over 3.5 million protection-related support services<sup>53</sup> have been provided to just over two million individuals in need since 2017 - substantially exceeding the original targets set. This work has been conducted by 19 Facility-supported organisations including a number of UN agencies, government ministries and international and national NGOs.

Of the 3.5 million services provided, 254,045 were provided during the second half of 2020. The most common type of support provided was transportation and translation (accounting for half of the reported value), followed by information counselling (29%) and legal assistance (11%). Refugees have also benefited from PSS activities either through individual or group sessions. Compared to the first half of 2020 there was a 22% increase in protection service provision. Among the two million individuals supported, 91% were Syrian and just over half were female.

#### Summary of Progress

The Facility supported 19 different IPs to provide over 3.5 million protection-related support services to just over two million refugees in need since 2017. Over half of these were female and 91% were Syrian. The services included transportation and translation, information counselling, legal assistance and PSS. Service provision levels increased in the second half of 2020 as delivery became more phone and internet-based.

<sup>53</sup> A protection service refers to one discrete service delivery event which responds to a protection need. For example, an individual PSS session, a group PSS session, a legal aid provision session, information counselling session, etc.



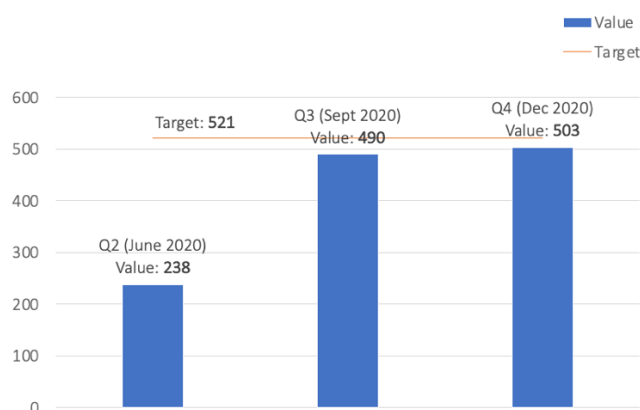
## Output 4 Strengthening of GoT institutions

Table 23: Output 4 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
P-Ot.08 - Number of social services and migration management staff employed with Facility support	503	521	97%
P-Ot.09 - Number of Social Service facilities upgraded with Facility support	30	30	100%
P-Ot.10 - Number of Social Services Centres (SSC) staff trained with Facility support	523	519	101%
P-Ot.11 - Total number of 'person training days' provided to Social Services Centres (SSC) staff with Facility support	2,615	2,595	101%

Two Actions were supported to strengthen the institutional capacity of the Ministry of Family, Labour and Social Services (MoFLSS) and the Directorate General of Migration Management (DGMM). With Facility funding the DGMM has been supported with its refugee registration activities since 2019 - including the hiring of 503 migration management staff (deployed to DGMM's provincial offices in 64 provinces)<sup>54</sup>. Additionally, MoFLSS was supported with human resources (psychologists, social service experts, child development experts, teachers, translators and service mediators)<sup>55</sup> and 30 of its SSCs were refurbished/upgraded enabling service delivery to be expanded in 19 provinces<sup>56</sup>.

Figure 10: Number of social services and migration management staff employed with Facility support



### Summary of Progress

Good progress has been recorded in the strengthening of the capacity of key protection-related agencies. Over 500 staff have been hired to support the refugee-related work of the provincial offices of the DGMM, and 30 provincial Social Service Centres of the MoFLSS (now MoFSS) were provided with staff and equipment.

<sup>54</sup> They include 332 (66%) interviewers; 98 protection desk officers; and 73 other support personnel. The additional staff were mainly from the host community apart from eight non-Syrian refugees deployed as interviewers (7) and support staff (1).

<sup>55</sup> 208 of the staff were new staff seconded to SSCs with Facility support whilst the remaining 315 were existing MoFLSS staff.

<sup>56</sup> There was no additional activity contributing to this indicator conducted during the July to December 2020 period.

## Outcome Achievement Progress

### Intermediate Outcome 1      Increased access to quality protection services for refugees and other vulnerable persons

Table 24: Intermediate Outcome 1 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
P-Oc.02 - Number of refugee registration record updates conducted	2,236,360	2,076,689	108%
P-Oc.03 - Percentage of refugees referred (via Facility-supported Actions) to specialised protection services who received appropriate support	N/A	N/A	
P-Oc.04 - Percentage of refugees reporting being satisfied with the protection services they received	84%	73%	114%

As a result of the support provided to the DGMM provincial/regional offices over 2.2 million refugee registration records have been updated since the start of the Action. Of these 84% were for Syrian refugees and the rest were for Persons under International Protection<sup>57</sup>.

No unified system exists for tracking results of refugee referrals to external agencies (i.e., outside of IP-implemented Actions) and it has not been possible to develop one due to the breadth and nature of the entities involved<sup>58</sup>.

Over the second half of 2020 IPs carried out nine surveys to assess refugee satisfaction levels with the Facility-supported protection services they received. These reported an 84% satisfaction rate. Syrian refugees were found to be more satisfied (85%) than other refugees (77%)<sup>59</sup>.

#### Summary of Progress

Support to DGMM provincial/regional offices has resulted in the updating of over 2.2 million refugee registration records - a key requirement to ensure that refugees can access the services they are entitled to. Beneficiary follow-up surveys reported an average 84% satisfaction rate with the protection services provided by IPs, with Syrian refugees being more satisfied (85%) than other refugees (77%).

### Long-Term Outcome      Vulnerable refugees are protected and integrated in government systems of service provision

Table 25: Long-Term Outcome Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
P-Oc.01 - Percentage of refugees reporting having easy and equitable access to government services	N/A	N/A	

No data is available as yet for Indicator P-Oc.01 as this requires the completion of a survey of refugees.

<sup>57</sup> i.e., refugees from countries other than Syria.

<sup>58</sup> Indicator P-Oc.03 above is therefore likely to be dropped from the Facility RF. Information on this aspect will be obtained from qualitative data collection methods.

<sup>59</sup> This may be partly explained by the fact that if a referral (by the Facility-supported organisation) to an external agency does not result in the support sought, the respondent may report being dissatisfied with the service provided.

## 5. BASIC NEEDS

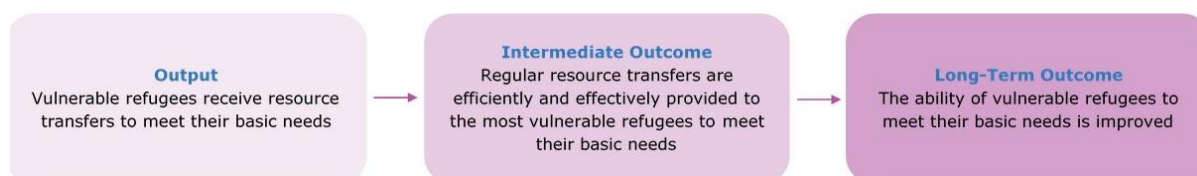
In the second half of 2020 the worsening economic situation in Turkey combined with the effects of the COVID-19 mitigation measures further increased refugees' vulnerabilities. Refugees reported that their livelihood-earning opportunities significantly diminished over the course of the year<sup>60</sup>. The preliminary results of the Intersectoral Vulnerability Assessment in the second half of 2020 found that 72% of refugees could not or could barely afford to pay for their food and electricity needs and 66% could not or could barely afford to pay for their housing<sup>61</sup>.

To cope with the situation refugees have been buying food on credit, borrowing money and reducing essential non-food expenditure. The second round of the 3RP Inter-Agency Protection Needs Assessment found that between 30% and 40% of beneficiary respondents resorted to borrowing to cover their basic needs, and 25% were reducing essential food expenditure. Other survey evidence suggests that refugee debt levels have increased by between 70% and 100% over the preceding year. The psychological effects of this situation appear to be high. Symptoms of mental ill-health were reported for 32% of respondents in the IFRC-TRC survey. In the 3RP survey 58% of Syrian refugee respondents reported an increased level of personal anxiety/stress. Higher rates were reported for Afghan and Iranian refugees.

### Facility Support Strategy

The Facility's strategy in this area is to support the operation of a range of monetary and non-monetary resource transfer mechanisms targeting needy households to help ensure that basic needs are met<sup>62</sup> (see Figure 11 below).

Figure 11: Basic Needs Priority Area Intervention Logic



The largest Facility investment in this area is the ESSN programme which provides eligible households with an unconditional monthly cash transfer. Three phases of the ESSN have been financed to-date. In addition, a new Action (C-ESSN) supporting the MoFLSS to implement a dedicated cash-transfer programme for the most vulnerable refugees began in December 2020 with cash transfers due to begin in mid-2021.

The Facility's strategy combines the channelling of support to meet refugees' essential needs through NGOs and UN agencies with the provision of support to the GoT's social assistance system. This involves the delivery of one general output covering the provision of material or cash assistance to refugees, including specific occasional or periodic support (e.g., winter fuel subsidies, supermarket vouchers, clothing etc.); one-off cash transfers; and regular monthly unconditional cash transfer schemes.

<sup>60</sup> One in five of the respondents to the Intersectoral Vulnerability Assessment (Aug 2020-Feb 2021) stated that their income had dropped by 20% over the preceding three months. Source: IFRC-TRC.

<sup>61</sup> Conducted by IFRC-TRC. The data relates to refugees who are ESSN beneficiaries and applicants for ESSN support who were found ineligible.

<sup>62</sup> The objective of the ESSN has not been to ensure that every refugee household has sufficient income each month to completely meet their basic needs but to provide a substantial level of support in order to ensure that no family or household finds itself destitute.

## Output Achievement Progress

### Output Vulnerable refugees receive resource transfers to meet their basic needs.

Table 26: Output Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
B-Ot.01 - Number of refugees receiving unconditional regular resource transfers with Facility funding	1,828,788	1,876,499	97%
B-Ot.02 - Number of individuals who received restricted, seasonal or one-off resource transfers with Facility funding	2,579,308	2,564,172	101%

In December 2020, over 1.8 million refugees received unconditional regular cash transfers through the ESN programme - a 6% increase in beneficiaries compared to June 2020. The majority (90%) of beneficiaries were Syrian. Among the beneficiaries the largest proportion (41%) were in the age-group of 5-17 years; one-third were between 18 and 49 years; 20% were under 5 years; and 6% were above 50 years. Some 32,316 (2%) of total beneficiaries were reported as disabled.

Following the outbreak of COVID-19, Facility IPs reallocated their budgets to respond to the most negatively affected individuals. Restricted cash (e-vouchers), unrestricted cash (ESN top-ups), in-kind food and non-food assistance were provided to the most affected groups. These restricted, seasonal or one-off resource transfers were provided once to each beneficiary, with the first assistance being delivered to individuals at the end of the second quarter of 2020<sup>63</sup>. By the end of December 2020 over 2.5 million individuals had benefited from the assistance. Much of the assistance was provided in the six months from July to December 2020 in support of 1.9 million individuals. In line with national initiatives for vulnerable Turkish citizens, an unconditional transfer of 1,000 TRY was made through the ESN and other humanitarian partners in two instalments of TRY 500 (in June and July 2020) to mitigate the negative effects of COVID-19.<sup>64</sup> The ratio of male to female beneficiaries was almost one-to-one.

Figure 12: Number of refugees receiving unconditional regular resource transfers with Facility funding



Figure 13: Number of individuals who received restricted, seasonal or one-off resource transfers with Facility funding



### Summary of Progress

In December 2020, over 1.8 million refugees received unconditional regular (monthly) cash transfers through the Facility-supported ESN programme (up 6% from June 2020). To cope with the severe effects of the COVID-19 crisis and its impact on livelihoods a 1,000 TRY top-up to the ESN payments was provided. Additionally, restricted, seasonal or one-off resource transfers were provided once to over 1.9 million refugees between July and December.

<sup>63</sup> Although the transfers may be made to a head of household, all members of the household are counted as individual beneficiaries. If the same household (or members of the household) received different resource transfers in two consecutive quarters, these are reported as separate cases.

<sup>64</sup> The 1,000 TRY top-up was provided by the ESN, but also other agencies; notably the UNHCR provided a one-off Covid cash transfer to roughly 500,000 non-ESN refugees.

## Outcome Achievement Progress

### Intermediate Outcome

**Regular resource transfers are efficiently and effectively provided to the most vulnerable refugees to meet their basic needs**

Table 27: Intermediate Outcome Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
B-Oc.04 - Percentage of cash transfer applicants reporting being satisfied with the application procedures	88%	85%	103%
B-Oc.05 - Percentage of cash transfer recipients whose initial cash transfer is delayed	0.02%	5%	

Apart from the Post Distribution Monitoring (PDM) surveys, a separate regular survey is conducted by IFRC/TRC to measure the satisfaction of ESSN applicants with the application procedures. The latest satisfaction survey was conducted in October 2020 and covered both ineligible and eligible applicants. The satisfaction level (with the application process) was 97% for the accepted applicants and 78% for the rejected applicants.

From July to December 2020, 22,747 households (covering 101,221 individuals) received ESSN payments for the first time. Out of the total approved ESSN applicants, only 21 applicants (or 0.02%) experienced a significant delay in receiving their first cash transfer<sup>65</sup> which indicates that the screening and payment systems appear to be working efficiently.

#### Summary of Progress

The ESSN unconditional cash transfer system is now in its third phase. Monitoring data and external reviews indicate that its beneficiary identification, screening, payment and follow-up systems are generally functioning well. On average 88% of applicants were satisfied with the process (including rejected applicants).

### Long-Term Outcome

**The ability of vulnerable refugees to meet their basic needs is improved**

Table 28: Long-Term Outcome Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
B-Oc.01 - Percentage of (Facility-funded) resource transfer beneficiary households with expenditure above the Minimum Expenditure Basket	69%	67%	103%
B-Oc.02 - Mean Livelihoods Coping Strategy Index (LCSI) for Facility-funded resource transfer beneficiary households	3.57	3.40	95%
B-Oc.03 - Average (median) amount of debt held by resource transfer beneficiary households	2.000 TL	1.545 TL	29.5% Excess

The latest ESSN PDM survey<sup>66</sup> was conducted from June to September 2020<sup>67,68</sup>. Out of 5,000 households, 2,582 eligible households were interviewed to measure the proportion of ESSN beneficiary households with expenditure above the Minimum Expenditure Basket (MEB)<sup>69</sup>. The value was calculated based on the cost of the MEB (386 TRY)<sup>70</sup> at the time of sampling (May 2020). Results show that 69%<sup>71</sup> of surveyed ESSN beneficiaries have expenditure above

<sup>65</sup> Delayed refers to the application, approval, and first cash transfer process taking more than 93 days to complete.

<sup>66</sup> ESSN PDM 10 (IFRC and TRC); <https://reliefweb.int/sites/reliefweb.int/files/resources/2021-ESSN-CashintimesofCOVID19.pdf>.

<sup>67</sup> PDM 11 was supposed to be finalised at the end of 2020 but was delayed by about 15 days due to COVID-19 restrictions.

<sup>68</sup> In total more than 5,000 households (both eligible and ineligible ESSN applicants) were included in the survey. In contrast to previous PDMs, PDM10 (the latest PDM) was conducted remotely through phone calls made by the TRC M&E call centre in Gaziantep.

<sup>69</sup> The MEB is the amount of money required per person (per month) in order to meet his/her basic needs. Households with a higher expenditure than the MEB have a better ability to meet basic needs.

<sup>70</sup> Updated cost of MEB as of July 2020 is 389 TRY.

<sup>71</sup> Since no weights are used in this calculation, these values are slightly different than regular PDM values (61,1 per cent with weights, representing the total population).

the MEB. This means that over two-thirds of the ESSN beneficiary households were able to meet their expenditure needs as defined by the MEB.

The survey also showed that the mean Livelihoods Coping Strategy Index (LCSI) value for ESSN beneficiary households remained stable at 3.57<sup>72</sup> indicating that there was no increase in the use of negative coping strategies. Two different reasons might explain the stability despite the COVID-19 pandemic. Firstly, the two Eid holidays had an impact on consumption habits and assistance received. Secondly, the additional 1,000 TRY assistance provided to each ESSN beneficiary might have helped mitigate the initial impact of COVID-19 on the households.

When comparing the LCSI and the coping practices of the ESSN recipients and non-recipients before and after the first wave of the COVID-19 pandemic (March-June 2020), it was seen that the coping practices were not significantly different for the eligible households whilst the use of negative coping practices increased significantly for the non-eligible households (i.e., non-beneficiaries). It appears therefore that COVID-19 had a greater negative impact on ESSN non-beneficiaries than on beneficiaries. According to the survey, ESSN recipient households (LCSI score of 3.81) are comparatively better off than non-ESSN beneficiaries (LCSI score of 4.49)<sup>73</sup>. Results also show regional variation. For example, Anatolia/Thrace has the lowest LCSI compared to the Aegean region which has the highest level. No major difference between female and male-headed households was observed.

According to the latest PDM Survey, the average ESSN-surveyed household had 2,000 TRY of debt. The survey results show that debt levels have doubled in the past year from approximately 1,000 TRY in September 2019 to TRY 2,000 in September 2020. Male-headed households have significantly higher levels of debt compared to female headed ones.

In general, it appears that the additional cash assistance provided was effective in reducing the prevalence of use of negative coping strategies and in increasing food consumption levels. Nevertheless, the over 30% depreciation in the value of the Turkish Lira over the course of 2020 has reduced the effectiveness of the ESSN programme in contributing to meeting the refugees' basic needs.<sup>74</sup>

#### Summary of Progress

Over two-thirds of ESSN beneficiary households were able to meet their basic expenditure needs as defined by the Minimum Expenditure Basket (MEB). The ESSN monitoring system found (in Q3 2020) that whilst there had been no significant increase in the use of negative coping strategies by ESSN beneficiaries, their level of use had increased for non-beneficiaries. Average debt-levels are estimated to have doubled between September 2019 and September 2020 for refugee households. Nevertheless, the effectiveness of the ESSN has been partially undermined by the relatively high level of inflation.

<sup>72</sup> The value in May 2017 was 5.5 for ESSN beneficiaries - meaning that there has been a significant reduction in the use of negative coping strategies since then.

<sup>73</sup> A higher value of LCSI is an indication that the household is experiencing food and economic insecurity.

<sup>74</sup> For this reason, in early 2021 (after the cut-off date of this FMR) a decision was made to increase the monthly transfer value of the ESSN from 120 TRY to 155 TRY per person per month.

### Impact Indicators

A preliminary analysis of progress made in terms of a revised RF impact indicator is presented below.

Table 29: Impact Indicator I-01

Indicator	I-01 Percentage of refugee households which are employing negative coping strategies in response to economic pressure
Source	<ul style="list-style-type: none"> <li>• Comprehensive Vulnerability Monitoring Exercise (CVME) (WFP-TRC)</li> <li>• Intersectoral Vulnerability Survey (IFRC-TRC)</li> </ul>
Latest Value	<p>Awaiting results of the Intersectoral Vulnerability Survey (Aug 2020-Feb 2021).</p> <p><u>Preliminary results:</u></p> <p>Reduced Coping Strategy Index (rCSI) (focused on food security) at its highest level in over a year (indicating an increase in the level of use of negative food consumption and nutrition coping strategies).</p>
Assessment	<p>The use of negative coping strategies appears to have continued to increase since 2018. Evidence from multiple sources indicates further reductions in nutritional food intake by refugee households (see Basic Needs section of this report), increasing withdrawal of older children from school (see Education section of this report) and increasing levels of debt (see Basic Needs section).</p>

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## 6. LIVELIHOODS

It is estimated that up to one million Syrian refugees are active in the Turkish labour market. Whilst 87% of working age Syrians (those who are available for work) reported being employed in 2017<sup>75</sup> this had dropped to 74% prior to the onset of the COVID-19 pandemic in early 2020<sup>76</sup>, indicating the negative impact of the deteriorating 'pre-COVID' economic environment. Only 11% of women were working<sup>77</sup>. Of those refugees who were employed (before COVID-19) 87% were in informal employment and the rest were formally employed (i.e., with a work permit). One NGO providing livelihoods support to the Syrian community reported in 2020 that 52% of employed Syrian refugees were working for a Turkish employer whilst 17% were working for a Syrian employer<sup>78</sup> and another 17% were self-employed<sup>79</sup>. In 2017 66% of Syrian 15-year-old boys were not in school but were working<sup>80</sup>.

Although the economy recovered to some extent in the second half of the year and posted an overall positive growth result for the whole of 2020 due to the government's economic stimulus measures, refugees appear to have suffered more than their Turkish peers. According to a survey conducted in September 2020, 76% of refugee respondents stated that their working status and conditions had worsened as a result of the pandemic<sup>81</sup>. Whilst the proportion was 79% for those in informal employment, it was much lower (57%) for those formally employed. This is likely to be the result of government support measures not directly benefitting the informally employed, and also that refugee-employing sectors (e.g., services) have been more severely affected by the pandemic.

The impact of the COVID-19 pandemic on the small business sector (both refugee-owned and Turkish-owned) in high refugee concentration provinces appears to have been very negative. An on-line survey of 383 entrepreneurs conducted in June 2020 by INGEV, showed that 86% of refugee entrepreneurs and 68% of local entrepreneurs reported a negative impact of COVID-19 on their business - with 54% of refugee entrepreneurs and 34% of local entrepreneurs reporting a reduction of more than 50% in their sales turnover. The same survey found that refugee entrepreneurs were far less aware of the existence of special COVID-19 Small and Medium-sized Enterprise (SME) support programmes than host community entrepreneurs.

A larger national enterprise survey conducted in December 2020 found that 41% of enterprises said that the COVID-19 crisis had affected them severely and another 35% said that it had affected them significantly. Well over half (57%) reported having reduced the size of their workforce in response<sup>82</sup>. However, as the year (2020) progressed, businesses appeared to adapt so that the scale of reported impact was less at the end of the year than at the end of the second quarter. The effects of the crisis were clearly greater on micro and small enterprises.

Just over 9,000 Syrian-owned businesses had been officially registered by July 2020<sup>83</sup>. Although this includes both refugee and non-refugee-owned businesses, the vast majority were refugee owned. The impact of the general economic climate on new Syrian business formation prior to the pandemic can be seen from the registration statistics. A total of 1,595 new Syrian-owned businesses were registered in 2018 whilst the number was a much lower 749 enterprises in 2019.

<sup>75</sup> Household Labour Force Survey (HLFS) (Turkstat 2017) - reported in 'Syrian Refugees in the Turkish Labour Market' (ILO 2020). This refers to refugees who are available for work - i.e. not in full-time education; disabled etc. Of the total population in the 15-65 years age group 71% of men work, whilst only 11% of women work (i.e. conduct remunerated work).

<sup>76</sup> Inter-agency Protection Needs Assessment - 3RP (Round 2) - September 2020. Note: The two survey methodologies are very different so the two figures may not be completely comparable. ILO will conduct a second labour market assessment based on 2020 HLFS in the second half of 2021.

<sup>77</sup> The WFP CVME survey in November 2019 found that 10% of women were working and that 74% of males over 18 years old were working - thus confirming the above data.

<sup>78</sup> This includes both formal and informal employment.

<sup>79</sup> INGEV - The Commitment - No one behind. 2020.

<sup>80</sup> Household Labour Force Survey (HLFS) (Turkstat 2017) - reported in 'Syrian Refugees in the Turkish Labour Market' (ILO 2020).

<sup>81</sup> Inter-agency Protection Needs Assessment - 3RP (Round 2) - September 2020. Phone-based survey of a sample of 1136 refugees drawn from the caseloads of 17 development agencies.

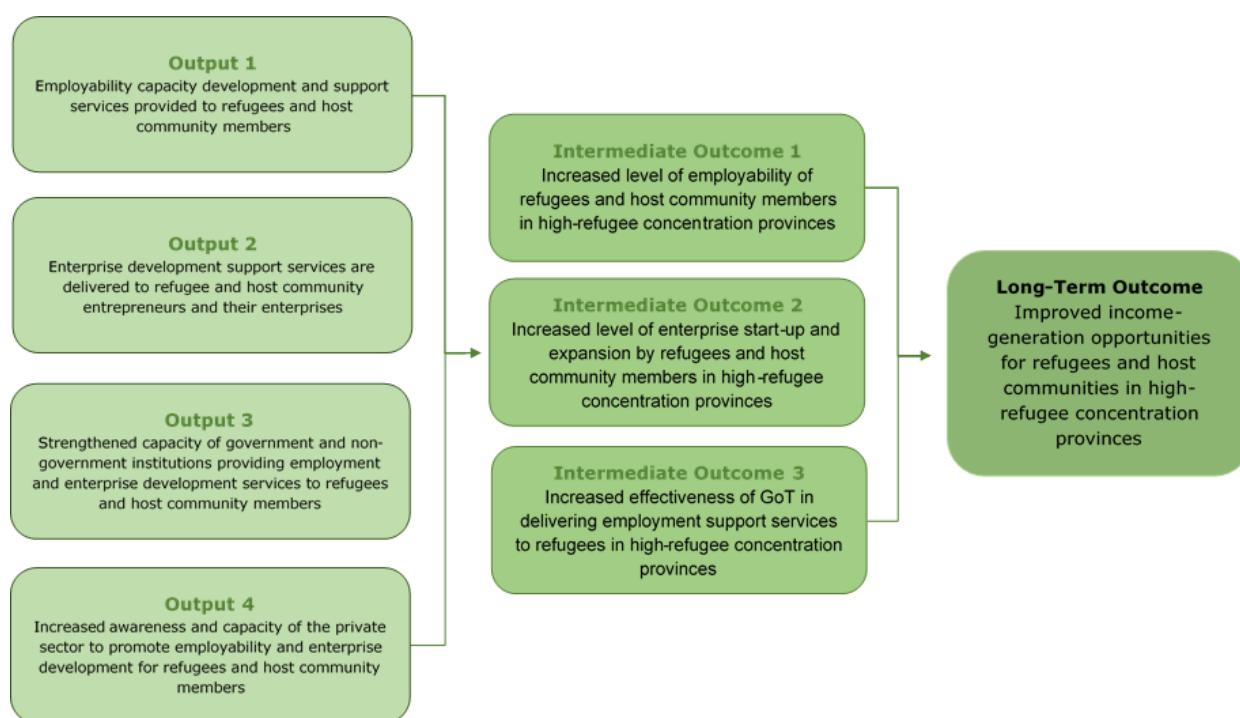
<sup>82</sup> 'Impact of COVID-19 Crisis on Enterprises'. Q4 Survey. Final Report. February 2021. Business for Goals.

<sup>83</sup> TOBB (Türkiye Odalar ve Borsalar Birliği) - The Union of Chambers and Commodity Exchanges of Turkey.

### Updated Support Strategy

Whilst supporting beneficiaries' ability to sustain themselves economically has always been a key part of the Facility's strategy, this area has taken on a much greater emphasis under Tranche II with a number of new Actions focusing on ensuring the sustainability of the Facility's outcomes and impact. The strategy aims to provide income generation opportunities for the target groups (both refugees and host communities in high-refugee concentration areas) through increasing employability levels - including for young people graduating from school and those transitioning from the ESSN income-support programme - and through stimulating micro, small and medium-sized enterprise establishment and expansion.

Figure 14: Livelihoods Priority Area Intervention Logic



The Facility aims to improve income-generation opportunities for refugee and host community members in high refugee concentration provinces (Long-Term Outcome in Figure 14 above) by improving refugee and host community member employability (Intermediate Outcome 1), supporting increased enterprise start-ups and expansion by beneficiaries (Intermediate Outcome 2) and helping labour market institutions support target groups (Intermediate Outcome 3).

The strategy involves working closely with a wide range of government and non-government institutions providing employment support and enterprise development services to help them adapt to support target beneficiary groups. This includes supporting skills development through trainings, apprenticeships and on-the-job training; enterprise creation through the provision of entrepreneurial training, coaching and financial services; and enterprise expansion through supporting business-to-business linkages, product innovation and new market development. It also involves working with established Turkish companies to help them understand and benefit from the range of opportunities offered by skilled refugees and the refugee business community.

## Output Achievement Progress

### Output 1 Employability capacity development and support services provision

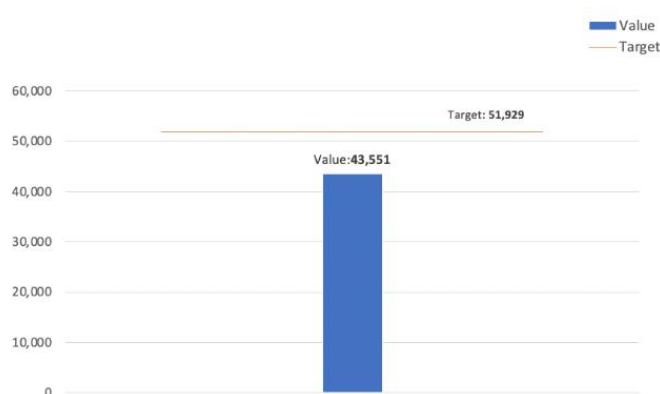
Table 30: Output 1 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
L-Ot.01 - Number of refugees and host community members registered for (Facility-supported) short-term vocational skills trainings	50,221	74,737	67%
L-Ot.02 - Number of refugees and host community members who completed (Facility-supported) short-term vocational skills development trainings	43,551	51,929	84%
L-Ot.03 - Number of refugees and host community members provided with basic labour market skills (soft/life skills) training with Facility support	2,860	45,520	6%
L-Ot.04 - Number of refugees and host community members who benefited from employment counselling services with Facility support	70,916	149,870	47%
L-Ot.05 - Number of refugees and host community members who obtained a certificate in a vocational skill area issued by an authorised vocational certification body with Facility support	16,536	15,400	107%
L-Ot.06 - Number of refugees and host community craftsmen and tradesmen provided with financial/material assistance with Facility support	445	410	109%

The Facility supports several Actions providing short-term vocational skills training. The courses for refugees and host community members cover a wide range of skill areas ranging from sewing and cooking to electromechanical engineering. In addition, these types of active labour market programmes also include on-the-job training (OJT) which is intended to enable skills to be developed in a workplace environment, thereby facilitating the beneficiary's transition into paid employment. Of the over 50,000 registered for skills training programmes 46% received short-term vocational skills training courses whilst 47% were placed in on-the-job training programmes.

The type of skills training provided varies according to the province and is usually related to the presence of certain industries and the local demand for labour. Hence, the Actions often combine skills training with local labour market demand analyses<sup>84</sup>. Based on these analyses, the skills are identified and trainings are procured from MoNE-accredited training providers.

Figure 15: Number of refugees and host community members who completed (Facility-supported) short-term vocational skills development trainings



During the second half of 2020, the number of refugees and host community members registered for Facility-supported short-term vocational skills trainings increased from 42,492 to 50,221, 87% of whom completed the course. Progress has thus been achieved despite the continued COVID-19 pandemic, which is remarkable since skills

<sup>84</sup> Cf. for example: ILO Action "Job Creation and Entrepreneurship Opportunities for Syrians under Temporary Protection and Host Communities in Turkey". Here, analyses of local economic development as well as value-chain analysis has been undertaken in selected geographical locations. Moreover, the World Bank conducted a more extensive Labour Market Demand Analysis in Turkey under its Employability support Action, which resulted in the identification of 25 "critical" professions that are in high demand.

training often requires face-to-face exercises and the use of equipment<sup>85</sup>. The number of beneficiaries obtaining a vocational training certificate (over 16,500) has exceeded the target. Of these, the proportion of women was high - with the number of male beneficiaries only slightly higher than for females. Some skills trainings, such as those provided by UNWOMEN<sup>86</sup> are entirely focused on women. A large majority of training beneficiaries was located in Istanbul, Gaziantep, Şanlıurfa, and Adana, which are large industrial cities hosting extensive refugee populations.

Additional measures to enhance the employability of refugee and host community beneficiaries include the provision of basic labour market skills and employment counselling services. The number of beneficiaries provided with basic labour market adaptation skills was just under 3,000 by December 2020. This 6% achievement rate is due to the fact that two new Actions only began in the fourth quarter of the year<sup>87</sup>. The ILO's Basic Labour Market Skills Programme (BLMS) for example, covers topics such as norms and rules in the workplace, occupational health and safety, interpersonal and intercultural communication, financial literacy, social adaptation and life in Turkey and is only intended for beneficiaries who have already successfully completed a vocational skills course. Action reviews have found that OJT and apprenticeships have a greater job-creation effect than short-term skills trainings.

The number of beneficiaries who benefited from employment counselling services has shown better progress. These services range from career guidance to referrals to training providers (which can also be provided under the Facility) and are offered for example by ISKUR, but also by the TRC via their Community Centres<sup>88</sup>. From July to December 2020 an additional 15,552 beneficiaries received such services, bringing the total number to-date to 71,000.

Finally, two IPs are providing refugee and host community craftsmen and tradesmen with financial and material assistance<sup>89</sup>. As can be seen from Table 30 above, the number of artisans that received Facility support has already exceeded the target. Often this support is provided in the framework of wider entrepreneurship/enterprise support or income generating activities supported by the Community Centres.

### Summary of Progress

A wide range of types of support to improving target groups' level of employability (refugees and host community) have been provided to-date. Of the over 50,000 people registered for skills training programmes 46% received short-term vocational skills training courses whilst 47% were placed in on-the-job training (OJT) programmes. Almost 71,000 people have received employment counselling support and over 16,500 artisans and craftsmen have had their trade/skill certified under the Turkish certification system. Action reviews have found that OJT and apprenticeships have a greater job-creation effect than short-term skills trainings.

## Output 2 Enterprise development support services delivered

Table 31: Output 2 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
L-Ot.07 - Number of refugees and host community members provided with entrepreneurship training with Facility support	2,701	11,910	23%
L-Ot.08 - Number of enterprises, owned by refugees and host community members, provided with (non-financial) enterprise development assistance with Facility support	961	4,907	20%
L-Ot.09 - Number of enterprises, owned by refugees and host community members, provided with financial and/or material assistance with Facility support	314	1,930	16%

<sup>85</sup> Cf. Concern Worldwide (CWW) Action "Yarını Kurmak / Building Tomorrow - Quality Education and Livelihoods Support for Syrians under Temporary Protection in Turkey" SUMAF Monitoring Report Dec 2020: Selected vocational courses that did not require industrial equipment and that can be taught remotely more easily were provided on-line. Nevertheless, the on-line courses (in Gaziantep) proved problematic as these require elements to be practiced on-site (hairdressing, make up, silk weaving, etc.).

<sup>86</sup> Cf. UNWOMEN Action "Strengthening the Resilience of Syrian Women and Girls and Host Communities in Turkey (UNWOMEN)".

<sup>87</sup> Support to Transition to Labour Market (WB), and Agricultural Employment Support for Refugees and Turkish Citizens through Enhanced Market Linkages Project (WB)

<sup>88</sup> Cf. DRC Action "Addressing Vulnerabilities of Refugees and Host Communities in Five Countries Affected by the Syria Crisis – Turkey".

<sup>89</sup> The Actions are implemented by the World Bank and the Danish Red Cross.

The target achievement rates are low for this area of Facility support due to the fact that the targets for new Tranche II-funded Actions are included but the Actions are still in their early implementation phase.

As of December 2020, a total of 2,701 refugees and host community members had benefited from entrepreneurship training. This involves providing both new and existing entrepreneurs with additional skills to enable them to plan or expand their business and includes business financial aspects; market assessments and marketing; tax and regulatory aspects etc. The beneficiaries of such trainings are often subsequently supported with business start-up or expansion grants and customised advisory services or coaching. Three-quarters of the entrepreneurs receiving the entrepreneurship training were male and 81% of them were refugees<sup>90</sup>.

The Facility also provides both financial and non-financial (coaching) support to existing enterprises owned by refugees and host community members. Here, the impact of the COVID-19 pandemic and the challenging economic situation in Turkey is evident. Since the start of the Facility, a total of 961 enterprises benefited from non-financial support. In the second half of 2020, only 36 enterprises benefited, compared to the almost 400 firms that received coaching during the first half of 2020 - partly because one major Action was coming to a close. UNDP for example, was providing tailor-made business development services for new start-ups and for the expansion of existing businesses through support to product innovations and efficient manufacturing processes<sup>91</sup>. In addition, the Facility is supporting the establishment of a number of social enterprises (usually registered as cooperatives) and which are female-led<sup>92</sup>.

Financial support has been provided to 314 enterprises since the start of the Facility. Progress slowed down in the second half of 2020 with 67 firms receiving financial support, compared to 95 in the first half of 2020. In addition, Action monitoring mission results show that IPs are finding it difficult to attract refugee-owned enterprises that are eligible for financial support in part because these often tend to operate in the informal economy. In this light, the fact that almost two-thirds (63%) of the supported enterprises were Syrian-owned should be viewed as positive.

#### Summary of Progress

By December 2020 over 2,700 refugees and host community members had benefited from entrepreneurship training and almost 1,000 small and micro enterprises had been provided with enterprise development assistance (including advisory services; market and product development support and financial support). One quarter of beneficiaries were female and over 80% were refugees. The level of support declined in the second half of 2020 as one Tranche I Action neared its completion and other Tranche II Actions had yet to pick up speed.

### Output 3

### Strengthened capacity of government and non-government institutions

Table 32: Output 3 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
L-Ot.10 - Number of employability and enterprise development institutions' staff provided with (Facility-supported) training	257	5,946	4%
L-Ot.11 - Total number of 'person training days' provided to employability and enterprise development institutions' staff with Facility support	500	2,506	20%

The institutions targeted for support under this output are governmental and semi-governmental entities as well as private sector representation entities. They include ISKUR, MoFLSS, TOBB, TESK and KOSGEB. To-date, only 257 staff of these institutions have received Facility-supported training - with a total of only 500 training days delivered. The courses cover a wide range of topics such as training ISKUR job vocational counsellors to register refugees, training

<sup>90</sup> While there are different explanations available, for example that refugees are forced into self-employment because they lack other options, entrepreneurship training is sometimes also exclusively made available for them. The latter is for example the case with the World Bank Action "Employment Support for Syrians under Temporary Protection and Host Communities Activities".

<sup>91</sup> Cf. UNDP Action "UNDP Turkey Resilience Project in Response to the Syria Crisis (TRP)". According to the SUMAF Monitoring Report from July 2020, these activities were severely delayed because of the pandemic.

<sup>92</sup> Cf. World Bank Action "Strengthening Economic Opportunities for Syrians under Temporary Protection and Host Communities in Selected Provinces".

labour inspectors and social security inspectors for better law enforcement - particularly on work permit regulations and refugee registration - as well as training KOSGEB staff in business mentorship skills. The target achievement levels of these indicators are still low as several relevant Actions have only recently started<sup>93</sup> and their trainings have yet to start. Here, the outbreak of the COVID-19 pandemic and the subsequent restrictions imposed by the GoT caused some delays in overall Action implementation. Some of the planned trainings were however moved to on-line delivery.

#### Summary of Progress

In line with an increased emphasis on the institutional strengthening of GoT and private sector institutions to ensure the sustainability of support to targeted communities, the Facility has supported MoFLSS and ISKUR to improve employment support services for refugees, and the employers' federation TOBB to better support refugee-owned enterprises. Tranche II Actions will expand this support and will include increased support to KOSGEB (the small enterprise support agency) KOSGEB and to TESK (the artisan/tradesmen association).

### Output 4 Increased awareness and capacity of the private sector

Table 33: Output 4 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
L-Ot.12 - Number of private sector companies that benefited from (Facility-supported) awareness raising and capacity development activities	465	12,570	4%

Facilitating improved access of refugees and socio-economically vulnerable host community beneficiaries into the labour market requires the involvement of private sector employers. Hence, making them aware of the supported programmes and potential benefits which these could offer them as well as working with them to participate in active labour market programmes and to employ skilled beneficiaries are core aspects of the supported Actions. Awareness-raising and capacity building activities cover a variety of topics, including the (on-line) work permit application process; providing information on the availability of potential skilled workers; how to deal with prejudices about Syrian refugees; and cross-cultural communication.

In addition to making companies aware of the opportunities provided under the Actions - often done via business associations such as TESK and TOBB - companies have also received other types of Facility support to facilitate their collaboration. In the apprenticeship promotion work implemented under one Action, companies need to be properly prepared before they can accept an apprentice. This includes the need to appoint a master-trainer and to commit to following a training programme<sup>94</sup>. In addition, companies are provided with information on Syrian refugee work permit requirements and the application process before they can apply for the reimbursement of work permit costs<sup>95</sup>. So far, 465 companies have benefited from awareness-raising and capacity development activities.

#### Summary of Progress

To-date 465 companies have benefited from awareness-raising and capacity development activities intended to improve local private sector's awareness of the availability of skills and market opportunities related to the refugee community and how it can tap these. Support is also provided to companies with work-permit applications and training has been provided on how to ensure effective cross-cultural communication in the workplace.

<sup>93</sup> When new Actions commence under the Facility their end of Action targets are added to the Facility target for the relevant indicators.

<sup>94</sup> Facility support also includes full coverage of wage costs (minimum wage).

<sup>95</sup> See for example the following actions: ILO Action "Job Creation and Entrepreneurship Opportunities for Syrians under Temporary Protection and Host Communities in Turkey" and TOBB Action "Living and Working Together: Integrating SUTPs into the Turkish Economy".

## Outcome Achievement Progress

### Intermediate outcome 1

### Increased level of employability of refugees and host community members in high-refugee concentration provinces

Table 34: Intermediate Outcome 1 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
L-Oc.05 - Estimated number of refugees and host community members reporting obtaining new or improved employment following receipt of Facility employability and employment support	4,408	6,933	64%

The Facility's activities are expected to result in refugees and host community members obtaining jobs - either new jobs or 'improved jobs' (such as better positions that require the newly trained skills) or formal jobs (i.e., jobs covered by an employment contract and for which social security contributions are paid by the employer).

Beneficiary follow-up survey data show that 4,408 refugees and host community members found a new or improved job following the receipt of Facility support. Half of the reported jobs concerned new employment positions and three-quarters of the beneficiaries were Syrian. Although a substantial proportion of skills development beneficiaries are women, the vast majority of those obtaining new or improved jobs are men.

The Actions supported by the Facility have various inbuilt mechanisms to stimulate the employment of beneficiaries. These include the requirement for employers to retain a certain percentage of beneficiaries for at least six months after Facility support ends<sup>96</sup>. In addition, IPs provide extensive incentive packages (of limited duration) to employers to cover their costs of minimum wages, workplace insurance, social security payments and cost of work permit applications when employing beneficiaries.

Several factors explain why the actual number of beneficiaries (refugees in particular) employed following Facility support was not higher than the number reported. The most important of these is the worsening economic climate, which made employers reluctant to hire new staff. In addition, the GoT placed the issuance of work permits on hold over the last six months of 2020. As a result of this, despite awareness-raising campaigns conducted by the IPs, some employers were still hesitant to employ refugees.

It can also be questioned to what extent the support packages contributed to the retention of jobs that would otherwise have been lost. It is not always clear whether beneficiaries continue to be employed after the maximum six-month incentive support period has elapsed<sup>97</sup>. Despite these considerations, there are also clear examples of companies - in the health sector for example - which are currently experiencing an expansion of their business and are in need of skilled labour for which the Actions provide welcome solutions.

#### Summary of Progress

Data reported to the Facility monitoring system shows that 4,408 refugees and host community members found a new or improved job following receipt of Facility support. Results have been less than expected although this is partly linked to the very adverse current economic climate. Half of the jobs reported were new jobs and three-quarters of the beneficiaries were Syrian. Although a substantial proportion of the recipients of the Facility-supported skills development programmes were women, the vast majority of those obtaining new or improved jobs were men.

<sup>96</sup> The World Bank Action "Employment Support for Syrians under Temporary Protection and Host Communities Activities" requires employers to retain at least 20% of OJT-beneficiaries for a minimum period of six months after the support ended.

<sup>97</sup> Cf. TOBB Action "Living and Working Together: Integrating SUTPs into the Turkish Economy" SUMAF Monitoring Report Feb 2021.

**Intermediate  
outcome 2**

**Increased level of enterprise start-up and expansion by refugees and host community members in high-refugee concentration provinces**

Table 35: Intermediate Outcome 2 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
L-Oc.06 - Number of enterprises, owned by refugees and host community member, established or expanded following receipt of Facility support	436	764	57%
L-Oc.07 - Number of new jobs created by Facility-supported enterprises	1,736	18,110	10%
L-Oc.08 - Percentage of Facility-supported enterprises still operating after termination of Facility support	N/A	N/A	

Entrepreneurship training and business development support has so far resulted in the establishment or expansion of 436 enterprises since the start of the Facility, round half (54%) of which were newly established enterprises.

An inspection of the number of enterprises continuing to operate following the withdrawal of support shows good early survival rates. During the reporting period, this was assessed for a sample of 82 newly established enterprises (under three separate Actions). Of these, 52 (63%) were still operating at least 6 months after Facility support ended. This confirms the quality of support offered and the strength of the business propositions of the supported enterprises.

Whilst the number of jobs created through Facility support to entrepreneurs and businesses (1,736) is quite limited this can be partly explained by the fact that 63% of the enterprises established or expanded are either micro or small businesses which have limited employment-generating capacity.

**Summary of Progress**

The provision of entrepreneurship training and business development support has so far resulted in the establishment or expansion of 436 enterprises. Around half (54%) of these are newly established enterprises. About two-thirds of these were still operating 6 to 12 months following the termination of support which is a good early survival rate for small and micro enterprises. However, to-date only 1,736 new jobs have been created as a result of this enterprise development, which is much less than the number expected.

**Intermediate  
outcome 3**

**Increased effectiveness of GoT in delivering employment support services to refugees in high-refugee concentration provinces**

Table 36: Intermediate Outcome 3 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
L-Oc.09 - Number of refugees and host community obtaining employment through ISKUR as a result of Facility support	8,259	N/A	
L-Oc.10 - Number of refugees registered with ISKUR with Facility support	28,185	66,300	43%

The two indicators presented above relate to one Action which supports ISKUR to provide a number of core labour market services including job-search assistance, Turkish language training and on-the-job training. As a result of this support 8,259 refugees and host community members found a job through one of these channels since the start of the Action in 2017<sup>98</sup>. Whereas employers are formally required to retain at least 20% of the on-the-job trainees, this percentage fluctuates in practice around 25%. The vast majority of beneficiaries are male, and a large proportion are located in İstanbul. Two-thirds of the beneficiaries are of Syrian origin.

During the second half of 2020 the Action was very effective in encouraging refugees to register with ISKUR. The number registered grew from 13,427 in June to 28,185 in December 2020. Even though on-line registration is

<sup>98</sup> This figure includes those beneficiaries of on-the-job training, which employers are obliged to retain for at least six months after the support ended.



possible, the refugees prefer to come in person to local ISKUR offices. Job Vocational Counsellors have been specially trained to conduct interviews with them, which has clearly been beneficial. Translation services are also provided if necessary. In addition, awareness-raising campaigns have contributed, interviewed refugee and host community members stated that they heard about the possibilities at ISKUR via social media channels or friends.

#### Summary of Progress

According to Action reported data 8,259 refugees and host community members found a job as a result of receiving ISKUR employment support services since the start of the provision of support. Two-thirds were Syrian refugees and one-third were Turkish. There has been good progress in the registration of refugees by ISKUR with the number increasing from 13,427 in June to 28,185 in December 2020, indicating an improved capability of ISKUR to provide employment services to refugees.

### Long-Term Outcome Improved income-generation opportunities for refugees and host communities in high-refugee concentration provinces

Table 37: Long-term Outcome Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
L-Oc.01 - Percentage of working age refugees and host community members (in Facility-supported provinces) reporting being employed	N/A	N/A	
L-Oc.02 - Number of enterprises with Syrian ownership	2,013	N/A	
L-Oc.03 - Number of refugee craftsmen and tradesmen registered with TESK	N/A	N/A	
L-Oc.04 - Number of work permits issued for refugees in the past 12 months	N/A	N/A	

The net effect of the Facility's support on the overall employment situation of its target groups in Facility-focused provinces is not clear given the unavailability of refugee employment data in these provinces<sup>99</sup>. This is expected to be addressed following the conduct of the forthcoming household labour survey by Turkstat.

A total of 2,013 new enterprises<sup>100</sup> were registered in the year ending in December 2020. The vast majority of these are known to be refugee-owned enterprises. Whilst this is much less than the 3,216 registered in 2019 it nevertheless indicates a high degree of entrepreneurial activity amongst the Syrian community given the current economic climate. Each year approximately half of the new companies registered are located in Istanbul. Most of the companies established are micro-enterprises (with nine or less employees).

Although data has not yet been officially reported to the Facility, it is understood that approximately 7,000 Syrian refugee craftsmen/tradesmen were registered with the craftsmen/tradesmen association (TESK) in early 2020<sup>101</sup>.

#### Summary of Progress

No data is currently available on refugee employment rates in Facility-focused provinces. Nationally, TOBB reported that 2,013 new Syrian-owned enterprises were registered in 2020. Although this is much less than the 3,216 registered in 2019, it is still very positive given the economic context. The vast majority of these are known to be refugee-owned enterprises.

<sup>99</sup> Hence N/A is currently given for indicator L-Oc.01.

<sup>100</sup> Including joint venture companies (which are a very small proportion of the total).

<sup>101</sup> Verbal communication to SUMAF from TESK officials to the SUMAF Ad-Hoc mission on Employability and Vocational Skills Development (May 2020).

### Impact Indicators

A preliminary analysis of progress made in terms of a revised RF impact indicator is presented below.

Table 38 Impact Indicator I-02

Indicator	I-02 Percentage of refugee households reporting an improved level of economic well-being
Source	To be determined
Latest Value	<p><u>Additional Sources</u><sup>102</sup>:</p> <ul style="list-style-type: none"> <li>• Inter-Agency Protection Needs Assessment (Round 2. Sept.2020) found that: <ul style="list-style-type: none"> <li>a) 76% of the refugees (drawn from the implementing agencies' caseloads) reported that their working status and conditions have worsened in 2020.</li> <li>b) 84% reported being unable to cover their monthly basic needs.</li> </ul> </li> <li>• Intersectoral Vulnerability Survey (IFRC-TRC) (Aug. 2020-Feb 2021) (Preliminary results) found that 74% were either completely unable or rarely able to cover their basic needs</li> </ul>
Assessment	The majority of refugees appear to have experienced deteriorating levels of economic well-being since mid-2018 due to the slowdown in the economy and major increases in the cost of living. The severity of this situation increased since March 2020 (i.e., a major reduction in economic well-being from March to December 2020) due to the impact of COVID-19 on informal sector (mostly) work opportunities.

<sup>102</sup> Note: Neither of these sources generate data which are fully representative of the refugee community as refugees who do not apply for their services are not captured in their samples.

## 7. MUNICIPAL INFRASTRUCTURE

The influx of Syrian and other refugees into Turkey in the last 10 years has created serious challenges for a number of municipalities in terms of the delivery of basic services. The municipalities most severely affected in terms of their ability to deliver safe water supply, safe sanitation and safe solid waste management are those where the proportion of refugees is high in relation to the host community and where municipal budgets are highly constrained.

The top seven provinces in terms of the refugee population expressed as a proportion of the permanent population<sup>103</sup> in 2018 were the following: Kilis (81% of the population were refugees); Hatay (28%); Şanlıurfa (22%); Gaziantep (21%); Mersin (11%); Mardin (11%), and Adana (11%). As central government budget allocations to municipalities do not take into account the population of refugees under temporary or international protection, the above municipalities are facing the highest levels of pressure upon their basic services. As they are all in the South and South-East they are also places where water scarcity is increasingly becoming an issue<sup>104</sup>.

It is also in the South-East that environmental problems caused by rapid urbanisation and industrialisation are among the most severe. In 2016 whilst over 90% of municipal populations in the country were served by sewerage networks, only 70% were served by wastewater treatment plants - which meant that a lot of untreated sewage was being dumped into the natural environment - constituting a major pollution and public health risk. Solid waste management is also a major issue for municipalities as a significant proportion of solid waste is still dumped in wild dumpsites or in non-sanitary landfills. A new law introduced in 2014 extended to the metropolitan municipalities responsibility for transferring solid waste to sanitary landfills and for sorting and recycling, thus placing a greater burden on their resources.

With regard to potable water supply, according to Turkstat data (2018) whilst 99% of municipality populations had access to piped water to their residences, only 60% of municipalities were served by a water treatment plant - meaning that about 40% of the supplied water was not potable.<sup>105</sup> A final major issue for the municipalities is that of old or poorly maintained water supply networks, resulting in extensive leakages from piped water systems (also referred to as 'Non-Revenue Water' or 'NRW'). According to the World Bank (2019) the South-Eastern provinces were behind the national average in terms of water management efficiency, with some municipalities experiencing over 50% NRW rates<sup>106</sup>.

Access to local recreational spaces and infrastructure in urban areas is also an issue in certain places. Of the approximately 3.7 million Syrian refugees registered with DGMM in early 2020 about 70% were children and young adults aged 30 or below. As most of these young people are concentrated in certain provinces - and within those, within certain municipalities there is a serious problem of insufficient facilities.

### Updated Support Strategy

Only one Action supporting municipal infrastructure development was implemented under Tranche I funding. This covered several priority areas and included the construction of several wastewater and solid waste management facilities in four South-Eastern provinces. As it became increasingly clear that many Syrian refugees would remain in Turkey for the coming years, the need to support the GoT in addressing overloaded municipal services became a Facility priority. The focus of the strategy is on potable water supply and sanitation, solid waste management and recreational infrastructure. Whilst most of the resources invested are focused on infrastructure development, strengthening the institutional capacities of the municipalities, municipal water and sanitation authorities ('SKIs')

<sup>103</sup> Based on Turkstat data from 2018. Presented in the AFD Action (IPA/2019/411-788) project design document of 2019.

<sup>104</sup> Turkey's average availability of water in 2017 was 1383 cubic metres per person per year which was much less than the WHO threshold to be categorised as a water-stressed country. This was projected (then) to drop to 1,069 by 2050.

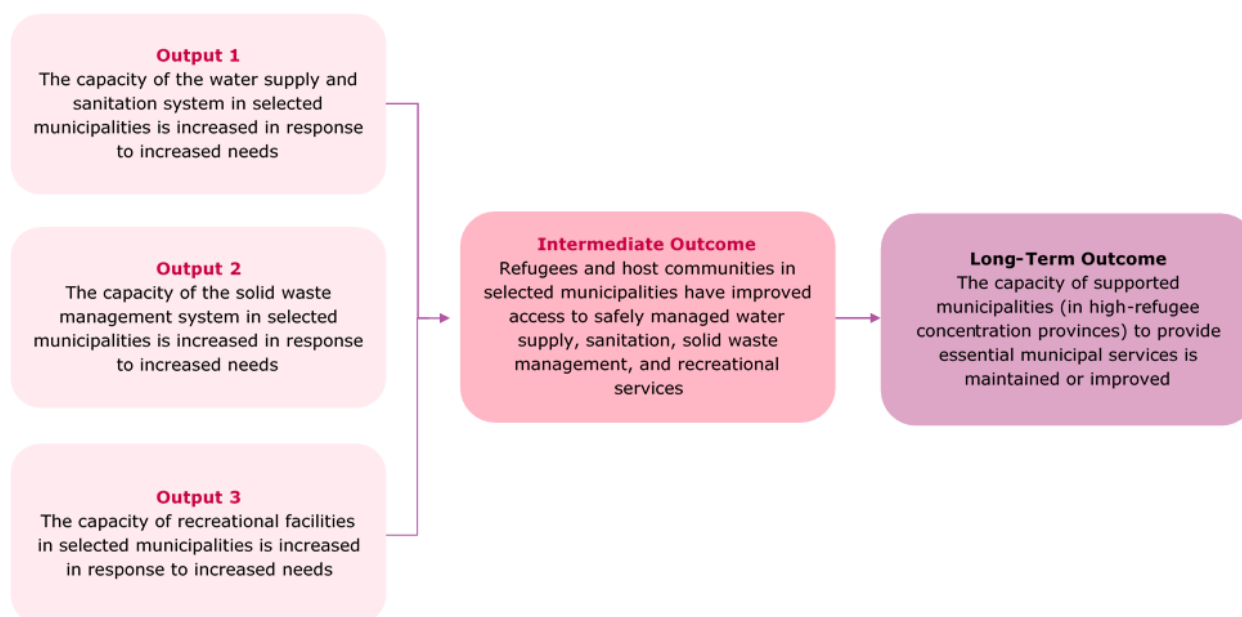
<sup>105</sup> According to Turkstat (2018) only 22% of the population of Konya municipality was served by a drinking water treatment plant. For Kahramanmaraş it was 14% and for Adiyaman it was 17%.

<sup>106</sup> Municipal Services Improvement Project - Project Appraisal Document (March 2020).

and the government’s municipal financing entity Ilbank in the area of infrastructure project development and management are also important objectives in order to maximise the sustainability of the support provided.<sup>107</sup>

The Facility’s strategy in supporting this priority area is summarised in Figure 16 below:

Figure 16: Municipal Infrastructure Priority Area Intervention Logic



Under Tranche II funding, two new Actions are focussing on water supply, sanitation (wastewater management) and solid waste management and one covers recreational infrastructure. 13 municipalities are being supported in the Central Anatolian, Southern and South-Eastern regions<sup>108</sup>. The overall objective is not only to ensure that services are provided at the scale and reliability required but that the negative effects of the service provision on the local environment are reduced or eliminated and the economics of service delivery for the municipalities are improved.

### Output Achievement Progress

#### Output 1 Increased water and sanitation services delivery capacity<sup>109</sup>

Table 39: Output 1 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
M-Ot.01 - Number of water supply and sanitation facilities (new and upgraded) completed and operational (with Facility support)	2	18	11%
M-Ot.02 - Average completion level of water supply and sanitation system construction projects	26%	100%	26%
M-Ot.03 - Average increase in total water supply system capacity in targeted municipalities as a result of Facility support	N/A	N/A	

The waste solar dryer facility in Kilis province is now operational and a wastewater treatment plant in Hatay province was almost operational at the time of reporting. The target achievement rate is only 11% however, due to the fact that a major new municipal infrastructure Action was added to the Facility target in early 2020. The Action, covering the construction of 16 potable water supply, sanitation and solid waste management facilities, is implemented through Ilbank and seven municipal governments (municipalities) in the South-East of the country. Of the various

<sup>107</sup> Ilbank (or Illerbank) is the GoT’s municipal infrastructure investment bank.

<sup>108</sup> Adana; Kahramanmaraş; Osmaniye; Konya; Kayseri; Adıyaman; Mardin; Mersin; Gaziantep; Kilis; Şanlıurfa; Malatya; Hatay.

<sup>109</sup> The target values for the number of construction projects presented in the tables for potable water supply, sanitation and solid waste management will be increased once the inception process for a new World Bank implemented municipal infrastructure project (covering 5 provinces) is completed. This will be reflected in the next FMR.

types of facility under construction, the average completion rate was 26%<sup>110</sup>. The target will be increased following the inception phase for the recently started World Bank (WB) municipal infrastructure Action.

#### Summary of Progress

Of the current target of 18 water supply and sanitation facilities two have been completed to-date. The remaining 16 are currently under preparation and more are currently being planned as part of a new Action. For the construction projects under preparation the average project completion rate is 26%. Seven municipalities in the South-East are targeted with this support.

### Output 2: Increased solid waste management services delivery capacity

Table 40: Output 2 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
M-Ot.04 - Number of solid waste management facilities (new and upgrades) completed and operational (with Facility support)	5	9	56%
M-Ot.05 - Average completion level of solid waste management construction projects	67%	100%	67%
M-Ot.06 - Average increase in safely-managed solid waste management capacity of target municipalities as a result of Facility support	N/A	N/A	

Five solid waste management construction projects (out of a planned six) have been completed to-date under an Action supported under Tranche I funding. Three more are planned under a new Action (mentioned above). The current progress level is 56%. Of the four remaining projects, three are at the early design and procurement stage, whilst the construction of one is more than half-completed<sup>111</sup>. Of the projects under construction the average project completion level is 67%<sup>112</sup>.

#### Summary of Progress

Five solid waste management facilities funded under Tranche I are completed and operational. The majority of the SWM facility construction projects under Tranche II are at the planning and design stage. Of those under construction the average completion level is 67%.

### Output 3 Increased recreational services delivery capacity

The recreational services Action began in August 2020 and is due to run for four years. As the Action is still in its early stages no progress has been registered in terms of the two output indicators in the table below:

Table 41: Output 3 Achievement Progress

Indicator	Indicator Value	Target Value	Progress (%)
M-Ot.07 - Number of recreational facilities completed and operational (with Facility support)	N/A	N/A	
M-Ot.08 - Average completion level of recreational facility construction projects	N/A	N/A	

The preliminary list of recreational facilities for development under the Action includes seven youth centres, twelve football fields, eight training halls, a youth camp and several tennis courts.

<sup>110</sup> It has not been possible to obtain data on Indicator M-Ot.03. The indicator will therefore be removed from the Facility rRF.

<sup>111</sup> It has not been possible to obtain data on Indicator M-Ot.06. The indicator will therefore be removed from the Facility rRF.

<sup>112</sup> This includes pre-construction and post-construction steps.

### Summary of Progress

Approximately 30 recreational infrastructure projects are expected to be completed as part of a new Action which began in mid-2020. No project completion progress has been reported to-date. Under the Action seven youth centres, twelve football fields, eight training halls, a youth camp and several tennis courts are expected to be constructed.

## Outcome Achievement Progress

**Intermediate Outcome**      **Refugees and host communities in selected municipalities have improved access to safely managed water supply, sanitation, solid waste management and recreational services**

Table 42: Intermediate Outcome Achievement Progress<sup>113</sup>

Indicator	Indicator Value	Target Value	Progress (%)
M-Oc.04 - Number of people with access to safely-managed municipal water supply	0	890,000	0%
M-Oc.05 - Number of people with access to safely-managed municipal sanitation	182,490	182,490	100%
M-Oc.06 - Number of people with access to safely-managed municipal solid waste	331,522	331,522	100%
M-Oc.07 - Estimated number of users of Facility-supported recreational facilities	N/A	N/A	

The indicators of service access presented in the table above relate to the number of municipal service users who directly benefit from the infrastructure improved with Facility support. No progress has been registered to-date in terms of beneficiaries accessing improved potable water supply as the new Tranche II Actions will contribute to achieving the 890,000 target set.

To-date, over 180,000 people have benefited from improved access to safely-managed sanitation services and over 330,000 people have benefited from improved SWM services. In both cases this represents a 100% level of achievement of the Tranche I Facility targets. The targets will be revised once the inception phases of the recently started Tranche II-funded Actions are completed.

No data has been reported to-date for the number of users of completed recreational facility construction projects as none have been completed yet. These recreational facilities are not expected to begin coming on-stream until 2022.

### Summary of Progress

Over 180,000 people have improved access to safely-managed sanitation (wastewater) services and over 330,000 to improved solid waste management services as a result of the support provided under Tranche I. As a number of new Actions under Tranche II are expected to complete their inception phases in 2021, the Facility targets will be updated.

<sup>113</sup> The target values in the table below only refer to Tranche I targets as the targets for the new Tranche II-funded Actions had not yet been incorporated (as they were still in their inception phases).

**Long-Term Outcome**      **The capacity of supported municipalities (in high refugee concentration provinces) to provide essential municipal services is maintained or improved**

Table 43: Long-Term Outcome Achievement Progress<sup>114</sup>

Indicator	Indicator Value	Target Value	Progress (%)
M-Oc.01 - Percentage of households in the target municipalities with access to safely-managed municipal water supply	N/A	N/A	
M-Oc.02 - Percentage of households in the target municipalities with access to safely-managed municipal sanitation	N/A	N/A	
M-Oc.03 - Percentage of solid waste in the target municipalities which is safely disposed	N/A	N/A	

The expected long-term outcome to be achieved by the Facility is that the capacity of the supported municipalities to provide these services is maintained or improved. The institutional capacity-building contributes to this by helping the municipalities to become more cost-effective and environmentally-friendly in their service provision.

**Summary of Progress**

No data has yet been reported to the Facility for the long-term outcome achievement indicators in the table above. These are expected to be presented together with their baseline values in the next FMR.

<sup>114</sup> No data has yet been reported to the Facility for the long-term outcome achievement indicators in this table. These are expected to be presented together with their baseline values in the next Facility Monitoring Report

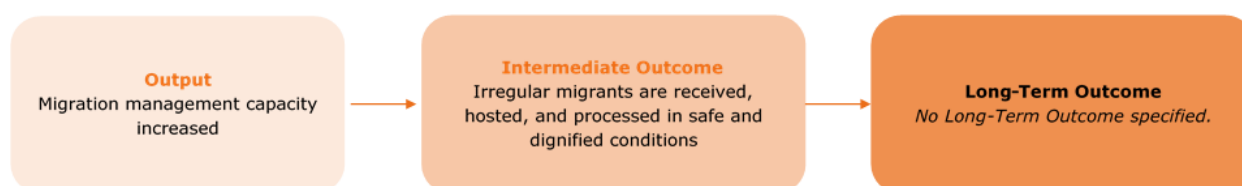
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## 8. MIGRATION MANAGEMENT

Following the completion of the two Actions supported under Tranche I no more support has been provided in the area of Migration Management. The intended intermediate outcome of the strategy was to ensure that: *'Irregular migrants are received, hosted and processed in safe and dignified conditions.'* (See Figure 17 below). This outcome relates mostly to irregular migrants apprehended within Turkey and returnees from third countries. The basic aim of the Facility in this priority area has been to strengthen the government's efforts in ensuring the safe and dignified treatment of irregular migrants.

Figure 17: Migration Management Priority Area Intervention Logic



### Output Achievement Progress

#### Output Migration management capacity increased

Table 44: Output Achievement Progress<sup>115</sup>

Indicator	Indicator Value	Target Value	Progress (%)
MM-Ot.01 - Number of persons who received training on migration related topics	2,989	1,750	171%
MM-Ot.02 - Number of migrants hosted in removal centres	N/A	N/A	
MM-Ot.03 - Number of removal centres established and operational (Completion Ratio of Removal Centre in Çankırı)	1	1	100%
MM-Ot.04 - Number of refugees and host community members who participated in (Facility-supported) inter-community social cohesion events	325,589	110,000	296%

No activities have been conducted with Facility support in the area of Migration Management during the last six months (since the previous FMR). The major Action supporting the DGMM ended in December 2019 - hence the values for the four indicators in the table above have not changed.

#### Summary of Progress

Targets were over-achieved for all the indicators relating to Migration Management institutional strengthening. There are currently no ongoing Actions under this priority area.

<sup>115</sup> No additional charts for the Migration Management priority area have been included in the annexes to this Facility Monitoring Report given that all activities of the Facility in this area have now been completed.

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## 9. CROSS-CUTTING

In addition to the results for each of the seven priority areas discussed above the Facility is also monitoring the achievement of the two cross-cutting outputs presented in Figure 18 below:

Figure 18: Cross-cutting outputs

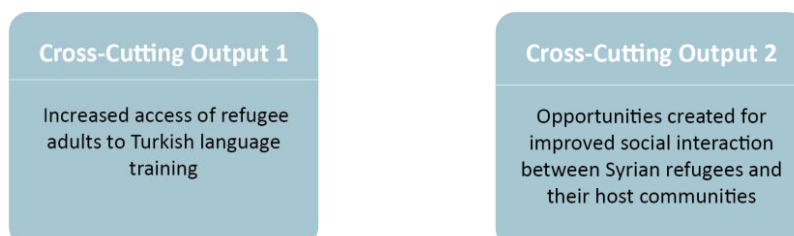


Table 45: Outputs Achievement Progress<sup>116</sup>

Indicator	Indicator Value	Target Value	Progress (%)
C-Ot.01 - Number of adult refugees who completed one or more Turkish language courses with Facility support	50,332	59,247	85%
C-Ot.02 - Number of (Facility-supported) events conducted to promote inter-community social cohesion	N/A	N/A	
C-Ot.03 - Number of refugees and host community members who participated in (Facility-supported) inter-community social cohesion events	544,721	560,406	97%

### Output 1 Delivering Turkish language training for adults

In terms of the original targets established for the completed and ongoing Actions intended to improve refugees' Turkish language capabilities the performance to-date has been very good. Of the almost 60,000 individuals targeted, over 50,000 have completed one or more courses (see Table 44 above). Over half of these people were living in four provinces (Gaziantep; Şanlıurfa; İstanbul and Hatay) and over two thirds were women. Notwithstanding this good progress, interviews with beneficiaries show that the demand for Turkish language training far exceeds the level of supply with long waiting lists in some provinces for places on courses<sup>117</sup>.

Whilst most of the Actions have concentrated on supporting people to complete beginner and intermediate level courses, interviews with employers indicate that they often want to hire refugees with upper intermediate (B2-level) language skills. An analysis of the above factors suggests that there is still a very large unmet need for Turkish language training for refugee adults. By addressing this aspect on a greater scale, a range of benefits could be obtained - not only in terms of employment but also in terms of health literacy, capacity to support refugee children's education and social cohesion.

#### Summary of Progress

Of the almost 60,000 individuals targeted for the provision of Turkish language training, over 50,000 have completed one or more courses to-date. Over two thirds of these people were female and over half were living in Gaziantep; Şanlıurfa; İstanbul and Hatay. Nevertheless, the level of demand is reported to far exceed the level of supply with long waiting lists in some provinces. Additionally, employers are requesting that refugees have a lower-intermediate or upper-intermediate level of Turkish language competence.

<sup>116</sup> For Indicator C-Ot.02 it has not been possible to obtain reliable data in a consistent manner from the IPs. SUMAF is therefore recommending that the indicator be dropped from the forthcoming updated version of the rRF.

<sup>117</sup> SUMAF monitoring missions (such as the DRC October 2020 mission) have found that refugees report long waiting lists for access to free courses in some areas.

## Output 2

### Improving inter-community social interaction

Almost 545,000 refugees and host community members have participated to-date in Facility-supported social cohesion events (see Table 44 above). The events were designed to support improved understanding and engagement between the host community and refugees. The proportion of participants coming from the refugee community was 61% whilst 39% were from the host community. Almost 90% of the refugee participants were Syrian<sup>118</sup>. During the last year some of these activities were reportedly moved to an on-line format including language speaking clubs and art, music and sports-related events. It remains to be seen however, to what extent social interaction events conducted on-line contribute to genuinely increased levels of inter-community social cohesion.

#### Summary of Progress

Almost 545,000 of refugees and host community members have participated to-date in Facility-supported social cohesion events, 61% of whom were refugees and 39% were from the host community. Due to the COVID-19 situation, some IPs shifted towards carrying out these events on-line. The effectiveness of on-line social cohesion events is yet to be assessed.

### Impact Indicators

A preliminary analysis of progress made in terms of three revised RF impact indicators is presented below.

Table 46: Impact Indicator I-05

Indicator	I-05 Percentage of host community members reporting predominantly positive perceptions towards refugees
Source	Syrian Barometer 2019 – A Framework for Achieving Social Cohesion with Refugees in Turkey (Dr. M. Erdoğan).
Latest Value	16.8% (December 2019). Value in 2017 was 19.6%.

Table 47: Impact Indicator I-06

Indicator	I-06 Percentage of surveyed refugees reporting predominantly positive perceptions towards host community
Source	Syrian Barometer 2019 – A Framework for Achieving Social Cohesion with Refugees in Turkey (Dr. M. Erdoğan).
Latest Value	85.7% (December 2019). Value in 2017 was 73.5%.
Assessment (I-05 and I-06)	<p>From the above survey (supported by UNHCR) Syrian refugees appear to have developed more positive perceptions regarding their host communities - possibly due to having improved their Turkish language skills and having made more acquaintances within Turkish communities. However, there has been a drop (from almost 20% to almost 17%) in the Turkish communities' perceptions of the Syrian refugees, possibly caused by increased competition for economic opportunities at a time of increased economic pressure on households.</p> <p>Other reports suggest that inter-community tensions have been reduced due to the 'diversion effect' of the COVID-19 pandemic.</p>

<sup>118</sup> Difficulties have been encountered with obtaining reliable data from IPs on Indicator C-Ot.02. The indicator is therefore likely to be removed from the rRF in its forthcoming review and update.

Table 48: Impact Indicator I-07

Indicator	I-07 Percentage of refugees reporting regular social interaction with the host community members
Source	Syrian Barometer 2019 – A Framework for Achieving Social Cohesion with Refugees in Turkey (Dr. M. Erdoğan).
Latest Value	12.1% of Turkish respondents reported being friends with a Syrian (December 2019). The value was 14.2% in 2017.
Assessment	This finding coincides with that of I-05 and I-06 above - i.e., that there appears to be slightly less social cohesion in terms of host community engagement with refugees than in 2017.

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## 10. MONITORING DATA

The data and information presented in the FMR were obtained from two major sources: data obtained from the IPs through the quarterly reporting against the rRF indicators; and reports or publications by GoT institutions, UN Agencies, Academia, NGOs, research institutions, multilateral organisations, etc.

The rRF has 125 indicators. The majority (68) of these are output-level indicators, whilst 50 are outcome-level indicators and seven are impact-level ones. The indicators fall into three categories of types of data:

- i) Snapshot data - the current value reported at a particular point in time within a specific reporting period. The value may rise and fall from reporting period to reporting period, but only the current value for the selected reporting period is reported, irrespective of the historical values;
- ii) Incremental data - this is the additional data pertaining only to a particular reporting period. It is not added to any previously reported data;
- iii) Cumulative data - the running total of the value for a particular indicator since data recording started (either the start of the Facility or whenever the relevant Actions began operating).

The rRF was launched in early July 2020, which means that the current FMR covers the first two quarters of data for the rRF - which are the last two calendar quarters of 2020<sup>119</sup>. For the current FMR, data have been acquired for 95 rRF indicators (consisting of 58 output level indicators, 35 outcome level indicators and two impact level indicators). Data for 30 indicators were not available, mainly due to the fact that progress has not yet been reported for new Actions (e.g., Municipal infrastructure Actions); data not being available from the relevant ministries (e.g., Livelihoods indicators); or IP surveys which haven't been conducted yet. It is expected that more data will be available during the next reporting period.

Given the wide range of types of reporting by IPs to the Facility and the breadth of types of interventions funded, the Facility's reporting system needs to cover many data sources. A significant amount of time was spent checking the quality and completeness of the data. The checks included assessing the completeness of data, checking data against the data definitions (Indicator Reference Sheets); reviewing the reporting templates' narrative and justification sections, comparing reported figures with other reports, and carrying out bilateral meetings with the IPs to discuss selected data sets. To help identify and fix data issues, a customised on-line data checking software was used. This proved helpful in identifying different data issues.

The initial data analysis was presented during the Implementing Partner Reporting Group events (held in March 2021) where IPs feedback on the targets and progress analysis was collected. After the data checking stage was complete, the detailed analysis was conducted, and the charts and tables presented in this report were compiled. Field-level data checking was also conducted, whenever possible, during monitoring missions.

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<sup>119</sup> The exception to this is the Protection priority area, as the updated set of Protection indicators was launched in Q4 2019.